

Facility management briefing checklist

The checklist has been prepared as a complementary document to BS 8536:2010 Facility management briefing. Code of practice.

BS 8536 is a standard for facility designers, owners and operators. The standard has been introduced to ensure that design takes account of the expected performance of the facility in use.

Facility management briefing focuses on those aspects of design that are concerned, amongst other things, with ensuring the operational success of a refurbished or new facility.

It is intended for use by individuals and organisations preparing or contributing to the preparation of a design brief, including owners refurbishing an existing facility, organisations procuring a new facility and designers.

The checklist helps you through each stage of the briefing process, breaking it down into discrete steps directing you to the best course of action.

Checklist of actions

The actions checklist is intended to assist in facility management briefing and in subsequent reviews of the briefing process as part of a commitment to continual improvement.

Actions checklist

Clause	Description	Yes	No	Action required
	General considerations			
	Has a decision been reached on whether an individual designer or a team of designers is to be engaged in briefing and design?			
	Has the owner clarified and formally recorded the nature of the relationship with the designer(s) in terms of who should lead the briefing process?			
	Is the facility management brief to be prepared as a standalone document?			
	Is the facility management brief intended to form an integral part of the design brief?			
	Is an objective of the owner to optimize operational cost over the whole life cycle of the facility?			
	If other objectives are to be pursued, have these been brought to the attention of the designer?			
	Has policy in regard to energy use and carbon emissions been defined and brought to the attention of the designer?			
	Have communications between the owner, designer and others who may be responsible for operating the facility been defined?			

Clause	Description	Yes	No	Action required
	Is it intended that operation of the facility should be the responsibility of a third party?			
	Have the individuals and organizations preparing, or contributing to the preparation of, the design brief been identified?			
4	Briefing			
	Briefing plan			
	<i>General</i>			
	Have the objectives and needs of the owner, or prospective owner, of the facility been defined and communicated to the designer?			
	Has the process by which design will be accomplished been defined in accordance with a recognized standard or protocol?			
	Has a plan of the briefing process been produced to support the preparation and development of briefing documentation?			
	Does the briefing plan identify stages and gateways in the process, criteria for decision-making and supporting information?			
	Does the briefing plan incorporate flowcharts and other means for showing the main inputs, activities, outputs and other concepts?			
	Have individuals and organizations involved in activities and their roles been determined?			
	Have deliverables at each stage and gateway been defined?			
	<i>Primary deliverables</i>			
	Is a statement of needs defined as a primary deliverable?			
	Is a functional brief defined as a primary deliverable?			
	Stakeholders			
	<i>General</i>			
	Have internal and external stakeholders been identified from the outset of the briefing process?			
	Have stakeholders' interests in the facility been assessed and documented?			
	Have the procurement method and contractual arrangements been taken into account when determining the extent and nature of stakeholder engagement?			
	Has a communication plan for stakeholder engagement been prepared?			
	Has a construction, design and management (CDM) co-ordinator been appointed?			
	Has the appointment of other specialists been considered?			
	<i>Stakeholder impact analysis</i>			

Clause	Description	Yes	No	Action required
	Has a stakeholder impact analysis been undertaken?			
	Have the actions arising from the impact analysis been communicated between the owner and the designer?			
	<i>Updating the analysis</i>			
	Have/has the owner and/or the designer taken account of the possible or likely need to update the stakeholder impact analysis in light of additional information coming to hand?			
	Design brief			
	<i>General</i>			
	Is the design brief capable of extending beyond the design phase into construction work and/or installation, testing and commissioning, handover and start-up of operations?			
	Are terms and definitions across the different phases and stages consistent?			
	Where separate briefs have been prepared do they cross-reference the facility management brief?			
	<i>Facility management brief</i>			
	Where separate briefs have been prepared are the relationships between them and the priorities within them clear?			
	Is there a policy or procedure for resolving any conflict between separate briefs?			
	Statement of needs			
	<i>General</i>			
	Has a statement of the owner's primary activities and primary process been prepared?			
	Does this statement provide details of how the facility is expected to contribute to the fulfilment of the owner's primary activities?			
	Does this statement describe the process to be carried out in or from the facility?			
	Has account been taken of known and anticipated conditions affecting the organization's long-term ability to maintain its processes, services or products provided to its customers in or from the facility?			
	<i>Anticipated lifetime space provision</i>			
	Has the space efficiency of the facility been calculated and has this been used to assess the owner's space provision over the anticipated lifetime of the facility?			
	Has allowance for growth and/or reduction in demand for space and its phasing over the lifetime of the facility been incorporated?			

