

ABSTRACT

Facility Management (FM) is a multi-disciplinary job that includes a wide variety of activities, responsibilities, and knowledge. The main role of facility management is to ensure the useability, reliability, and security of the assets under management, which aims for the comfort and safety of people who are active in the buildings it manages.

To achieve more optimal and efficient productivity, FM in carrying out its operations combines technical principles, business administration principles, and human behavior, where FM is an organizational form that carries out an integrated management process that manages people and equipment effectively and efficiently. can provide quality service to every customer.

The quality of the services provided is one of the top priorities for FM in running its business so that consumers or customers can benefit from the services provided, thereby maintaining the bond between service providers and consumers.

Keywords: - Facility Management, Facility Manager, Building Management, Building Services, Building Maintenance

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