



Targeting Client Goals within a Performance Framework: Facility Maintenance KPIs as Facilitators of Strategic Organizational Objectives

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ABSTRACT:

While such higher-level client objectives as health, creativity, innovation and interaction are increasingly being addressed through facility design and management, the crucial role of building maintenance is frequently overlooked. For instance, inpatient units with nature view, natural light and ventilation is being designed to influence patient recovery in healthcare facilities. Such outcomes could, however, be negated through improper maintenance that could potentially lead to nosocomial infection, patient fall, among others. Facility design and business processes are typically conducted in isolation from building maintenance, possibly owing to the erratic nature and unpredictability characterizing the latter. In this paper the authors illustrate a series of KPIs (Key Performance Indicators) in facility maintenance that could be successfully utilized to address such higher-level client objectives as health and creativity. Two types of indicators are introduced based on: (1) normative models in biophysics and physiology; and (2) empiricist models of Environment-Behavior studies. When combined, the two sets of indicators address the issue from the perspectives of building engineering and user-environment interaction, respectively, in a holistic approach to support strategic organizational objectives.

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