Clause	Description	Yes	No	Action required
	Has account been taken of the space necessary to achieve an inclusive design that anticipates the needs of disabled people?			
	<i>Business case</i>			
	If a business case has been prepared by the owner, has it been summarized in, or been appended to, the statement of needs?			
	Does the business case include the owner's health and safety policy, environmental policy and corporate social responsibility policy?			
	<i>Prioritization of needs</i>			
	Have the results of the stakeholder impact analysis been made available to the designer where prepared by the owner or a third party?			
	Do the results of the stakeholder impact analysis show the nature, extent and relative importance or weighting of all expressed needs?			
	Has prioritization of stakeholder interests been made explicit?			
	Does the statement of needs express the requirements of the owner both in general terms and specifically in relation to the facility?			
	<i>Deliverable</i>			
	If the designer was not involved in the preparation of the statement of needs, has the designer been allowed to comment fully on the extent to which needs can be fulfilled?			
	Functional brief			
	<i>General</i>			
	Have information and data on the expected use of the facility, including technical solutions, been prepared against criteria given in the statement of needs?			
	Do the information and data cover primary activities and processes, operational demands, support processes for users and technical solutions?			
	Have considerations in regard to the overall concept, internal operations and external operations been taken into account?			
	In terms of overall concept, has the vision and image of the organization been taken into account?			
	Has the impact of the design on users as they approach, enter and move about the facility been taken into account?			
	Have inclusive design principles been applied to the facility to the extent that they incorporate the needs of disabled people?			
	Has design for reduced environmental impact been taken into account?			

Clause	Description	Yes	No	Action required
	Have zoning, internal circulation and transportation been taken into account?			
	Have demands for space supporting different functions and activities been taken into account?			
	Has the organizational structure, including the anticipated number of personnel in the facility, been taken into account?			
	Has communication between departments, with users, been taken into account?			
	Have descriptions of the functions, activities and processes to be supported in the facility been taken into account?			
	Have arrangements for enabling the access, use and emergency evacuation for all users, including disabled people, been taken into account?			
	Has the need for flexibility/adaptability in the internal design been taken into account?			
	Have the requirements for energy use, water management and waste disposal been taken into account?			
	Have security, safety, fire and resilience issues been taken into account?			
	Has the facility's carbon footprint, including calculation of carbon metric, been taken into account?			
	Have support services such as cleaning and waste disposal been taken into account?			
	Have external areas and zones with their associated security requirements been taken into account?			
	Has entry to, and from, the facility for all users, including "means of escape" been taken into account?			
	Has access to public transport, for example different modes of transport, been taken into account?			
	<i>Option appraisal</i>			
	Has the designer considered the options available to satisfy functional, technical, operational and user demands?			
	Has a proposed solution (or combination of solutions) based on available options been communicated to the owner?			
	Has the owner been informed as to which solution optimizes energy efficiency, minimizes operational carbon and whole life cost?			
	Has the extent to which options can be practically achieved been assessed?			
	Do the options allow for an informed decision on the basis of economic, environmental, energy or other relevant criteria?			

Clause	Description	Yes	No	Action required
	Has account been taken of any aspect about which the designer or owner expresses concern or doubt?			
	Have concerns or doubts been communicated to the other party, where these have been raised?			
	Has the designer been explicit when deciding on any matter that could impact operations, particularly energy efficiency?			
	Has the designer obtained information from manufacturers on the costs of operations, maintenance and other matters relating to the correct and safe use of plant, equipment and other machinery?			
	Has all information needed to determine whether or not operational parameters are acceptable been provided?			
	<i>Risk and opportunity assessment</i>			
	Has an assessment been undertaken to identify any factors that could have an impact on design, construction work and/or installation work, testing and commissioning, handover and start-up of operations?			
	Has a risk register been established and is it kept up-to-date?			
	Have upside and downside risks been distinguished and recorded appropriately in the risk register?			
	<i>Deliverable</i>			
	Does the functional brief define the scope of work as a basis for design?			
5	Feasibility study			
	General			
	Has the viability of the design and intended outcomes been determined from the statement of needs, functional brief, risk register and other relevant sources?			
	Does the feasibility study incorporate an assessment of the facility's environmental impact and energy performance?			
	Has the facility's whole life cost been estimated on the basis of principal materials, components and systems proposed in the design for use over its projected life?			
	Have expected lifetimes of the facility's structure, fabric, components and systems been made explicit in the estimation of whole life cost?			
	Updating the assessments			

