



RLB | Rider Levett Bucknall

Facilities Management *downunder* Managing the Built Environment

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Director | Head of Advisory, **Rider Levett Bucknall**
2010-11 Chairman, **IFMA Foundation**
Past Chairman, **FMA Australia**

San Antonio, November 1, 2010



‘Rock the Foundation’ 2010




















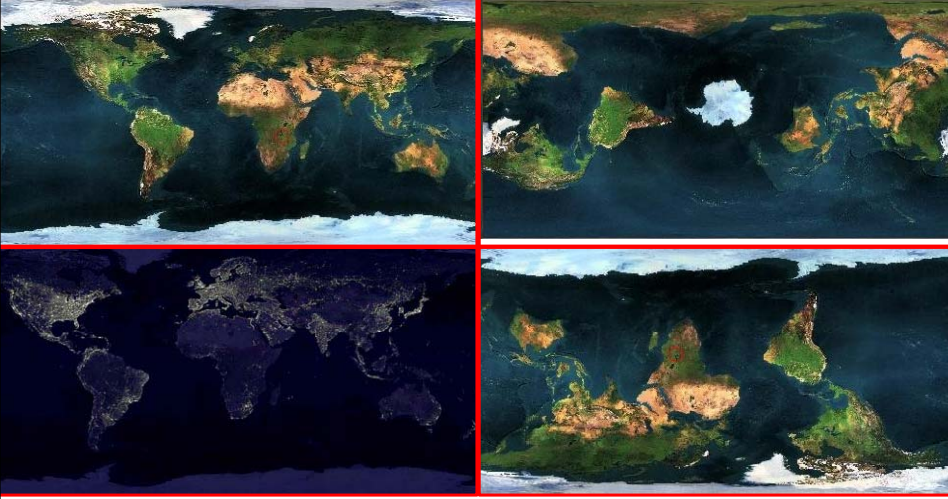




Other supporting organizations:
 BCA Academy (Singapore) and the IFMA Chapters of Central Illinois, Central Iowa, Central Ohio, Indianapolis, Madison, Mid- Michigan, Minneapolis / St. Paul, Nebraska, Northern Illinois, Northern Ohio, Southeast Michigan & Southeast Wisconsin; and EuroFM

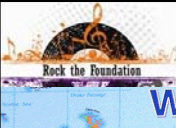
Want to be a Rockstar? ... then see me today ★

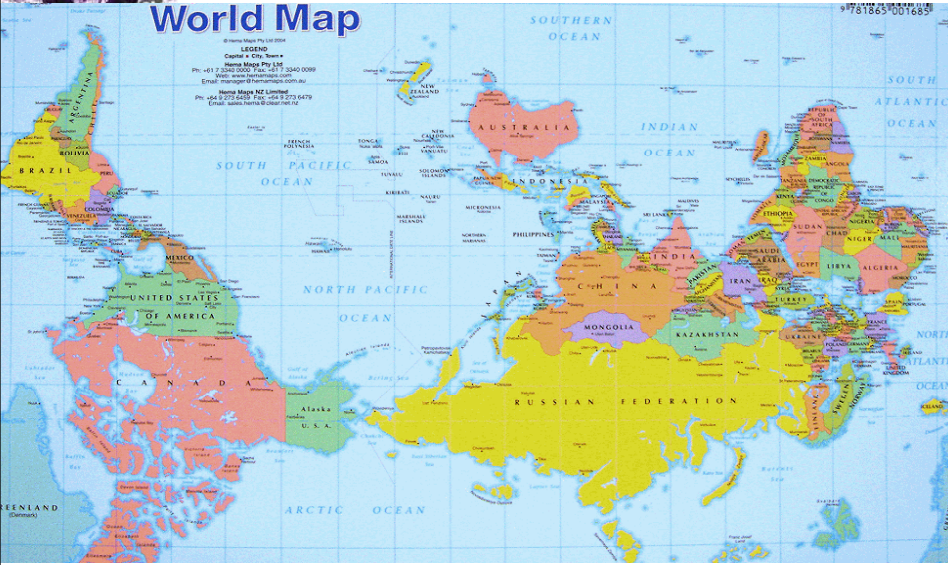



 **Rock Your World**




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 **Rock Your World**
World Map




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Beyond Compliance


“...if you cannot measure it, you cannot improve it ...”



