

Bezirksregierung Köln

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## Part 1: Glossary

### **Building Management (BM):**

Field of activity of a Technician of Building Service Engineering for facility operations or planning and construction work.

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### **Technical Building Management (TBM):**

Field of activity of a Technician of Building Service Engineering for facility operations or planning and construction work in terms of technical building equipment.

### **Facility Management (FM)**

Idea and management tool according to DIN EN 15221-1.

### **Quality Management (QM)**

Specification of (working) procedures.

### **Operator Responsibility (OR)**

Legal requirements for the facility. Rights and obligations for Building Management (BM) operating (commercial) property.

### **Energy Management (EM)**

Provision of all energy sources in terms of supply and waste disposal including all legal requirements.

### **Definition DIN-EN 15221-1:**

Facility Management is a task every organization must be capable of. It will help to support their primary processes to supervise all changes efficiently and effectively and adjust them as required (by the primary processes).

## Part 2: Questions

### General Questions

Which sector does your company belong to?  
(multiple answers possible)

a. Facility Services	
b. Production	
c. Estate Manegment	
d. Public services	
e. Other	

Which areas is your company active in?  
(multiple answers possible)

a. Designing and planning of buildings	
b. Designing and planning of technical building equipment (TGA)	
c. Construction of buildings	
d. Installation of technical building equipment (TGA)	
e. Technical building management	
f. Facility management	
g. Other	

How many employees does your company employ?

a. 1 to 20	
b. 21 to 100	
c. 101 to 500	
d. 501 to 1000	
e. 1001 to 10000	

++ very important  
 + important  
 - less important  
 -- unimportant

### Planning of technical building installations

To what extent should the following aspects taken into account during the planning stage:	++	+	-	--
a. Reduction of operating and utilisation costs during subsequent use				
b. Legal requirements regarding rights and obligations of operating buildings				
c. Complete system documentation for subsequent building operation				
d. Reduction of service and maintenance costs during operating stage				
e. Knowledge gained from the operation of existing buildings				
f. Subsequent conversion of the building, e.g. regarding to demographic development				
g. Alignment with a user profile				

Should the planners...	++	+	-	--
a. have knowledge about the subsequent building operation?				
b. have knowledge in what way the building is operated?				

How important is the knowledge gained in the operation of existing buildings for the planning of...	++	+	-	--
a) electrical power supply?				
b) emergency power supply?				
c) lighting systems?				
d) energy distribution in the facility?				
e) air-conditioning and ventilation technology?				
f) safety technology?				
g) building automation?				
h) general electrical installation?				
i) information and communication technology?				
j) renewable energies?				
How important do you consider to be sustainability during the planning phase concerning...	++	+	-	--
a. energy resources?				
b. material usage?				
c. environment?				
	++	+	-	--
How important is it for you (during the planning stage of building automation) to reach a maximum degree of automation?				
How important do you consider to be the on-going updating of the knowledge of planners about innovations and technical developments in technical building systems?				
Do planners have knowledge of the pan-European DIN EN 15221-1?				
Is the pan-European DIN EN 15221-1 taken into account in the planning stage?				

<b>Building Construction</b>	++	+	-	--
Do you consider the use of recyclable material to be important?				
Do you consider the on-going alignment of planning documents to be important				
Do you consider site adaptations (during the construction stage) in terms of optimizing energy consumption to be important?				
How important do you consider to be the preparation of an entire system documentation on completion of the construction project?				
Would it make sense to prepare a folder that documents the crucial facts about the building and the operation of the building and that contains all relevant data and information?				
Would it make sense to prepare a folder that documents the operation of the building and contains all relevant data and information?				
Do you consider it to be useful that the setup has been aligned to the specific usage requirements prior to the handover of the technical systems?				
Do you consider it to be important that there is a briefing of the staff of the building operator?				
Should planned measures be continuously controlled (in compliance with Facility Management planning standards) with regard to their accurate realization?				

- ++ very important
- + important
- less important
- unimportant

<b>Building Operation/Utilisation</b>	++	+	-	--
How important is the knowledge about the usage of a building for facility management?				
Is it important that building operators are trained to know the facts about the rights and obligations of building operation?				
How important do you consider to be the keeping up of continuous contact with the client and customer?				
Should the staff of building operation have knowledge about energy-saving potential during the using stage of a facility?				
How important do you consider to be the digitalization of facility management, e.g. with the help of a CAFM-software (Computer Aided Facility Management)?				
Should executing companies take over maintenance of the facilities?				
Should the maintenance of facilities be taken over by own staff?				
Should the maintenance be aligned preventively or to an optimized service level?				
Do you consider a maintenance plan to be important?				
Should the knowledge and problems of facility management be set out in writing?				
Should facility managers be involved in the planning of construction projects or redevelopment measures?				
How important do you consider to be the permanent screening of a building in terms of its potential of optimization?				
How important do you consider to be the option of remote servicing/maintenance of building automation (Building Management System)				

Which building automation systems are relevant for you?	++	+	-	--
a. LON				
b. KNX/EIB				
c. BACnet				
d. M-BUS				
e. Other				
Do you consider it to be important to train the staff of facility management according to the state of the art?				

++ very important  
 + important  
 - not so important  
 -- unimportant

Sales/Marketing in the area of BSE	++	+	-	--
Should staff in the field of BSE have reputable knowledge about current sales strategies?				
Should staff in the area of BSE have - in addition to their technical knowledge - detailed knowledge about savings potential?				
Should staff in the field of BSE – in addition to their technical knowledge - have detailed knowledge about energy-saving potential?				
Do you consider cogency and assertiveness to be necessary for staff in the field of BSI?				