Keynote speech

“Laws and Regulations That Have Supported the Development of the Building Maintenance Industry and the Activities of the Japan Building Maintenance Association”

〜A Half Century of Progress for the Japanese Building Maintenance Industry〜

Lecturer: Yutaka Katsuno of the Japan Building Maintenance Association
Key Points of the Speech

- The history of the rapid development of the Japanese building maintenance industry, shown with data.
- A key factor behind this development – as introduced on the video – was the creation of industry-groups in each region, and these groups then organizing to create a nationwide organization.
- A second key factor behind the development was the enactment of a law to maintain buildings’ sanitary environments. This law was enacted as a result of the organization’s efforts, encouraging the government and the Diet (upper and lower House) to make laws.

These laws enabled the establishment of a nationwide industry-organization able to affect government and Diet (upper and lower House) decision making.

- However, the industry is facing serious problems that can only be solved by improving levels of quality and training.
Figure 1  Outsourcing Trends
Figure-2    Numbers of “Specially Designated Buildings”
Figure-3  Operating Revenues and Rate of Growth
Figure-4  Trends in Outsourcing
Figure-7  Numbers of Building Maintenance Companies and Association Members
Figure-6  Number of Employees
The Enactment of the Law for the Maintenance of Sanitation in Buildings—Details and Purpose

**Details**
For buildings used by numerous persons, maintaining the kind of interior environment users want, through artificial methods of adjusting this environment such as air conditioning, is a difficult task. It was feared that inadequate maintenance and management of building sanitation could have major adverse effects on the health of the building occupants. Therefore, in 1970, a law for sanitation equipment and its maintenance and management, designed to establish the sanitation standards necessary from the perspective of protecting and promoting the health of Japanese citizens, was enacted by the Diet.

**Purpose**
The purpose of this Law shall be to designate matters necessary for the maintenance and management of sanitation in buildings used or utilized by numerous persons, thereby ensuring that sanitation in those buildings contributes to the promotion and extension of public health.
Outline of the Law for Maintenance of Sanitation in Buildings

The Legal Obligations of the Building Owner

1) Buildings included in the scope of the Law - specially designated buildings

Buildings of a considerable scale and intended for use for entertainment facilities, department stores, stores, offices, schools, cooperative housing and the like, which are used or utilized by numerous persons, are designated by this Law as “specially designated buildings” required special attention for sanitation in maintenance and management.
Figure 10 – Specially Designated Buildings According to Use
Outline of the Law for Maintenance of Sanitation in Buildings

〜 The Legal Obligations of the Building Owner 〜

(2) Observance of Building Sanitation Management Standards

The owners, occupants, and other persons with authority over specially designated buildings, having authority over the maintenance and management of the building (hereinafter, the owner etc.), shall follow the building sanitation management standards in the maintenance and management of the building.

- Air quality management standards (airborne dust, CO, CO2, temperature, humidity, air circulation, volatile organic compounds etc.)
- Waste-water management standards
- Cleaning standards
- Rodent and insect control standards
Outline of the Law for Maintenance of Sanitation in Buildings

〜 The Legal Obligations of the Building Owner 〜

(3) Assignment of Building Sanitation Engineers

Owners etc. of specially designated buildings, etc. shall assign building sanitation engineers from among persons having building sanitation engineer licenses, to have them supervise the maintenance and management of the buildings.
Outline of the Law for Maintenance of Sanitation in Buildings

～Stipulations for registration～

(1) Physical stipulations
   The tools necessary to execute the designated duties

(2) Personnel stipulations
   The engineers (licensees) necessary to execute the designated duties
   Regular training for persons executing the duties

(3) Quality stipulations
   Regular inspections to ensure excellent conditions are maintained
   Systems to deal with complaints and emergencies
Outline of the Law of Maintenance of Sanitation in Buildings

～Registrants per eight operational categories～

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<th>Integrated Management</th>
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Recently, the Market Has Narrowed and Competition Has Intensified

- Slumping market growth (decline in revenue growth rate)
- Falling prices (a negative revision rate)
- Shift from outsourcing operations to outsourcing management (specified managers, PM)
Recent Revenue Growth Rates
Recent Contract Revision Rates
From Price-Competition to Quality-Competition

- Standardization of contracts and specifications
- Standardization of operations, labor time, and unit price - standardized estimates
- JBMA’s measures for quality-control
  Constructing a quality-control system
  Training certified quality-control evaluators
Training Employees

- The importance of training that meets the needs of the period
  Recruiting engineers and training managers

- JBMA’s education and training initiatives
  Building Cleaning Technician Examination
  Seminar of Managers Entrusted with Hospital Cleaning
  Building Facilities Administrative Examination
  Every kind of job training
  Training for inspectors