Fredrick W. Taylor 1856 - 1915
“the father of Scientific Management”



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Facilities Management


- “A business practice that optimises people, process, assets and the work environment to support the delivery of the organisation’s objectives.”
- “Integration of processes within an organisation to maintain and develop the agreed services which support and improve the effectiveness of its primary activities”

Source: <http://qsishare.com/ifma/FMpedia/index.html>

3 P’s = People + Places + Processes
4th P = Productivity ? or Planet ?




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Asset Management

“a systematic process of maintaining, upgrading and operating assets, combining engineering principles with sound business practice and economic rationale, and providing tools to facilitate a more organised and flexible approach to making the decisions necessary to achieve the public’s expectations”

Source: Organisation for Economic Cooperation and Development (OECD)



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Sustainability

➤ Sustainability
“improving the quality of human life while living within the carrying capacity of supporting eco-systems”



Source:
International Union for Conservation of Nature (IUCN)
United Nations Environment Programme (UNEP)
World Wide Fund for Nature (WWF)



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Sustainability Challenges


- **Competition for the same resources**
- **Changing World**
 - Hotter – global warming & climate change
 - Flatter – rise of middle classes & consumption
 - Crowded – growth of population & industry

“we need a whole new system for powering our economy can stave off disaster”
Thomas Friedman – “Hot, Flat and Crowded” (2008)

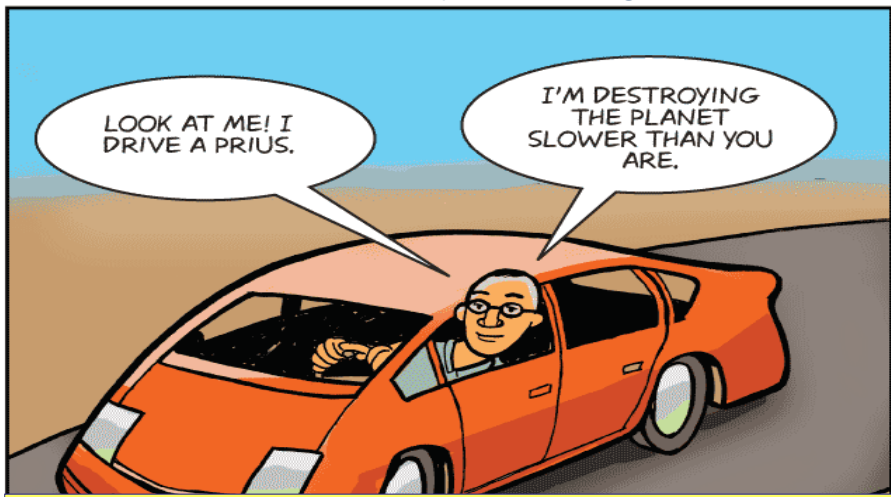
- *“we are so screwed”* David Letterman (Sept. 2008)
- read **“Green Recovery”** (2009) by A.W. Winston



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Sustainability Challenges



LOOK AT ME! I DRIVE A PRIUS.

I'M DESTROYING THE PLANET SLOWER THAN YOU ARE.


Culturally moving Beyond Compliance and towards re-positioning existing assets to be innovative, efficient, productive and sustainable


 **The BIG Questions**

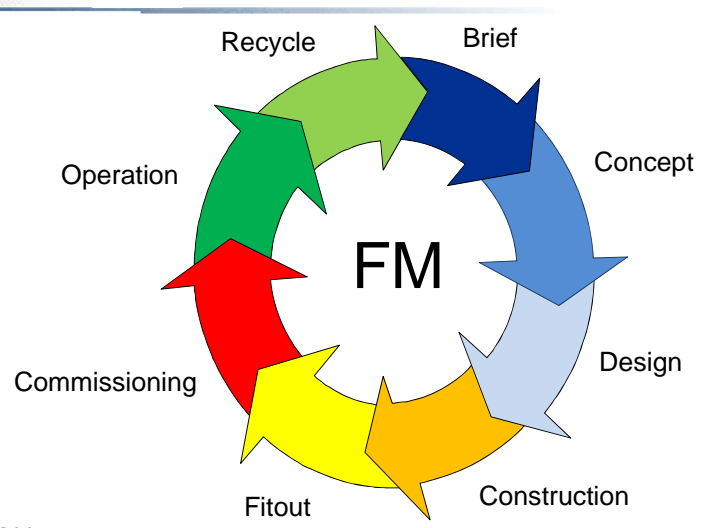
“How much extra does it cost to build Green?” **WRONG QUESTION #1**

“How much will we save by building Green?” **WRONG QUESTION #2**

“What is the impact on user satisfaction, productivity and long term value?” **RIGHT QUESTION!!**


