

Preface

Facilities Management is a dynamic and multifaceted discipline, touching every aspect of how buildings and spaces support the people and organisations that use them. As workplaces evolve and expectations for performance, sustainability and safety grow, the role of the Facilities Manager has never been more critical—or more complex.

This textbook was written with aspiring professionals new to the field in mind. Whether you are stepping into your first role in Facilities Management or transitioning into the industry from a related discipline, our goal is to provide a clear, practical and accessible introduction to the essential concepts, functions and responsibilities that define the profession today.

The chapters in this book cover a wide range of foundational topics from defining what Facilities Management is to asset maintenance and building systems, risk management, customer relationship management and the basics of procurement and contract management. While each subject could be a standalone book, we have aimed to strike a balance between breadth and depth, whilst offering a solid overview by highlighting key principles and current best practices.

Throughout the writing process, we have drawn on over eighty years of our combined experience in the field to bring real-world relevance to the material. We have also made a conscious effort to continuously reflect the evolving nature of Facilities Management.

We hope this book serves as a valuable guide and stepping stone for your professional journey. As co-authors, we would like to thank the many colleagues and mentors, over the years, whose insights and examples have shaped our understanding of the field. We hope that this reference book will, in turn, help shape yours.

David and Sue Morris

