



Establishment of Heritage Facility Management and Service Delivery

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DESCRIPTION

Facility Managers (FMs) are handling a number of responsibilities and can approach the sector in a variety of ways. They're in charge of ensuring that the built environment's (or facility's) systems are in line. FMs contribute to an organization's bottom line by maintaining what are frequently the largest and most important properties, such as land, buildings, machinery, and other environments that house staff, production, stock, and other operational elements. FMs contribute to the business strategy and bottom line are Improving operating efficiencies, boosting facility and people productivity, and managing facility and personnel risks reducing the negative impact on the environment, Long-term cost management strategies should be promoted. The FM industry is quickly growing, and FM roles are becoming more complex, requiring additional responsibilities and technical skills. FM expenditures and teams are expanding in size and importance as the built environment becomes more vital to how modern civilization conducts commerce, entertainment, and lifestyles, FM budgets and teams are growing in size and influence. According to evidence by its current maintenance status and public opinion over the years, the management of the National Arts Theatre Complex (NATC) has been inadequate and ineffectual since its start. The complex's dormant state is confirmed based on observations made during a physical inspection of the NATC structure and its facilities, documented public commentary, and information derived through questionnaire surveys. This article argues that the complex is both a real estate investment and a business property, and that it may be revived by deploying Facility Management (FM) service delivery, which is a management concept suited to large facilities with various systems, such as the NATC.

While humans continue to control and develop the world and manage its resources, the buildings and structures that make up our environment will always be a reflection of our type of society, our lifestyle, and the decisions we make. As humanity advances in all realms of endeavor, it accumulates and leaves behind physical proof of its decisions and their repercussions as a legacy. It is evidence of these that can be found in the form of

diverse structures that make up our built environment and are classified as built heritage. Our surroundings are imbued with built heritage. It is consequently a necessary component of the man-made, physical, and palpable proof of evolution. As a result, it is appropriate to refer to built heritage as the monuments of our existence. They are the physical buildings that we must retain, protect, and project, even if they are no longer fashionable, since they are important in providing meaning and character to our history.

Facility management is a multidisciplinary area that focuses on the upkeep and care of major commercial and institutional structures such as hotels, resorts, schools, office buildings, sports arenas, and convention centers. Maintenance of air conditioning, electric power, plumbing, and lighting systems, as well as cleaning, decoration, grounds keeping, and security" are some of the responsibilities. Different interpretations of FM exist from individual practitioners as well as professional institutes, but Gunner's description is a perfect fit for the NATC situation, in which the systems are either below acceptable levels of performance or not performing at all. FM believes that when these systems are operational, the building may better serve and enrich the organization's business by increasing productivity and lowering expenses, among other things. FM's purpose is to find "a cost-effective manner of sustaining different systems and technologies for the owner's advantage." In the 1980s, the challenge of financial and human resource scarcity in connection to organizational or corporate goals, objectives, and requirements gave birth to Facility Management in North America, which evolved in essence from the reactions of large asset owners and managers to the resource gap. These solutions coalesced into a set of management strategies and processes that were found to be effective in increasing resource management efficiency and, as a result, profitability.

The NATC and other built heritage are made of materials that deteriorate with age and exposure to the environment, which is a fundamental but crucial trait. This, of course, necessitates a maintenance program in order to keep such facilities in good working order and extend their service life. Maintenance takes

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Received: 06-May-2022, Manuscript No. RPAM-22-17044; **Editor assigned:** 09-May-2022, PreQC No. RPAM-22-17044 (PQ); **Reviewed:** 24-May-2022, QC No. RPAM-22-17044; **Revised:** 01-Jun-2022, Manuscript No. RPAM-22-17044 (R); **Published:** 08-Jun-2022, DOI: 10.35248/2315-7844.22.10.346.

Citation: Ayn F (2022) Establishment of Heritage Facility Management and Service Delivery. Review Pub Administration Manag. 10:346.

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several forms regular, recurring, corrective, and development, and the best one is chosen based on need and policy, with the common goal of sustaining asset value. FM delivery is a management concept aimed at ensuring that a building, structure, or facility serves its intended purpose successfully.

Buildings are built to serve purposes, while FM services are designed to serve buildings. Buildings that have effective FM working for them successfully serve their purpose. FM has the ability to achieve for constructed heritage what it has done for buildings.