

DISCIPLINE SPECIFIC ELECTIVE COURSE
DSE HP 8E3: FACILITIES AND SERVICES MANAGEMENT

CREDIT DISTRIBUTION, ELIGIBILITY AND PRE-REQUISITES OF THE COURSE

Course Title & Code	Credits	Credit Distribution of the Course			Eligibility Criteria	Pre-requisite of the (if any)
		Lecture	Tutorial	Practical		
Facilities and Services Management DSE HP 8E3	4	3	1	0	Studied in Semester 6	NIL

Learning Objectives

- To understand the evolution, nature and scope of facilities and service management in various organizations.
- To prepare operational and strategic facilities management plan for attaining business efficiency.

Learning Outcomes

- Understand the nature and scope of facilities and service management.
- Develop an understanding of operations management and maintenance.
- Gain knowledge about the strategies of facilities and service management.
- Have a practical understanding regarding the management of services in various organizations.

SYLLABUS OF DSE HP 8E3

THEORY
(Credit 3; Hours 45)

UNIT I: Introduction to Facilities and Service Management

10 Hours

This unit introduces facilities and service management, focusing on scope, classification, competencies, and emerging trends.

- Nature and scope of facilities and services
- Classification and characteristics of facilities and services
- Role and core competencies of facility managers
- Emerging trends in facility management

UNIT II: Operations and Maintenance

12 Hours

This unit focuses on facility operations, covering building systems, maintenance types, management practices, and health, safety, and security standards.

- Overview of building systems and their components
- Types of maintenance
- Facility management practices and processes
- Health, safety and security standards

UNIT III: Service Management and Quality Parameters **11 Hours**

This unit covers service management, understanding and measuring service quality, applying service quality models, and managing specialist services.

- Understanding and measuring service quality
- Service quality models and their applications
- Managing specialist services

UNIT IV: Strategies in Facility Management **12 Hours**

This unit focuses on strategic planning, technology integration, and sustainable practices in facility management to enhance efficiency and long-term viability.

- Strategic planning for facility management
- Technology integration in facility management
- Sustainable facility management practices

TUTORIAL
(Credit 1; Hours 15)

1. Analysing service management through case studies
2. Care and maintenance of different surfaces
3. Surveying hard and soft services across varied industries/institutions
4. Designing OSHA safety and health checklists
5. Field visits to evaluate facility management operations
 - Observe and analyze facility management practices in malls, hospitals, hotels, restaurants, etc.
6. Customer journey mapping for enhanced service delivery
 - Understand user experiences and propose strategies for improvement
7. Drafting professional service contracts for cleaning or maintenance
8. Designing customized facility inspection checklists

Essential Readings

- Atkin, B., & Brooks, A. (2021). *Total facility management* (4th ed.). Wiley-Blackwell.
- Cotts, D. G., Roper, K. O., & Payant, R. P. (2021). *The facility management handbook* (5th ed.). AMACOM
- Alexander, K. (Ed.). (2013). *Facilities management: Theory and practice*. Routledge.
- Whitman, M. E., & Mattord, H. J. (2022). *Principles of information security* (7th ed.). Boston, MA: Cengage Learning.
- Stevenson, W. J. (2020). *Operations management* (14th ed.). New York, NY: McGraw-Hill Education.

Suggested Readings

- Roper, O. K., & Payant, P. R. (2014). The facility management handbook (4th ed.). AMACOM.
- Barrett, P., & Baldry, D. (2009). Facilities management: Towards best practice (2nd ed.). Wiley-Blackwell.
- International Facility Management Association. (2020). IFMA facility management handbook. IFMA Press. <https://www.ifma.org/>
- Oakland, J. S. (2018). Total quality management and operational excellence: Text with cases (4th ed.). Routledge.
- Petrov, V. (2019). Theory of inventive problem solving: Level 1. Springer Series.

Note: Examination scheme and mode shall be as prescribed by the Examination Branch, University of Delhi, from time to time.