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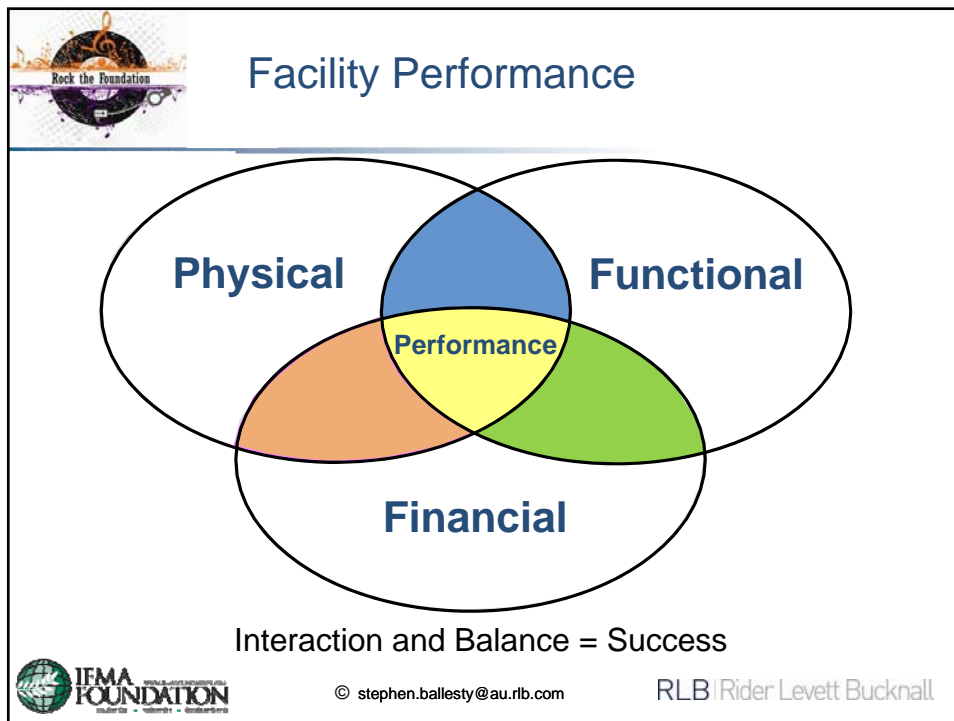
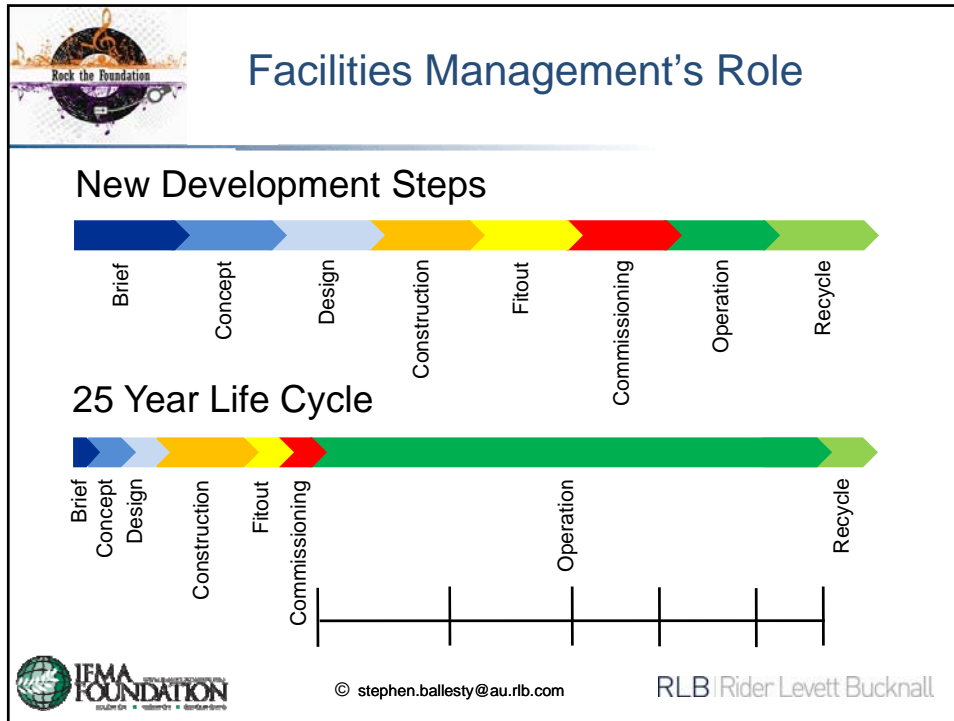
 **Facilities Management's Role**




Recycle Brief
Operation Concept
Commissioning Design
Fitout Construction

FM

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Conflicting Interests


Investors & Owners	v's	Users & Tenants
Capital Costs	↔	Operating Costs
Marketability	↔	Perceived Quality
Adaptability	↔	Flexibility in Use
Maintenance	↔	Cleanliness
Benchmarks	↔	Affordability

Facility Managers are often caught in the middle, with **Sustainability** hanging in balance

