

Escola Politécnica da Universidade de São Paulo
Departamento de Engenharia de Construção Civil
DISCIPLINA PCC-3534 – Gerenciamento de facilidades
Prof. Dr. Moacyr E. A. da Graça – Maio / 2019

7 – Hard & Soft Services

FM Hard & Soft Services

Visão tradicional de FM (USA/Canadá)



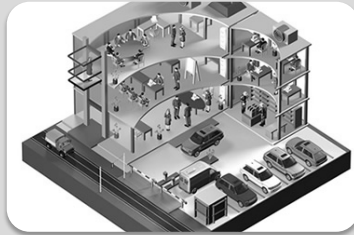
Hard Services

- **Property services**
 - Building Maintenance
 - Grounds maintenance
 - Environmental management
 - Energy management
 - Damage control



Soft Services

- **Cleaning services**
 - Daily cleaning
 - Periodical cleaning
 - Special cleaning
 - Segment cleaning
- **Security services**
 - Physical security
 - Surveillance
 - Technical installations
 - Workplace emergency management
 - Consulting services
- **Catering services**
 - Contract catering
 - Vending services
 - Events services
 - Confectionary services
- **Support services**
 - Front Office
 - Backoffice
 - Welfare
 - Labour supply



FM Services

- Workflow management
- Asset life cycle management
- Property management
- Quality management
- Change management,
- Space management
- Consulting management



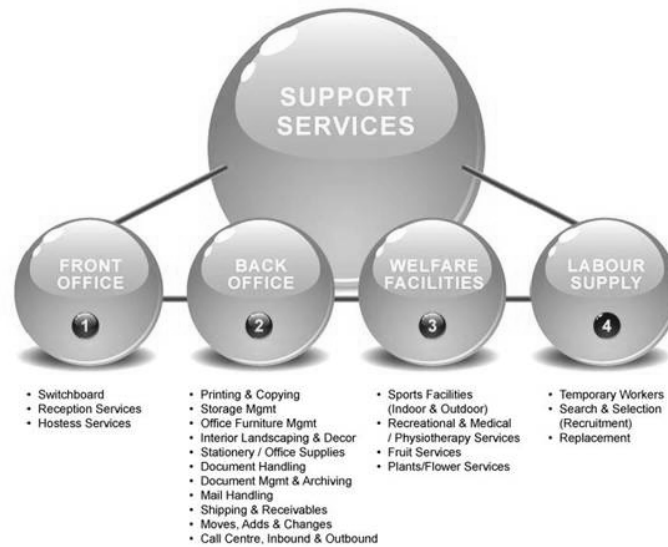
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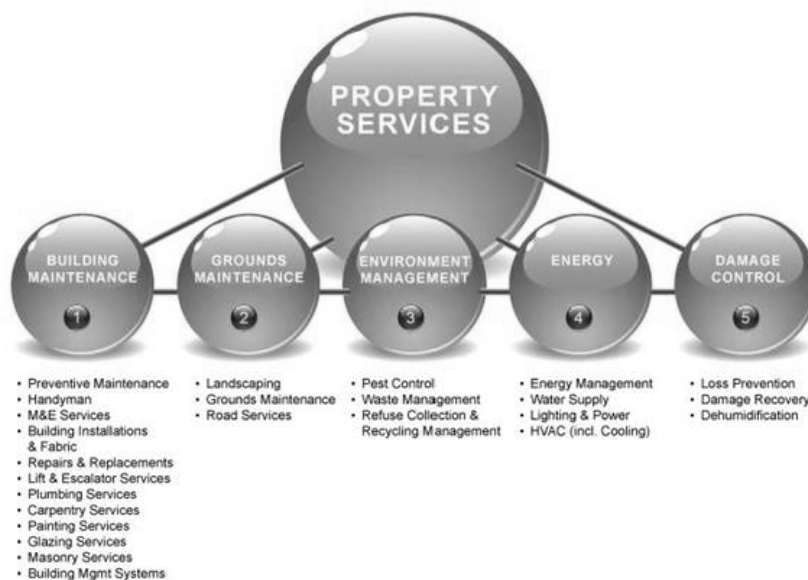
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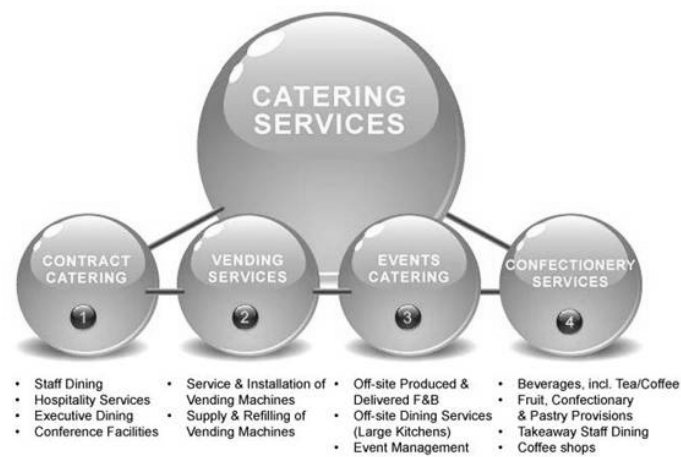
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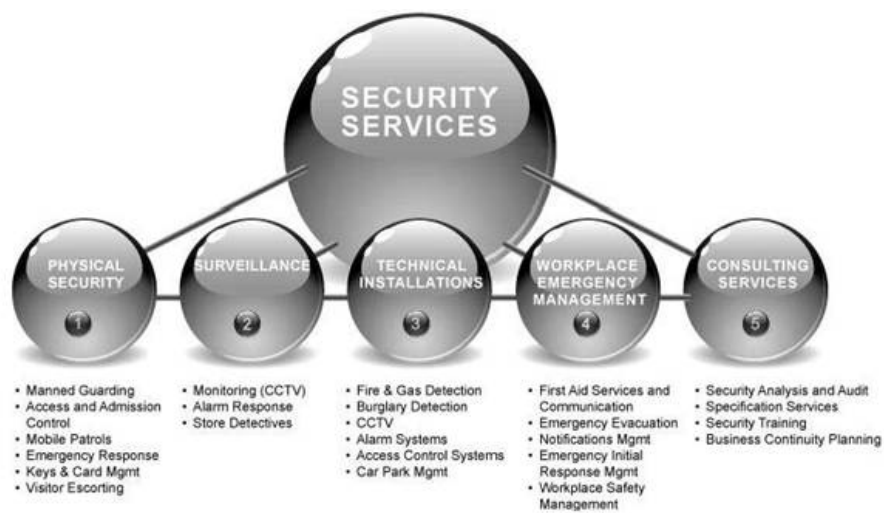
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