Clause	Description	Yes	No	Action required
	Have environmental impact and energy performance assessments been updated in light of new or additional information and data about the design?			
	Has the owner decided who should update these assessments and has the relevant party been informed?			
	Has the whole life cost of the facility been re-estimated following any update of the environmental impact assessment or energy performance assessment?			
	Project brief			
	Has a project brief been prepared for the purpose of summarizing the functional brief, basis of design, feasibility of design, roles and responsibilities and activities supporting design development?			
6	Design development			
	Has the designer ensured that any information deemed critical for operation of the facility is made available to the owner and, where applicable, any third party acting as operator of the facility?			
7	Design changes			
	General			
	Does the operator have an understanding of the likely operational costs before entering into the contract?			
	Change control system			
	Has a design change control system been implemented to evaluate proposed changes before they are submitted for approval?			
	Does the control system record details of the proposed change, justification for the change, basis of the design, impact on users of the facility, impact on whole life cost, time for construction and/or installation and authority responsible for approving the change?			
	Where changes to the design have occurred, has the full extent of the implications for safe and correct operation of the facility been verified?			
	Reporting changes			
	Where changes to the design have occurred, have they been reported to the owner at intervals as necessary, reflecting the extent and/or urgency of the change?			

Clause	Description	Yes	No	Action required
8	Operations and maintenance			
	General			
	Have the proposed arrangements for operating and maintaining the facility been embodied within the design?			
	Do the proposed arrangements incorporate provisions relating to access and inclusion?			
	Are information and data about the facility's external spaces, external envelope, internal spaces and building services installations incorporated in the design information?			
	In terms of external spaces, is information on plot size, layout, restrictions, equipment and other fixtures incorporated as a minimum?			
	In terms of external envelope, are the orientation and form of the facility, types of surface, surface areas, lifetime, initial cost and provisions for cleaning and routine maintenance incorporated as a minimum?			
	In terms of internal spaces, are types of surface areas, planned lifetimes, initial cost and provisions for cleaning and routine maintenance incorporated as a minimum?			
	In terms of building services installations, are descriptions of systems, control strategy, types and numbers of components, planned lifetime, renewal periods, initial and operating costs incorporated as a minimum?			
	Planned preventive maintenance strategy			
	Has a programme of planned preventive maintenance been prepared to commence from start-up of operations?			
	Have information and data to support a programme of planned preventive maintenance been provided by the designer and agreed with the owner and/or operator?			
9	As-built information			
	General			
	Have records of how the facility was constructed or installed been maintained?			
	Is this information supplied in digitally-readable form?			
	Facility handbook			
	Has a facility handbook been prepared?			
	Is as-built design information a constituent part of the handbook?			

Clause	Description	Yes	No	Action required
	Has the owner provided details of information and data needed and the preferred format for use in the handbook?			
	Has the handbook been made available to the owner at the end of the design phase suitably marked up as a work in progress?			
	Have changes approved to the design prior to start up been incorporated in the facility handbook?			
	Has a health and safety file prepared by the CDM co-ordinator been incorporated in the handbook?			
	Have details of building services installations and their operation and maintenance been compiled in a building log-book and incorporated in the handbook?			
	Has provision been made for conveying the inclusive management implications of design decisions?			
	Has provision been made for conveying details of the means for managing the facility and environment inclusively?			
	Design information			
	Does the as-built design information include drawings, specifications, inventory and operational strategy?			
	Have drawings used in construction and/or installation and in testing and commissioning been submitted in digitally-readable form?			
	Have drawings for operational purposes been provided to show spaces and openings, fixtures and fittings and other features necessary for the safe and correct operation of the facility?			
	Has a register of drawings been provided that enables design information to be readily accessed?			
	Have specifications of enclosed spaces been arranged by location, type of space, type of finishes and their respective surface areas as a minimum?			
	Have details of all technical systems, including building services installations, been provided as part of the building log-book and incorporated in the handbook?			

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