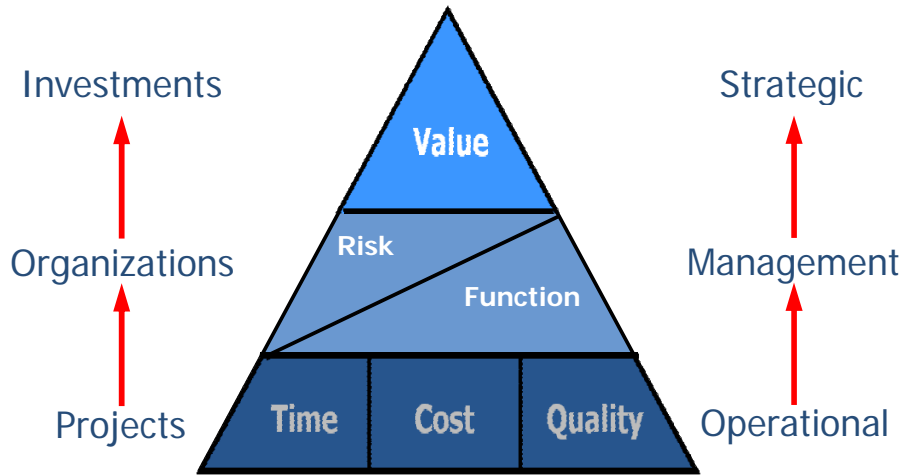



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Asset Performance Hierarchy

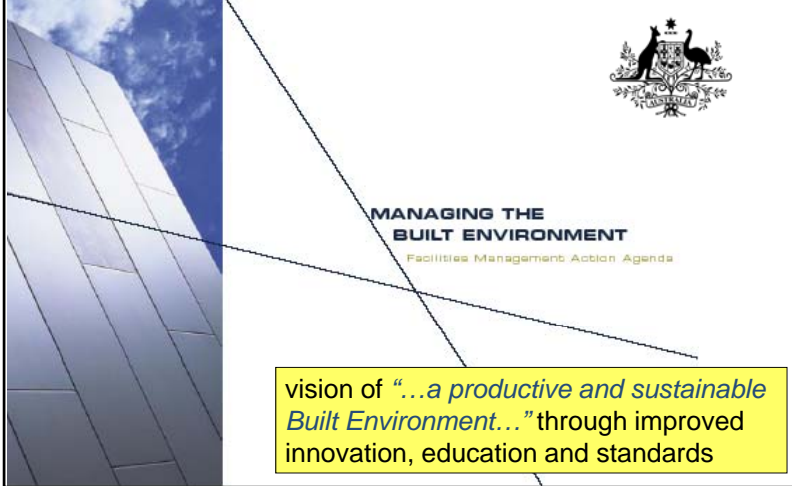





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 **Managing the Built Environment**



vision of “...a productive and sustainable Built Environment...” through improved innovation, education and standards

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 **FM Action Agenda**

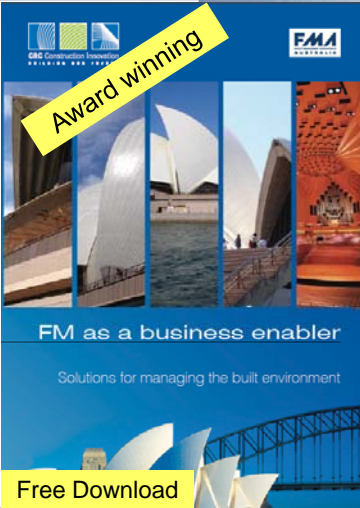
- **Four Recognition Working Groups**
 1. Innovation
 2. Education and Training
 3. Regulation Reform
 4. Sustainability
- + **Communications Group**
- + **FM Exemplar Project**



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FM Exemplar Project




- Sydney Opera House with three FM research streams
 1. Digital Modelling
 2. Services Procurement
 3. Performance Benchmarking
- FM Action Agenda alignment and best practice demonstrator
- Integrated solutions for industry **'FM as a business enabler'** and **'Adopting BIM for FM'** both published in 2007
<http://construction-innovation.info/index.php?id=53>



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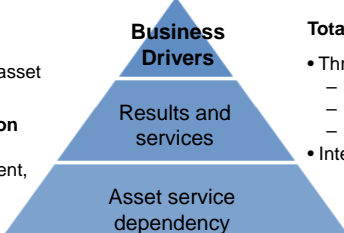
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Integrated FM Solution

Asset strategy
Alignment between business drivers, services provided and asset dependency

Management and collaboration
Multi-dimensional asset management; business alignment, performance alignment and information alignment



Total Asset Management plan


- Three research themes:
 - Digital modelling
 - Services procurement
 - Performance benchmarking
- Integrated FM solution

1. **Function** (attributes, risks, performance)
2. **Condition** (priorities, lifecycles, liabilities)
3. **Maintenance** (practices, obligations, presentation)
4. **Utilisation** (targets, restrictions, opportunities)
5. **Sustainability** (ESD, energy, water, waste, carbon)

Metrics (/ m2, / rise, / period, / task, / user)

