

**Welcome Remarks
by**

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**Seminar on Reenergizing Facility Management (FM)
In Malaysia Construction Industry**

**Theme:
Evolving Excellence and Best Practices
in Malaysian Facilities Management**

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**In conjunction with
International Construction Week (ICW) 2024**

**Malaysia International Trade and Exhibition Centre (MITEC)
Jalan Duta, Kuala Lumpur**

General salutation to be provided by BKK

Assalamualaikum warahmatullahi wabarakatuh,

Salam Sejahtera, Salam Madani,

And a very good morning to everyone.

Introduction and Highlights of the Seminar

1. First and foremost, I would like to thank Yang Berbahagia Dato' Seri Azman Ibrahim the Secretary General of the Ministry of Works for taking time off his busy schedule to support us and be with us today. I also would like to extend my sincere appreciation to each of you for your presence today. It highlights your commitment to the advancement of Facility Management (FM) in Malaysia, reflecting our shared dedication to nurturing a sustainable and resilient future for our country.

2. As we gather today, I take a moment to consider the significant progress that the Facility Management industry has experienced in recent years. What was once viewed as a straightforward operational

role, focused mainly on construction and infrastructure upkeep, has evolved into a vital domain, essential for economic growth, sustainability, and the security of our country.

3. The COVID-19 pandemic highlighted the critical role of effectively managed facilities in safeguarding public health and maintaining operational continuity. Furthermore, FM has shown its significant influence in guiding the design, construction, and management of the environments we inhabit, engage in work, and enjoy leisure activities.

4. Today's event serves as an important opportunity to collaboratively explore and enhance the management and optimisation of our assets and facilities in Malaysia. The realm of facility management is undergoing significant transformation, and to ensure we maintain efficiency, sustainability, and competitiveness, it is essential to harmonise our efforts with the most current global practices and standards.

5. This seminar is designed to achieve several important objectives. Initially, our objective is to connect with essential

stakeholders mainly the asset owners (demand organisations), professional organisations, and policymakers to share perspectives on existing practices and pinpoint the obstacles that impede the advancement of our industry. This dialogue will enable us to develop solutions that are both pertinent and feasible.

6. Secondly, our purpose is to recognise areas where our existing FM practices may be lacking. Facility management is integral to our operations, and by addressing these gaps, we can significantly improve efficiency, productivity, and service quality across all sectors.

7. Third, we aim to formulate effective strategies to address these gaps, ensuring they are in harmony with established international standards like ISO 41000 series. These strategies will promote the sustainability and global competitiveness of FM practices in Malaysia, ultimately providing enduring value to our facilities and infrastructure.

8. A notable feature of this seminar is the *Masterclass: Contracts Uncovered in FM*, facilitated by Mr. Stan Mitchell, who is a distinguished leader in the FM sector and an essential contributor to ISO 41001, the global standard for FM.

9. Mr. Mitchell's perspectives on managing risks and capitalising on opportunities within FM contracts will enhance our comprehension of international best practices. It is also an honour to have Mr. Arivagara Pavithran Subramaniam, the CEO of Maxwell CFM International and who is also a Malaysia member of ISO/TC 267 joining us onboard as a co-facilitator for the session. Their collective knowledge will enable participants to navigate contractual risks adeptly and discover new avenues in this dynamic industry.

10. This seminar further highlights the importance of cooperation among various sectors. Facility management is inherently collaborative as it necessitates robust alliances between the public and private sectors to realise common objectives. By engaging in constructive discussions and cooperative efforts, we will strengthen the position of FM in promoting our construction and infrastructure sectors.

11. Ultimately, it is essential that we adopt international standards and cutting-edge technologies such as Building Information Modelling (BIM). These tools and practices play a crucial role in fostering sustainability and enhancing Malaysia's stature as a prominent player

in the field of facility management on the global stage.

CIDB's Role in Leading Change and Innovation

Esteemed guests,

12. As the Construction Industry Development Board (CIDB), we are committed to promoting the adoption of best practices in Facility Management, with the aim of ensuring that our nation's-built environment is managed in a sustainable and efficient manner. We are committed to establishing exemplary standards nationwide, striving for optimal operational efficiency while reducing environmental impact. Sustainability has evolved from being a mere aspiration to becoming an essential requirement for the future of our industry.

13. As of September 2024, the Construction Industry Development Board (CIDB) has registered 574 contractors under F01 specialization for Building Facility Management and 92 contractors under F02 specialization for Healthcare Facility Management. These contractors

satisfy the rigorous standards of CIDB, ensuring that they are capable of overseeing facilities in a safe and efficient manner.

14. Yet, as we forge ahead, we must not overlook the human element of facility management. The success of our industry hinges on the development of a skilled and adaptable workforce.

15. As we embrace innovation, we must also invest in training and education to equip our workforce with the skills they need to thrive. The International Facilities Management Association (IFMA) reports that 73% of facility managers believe ongoing training is essential for adapting to technological advancements. By providing access to training programs and fostering a culture of continuous learning, we empower our teams to excel, innovate, and lead.

16. In addition, the Facility Management Manager (FMM) and Facility Management Executive (FME) Accreditation Programmes have been prioritized by CIDB for the development of human capital in FM. To date, 311 professionals have been certified as FMMs, and 70 professionals have received their FME certification. These programs

are intended to improve the quality of facility management services and ensure that professionals meet industry standards by upskilling them.

17. CIDB anticipates a substantial increase in the number of professionals in this sector over the next five years, as facility management garners the attention of key stakeholders. These professionals will be instrumental in elevating facility management in Malaysia to new heights, thereby guaranteeing global competitiveness and excellence, as the industry expands.

18. CIDB's dedication to the advancement of the facility management industry is exemplified by these initiatives, which guarantee that our professionals and contractors are prepared to meet the demands of agile facilities and remain highly viable.

Key Recommendations and Initiatives for FM in Malaysia

19. As we contemplate the future, it is clear that Facility Management must continue to evolve to meet growing demands for sustainability, safety, and technological advancement. I have today's conference and

deliberations will give rise to key recommendations and initiatives that will significantly shape the future of FM in Malaysia.

With that, I thank you.