



Health Innovation
WEST MIDLANDS

Human Factors in Facility Management: Optimising Staff in a Tech-Driven World

Fran Ives

Chartered Human Factors Specialist

President-Elect, Chartered Institute of Ergonomics and Human Factors

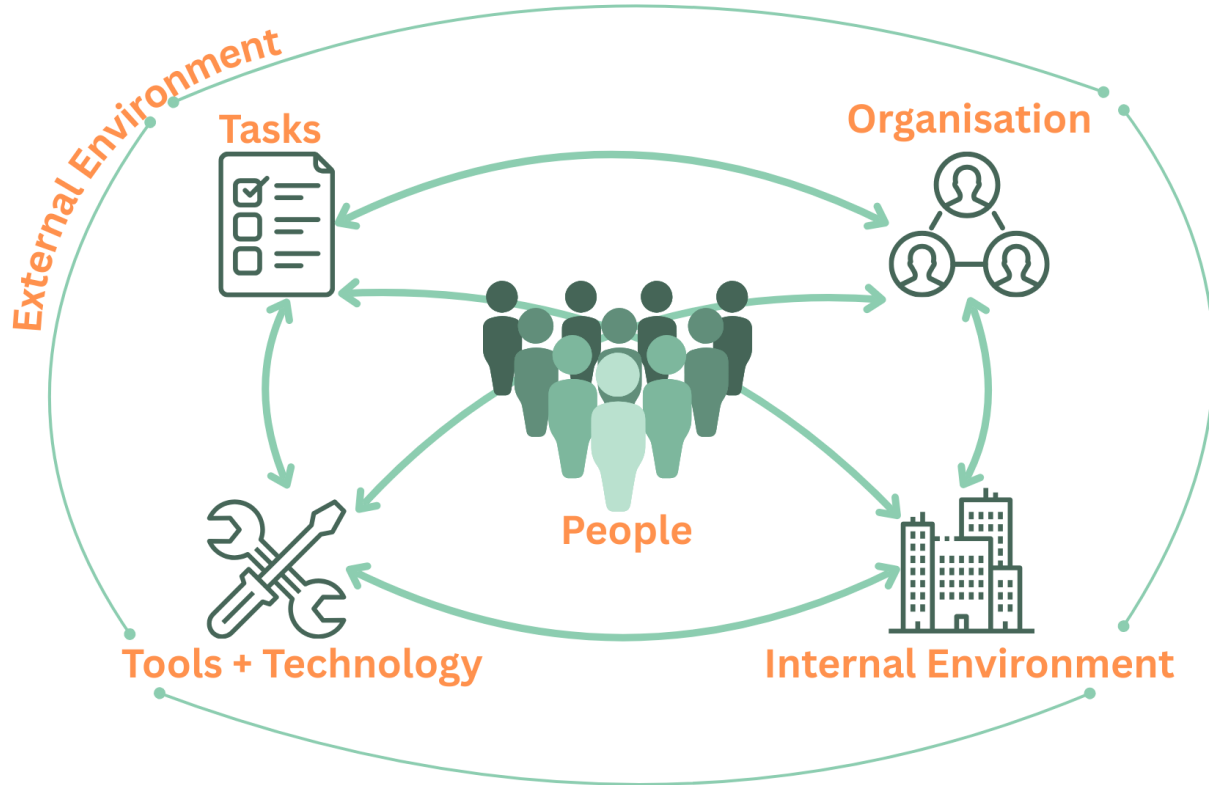


FM is changing
fast, and
technology is
everywhere



People are still
at the heart of
great service

Human Factors



Technology

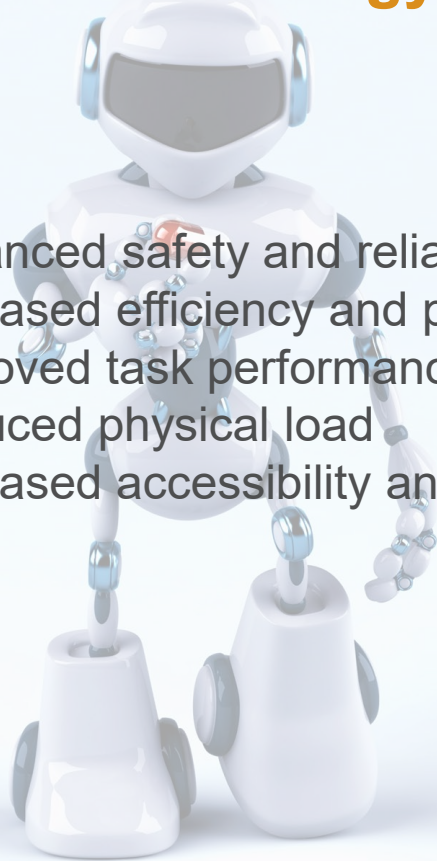


OR



Humans

Where Technology Excels

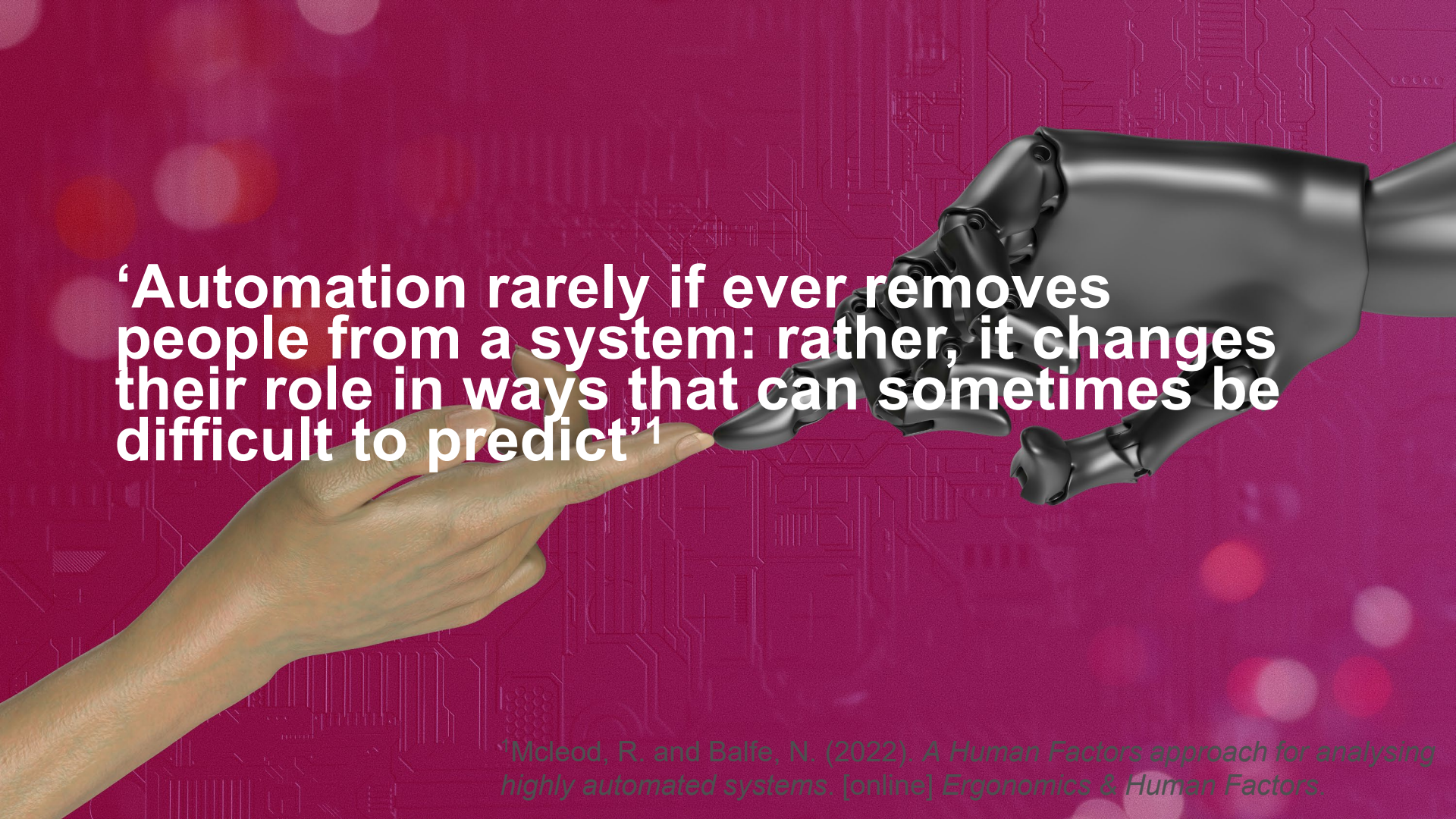


- Enhanced safety and reliability
- Increased efficiency and productivity
- Improved task performance
- Reduced physical load
- Increased accessibility and inclusion

Where Humans Excel



- Cognitive flexibility and judgement
- Situational awareness
- Proactive monitoring
- Moral and ethical reasoning
- Adaptability and resilience

A human hand on the left and a black robotic hand on the right are reaching towards each other, with their fingers just inches apart. The background is a vibrant red with faint, white circuit board patterns. The text is overlaid in the center-left area.

‘Automation rarely if ever removes people from a system: rather, it changes their role in ways that can sometimes be difficult to predict’¹

¹Mcleod, R. and Balfe, N. (2022). *A Human Factors approach for analysing highly automated systems*. [online] *Ergonomics & Human Factors*.



Health Innovation
WEST MIDLANDS

Thank you

healthinnovationwestmidlands.org



Health Innovation West Midlands

X @healthinnovWM