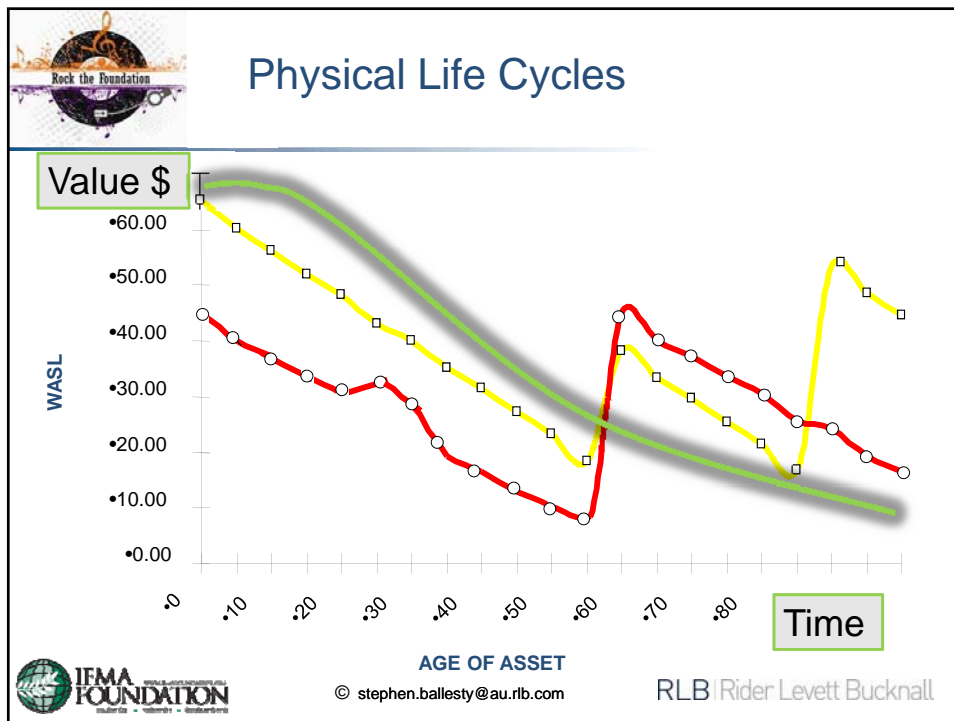
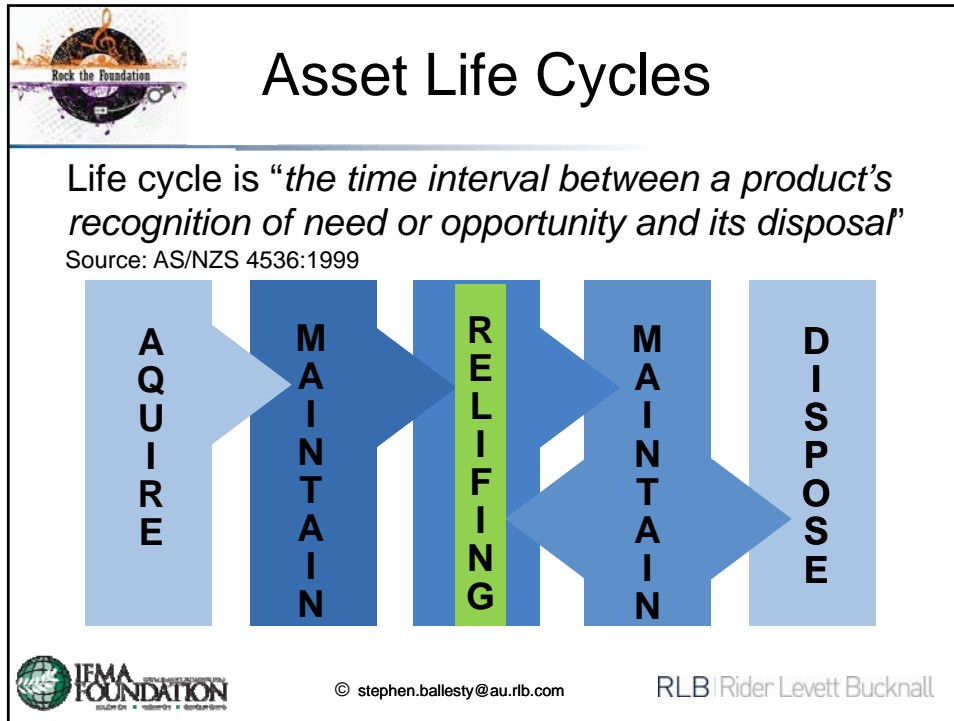
Integrated FM solution
Information – Services – Benchmarking

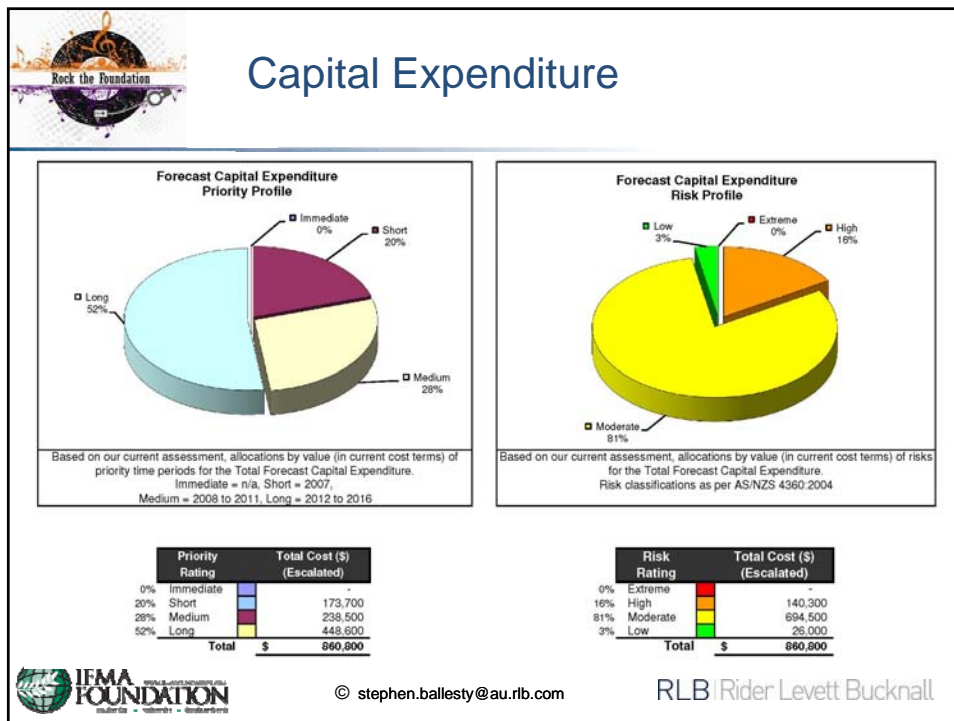
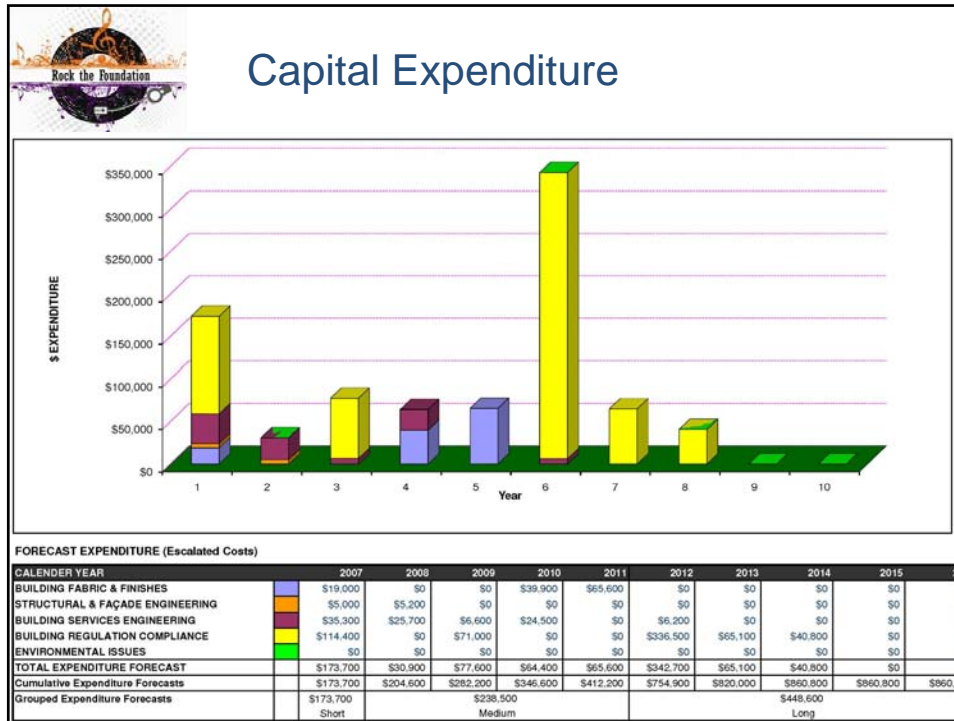
Free Download 'FM as a business enabler' - <http://construction-innovation.info/index.php?id=53>




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Life Cycle Periods




- **PHYSICAL**
- Economic
- Functional
- Technological
- Social
- Legal
- Investment

Source: Life-Cost Planning and Analysis of Buildings (Langston, 1994)

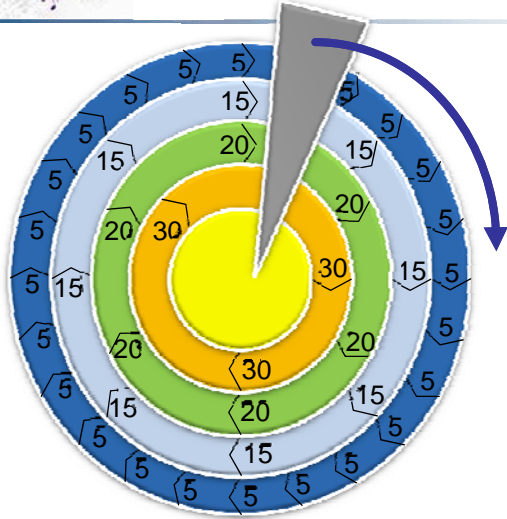


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Physical Life Cycles




Elemental Life Cycles

- Plan, Design, Construct & Mgt.
- Scene / Finish
- Internal Fabric
- Services Plant
- Envelope
- Structure

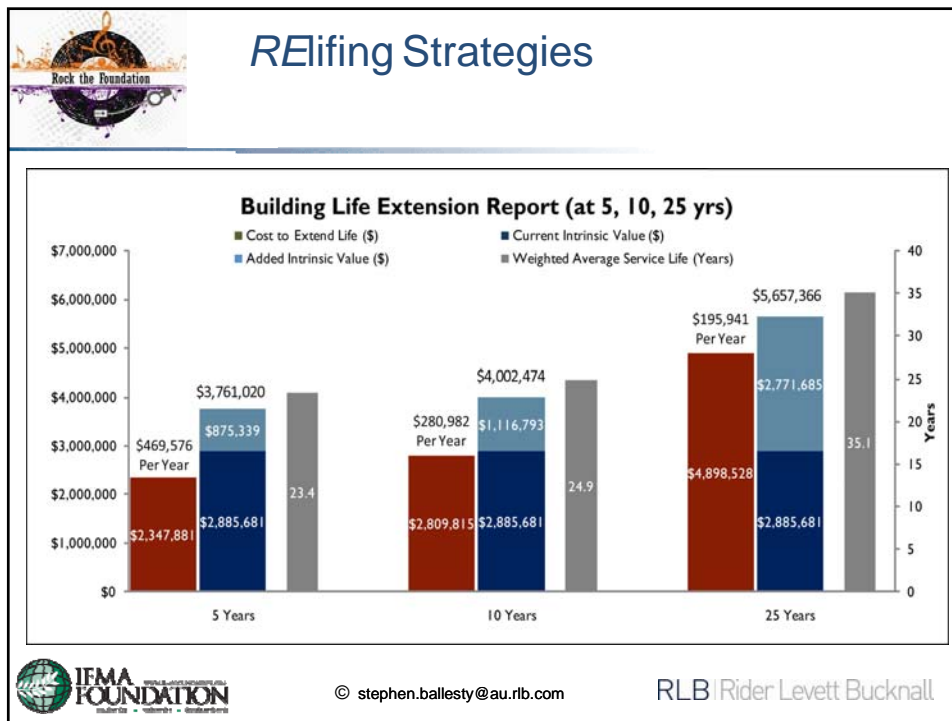
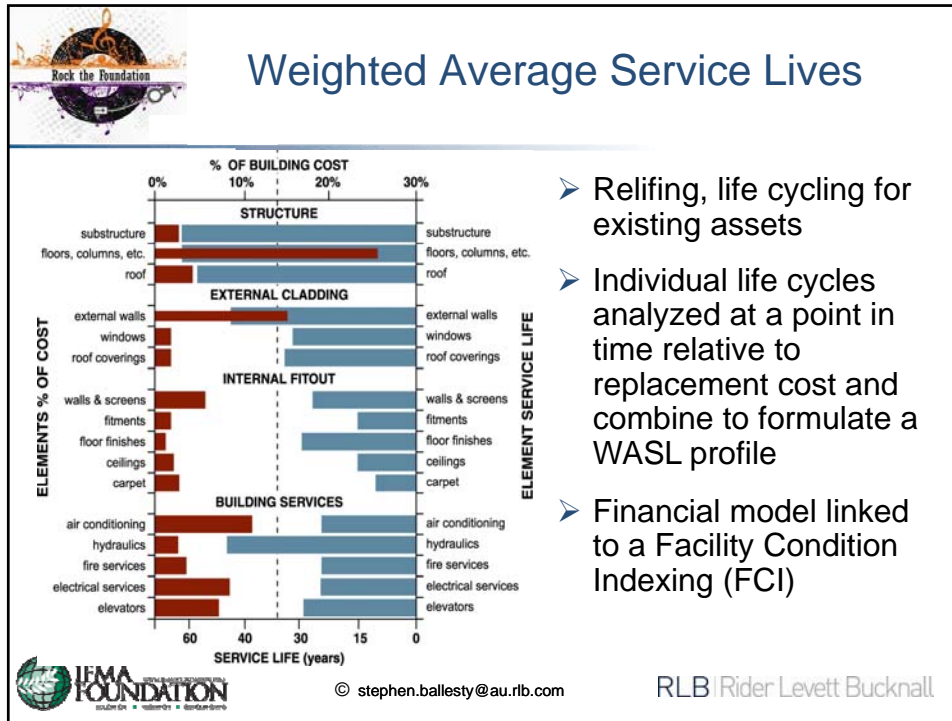
Ogres are like onions, Life cycling in is like Ogres

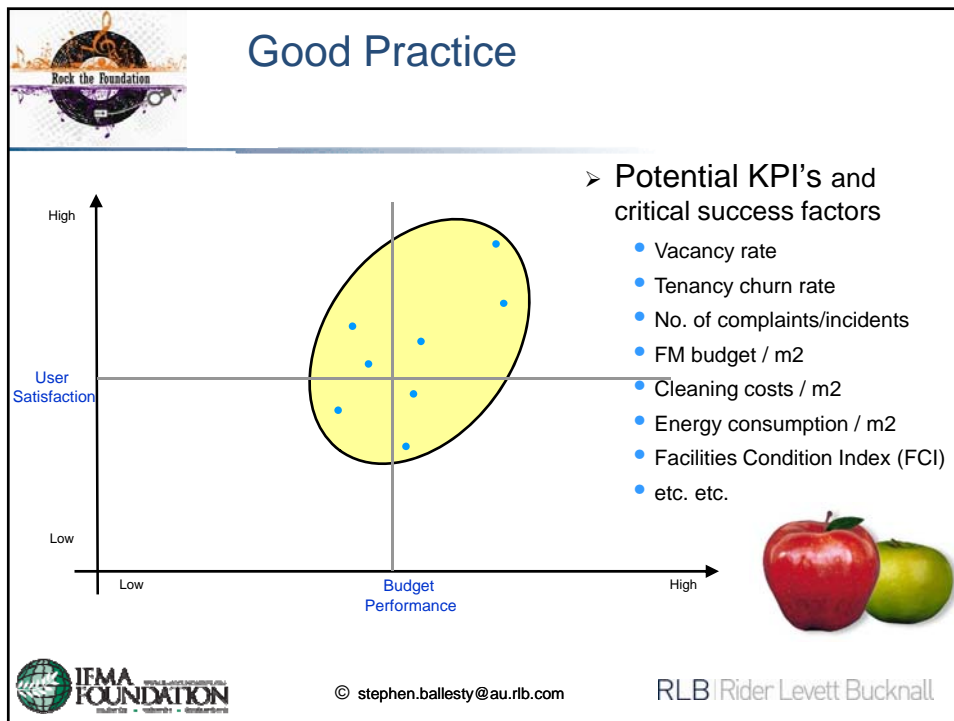
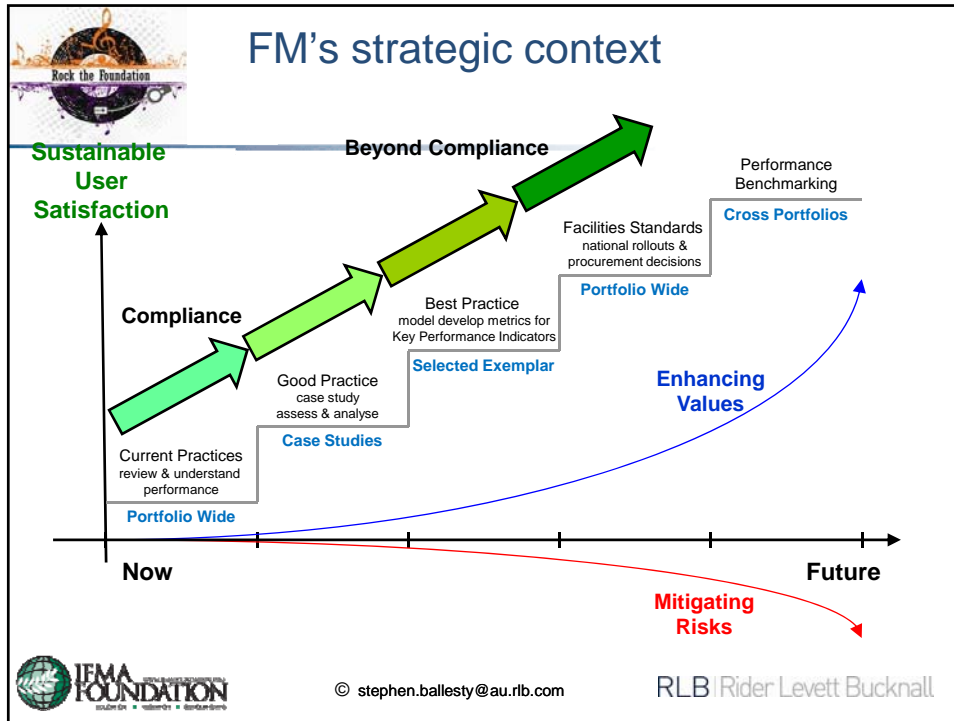


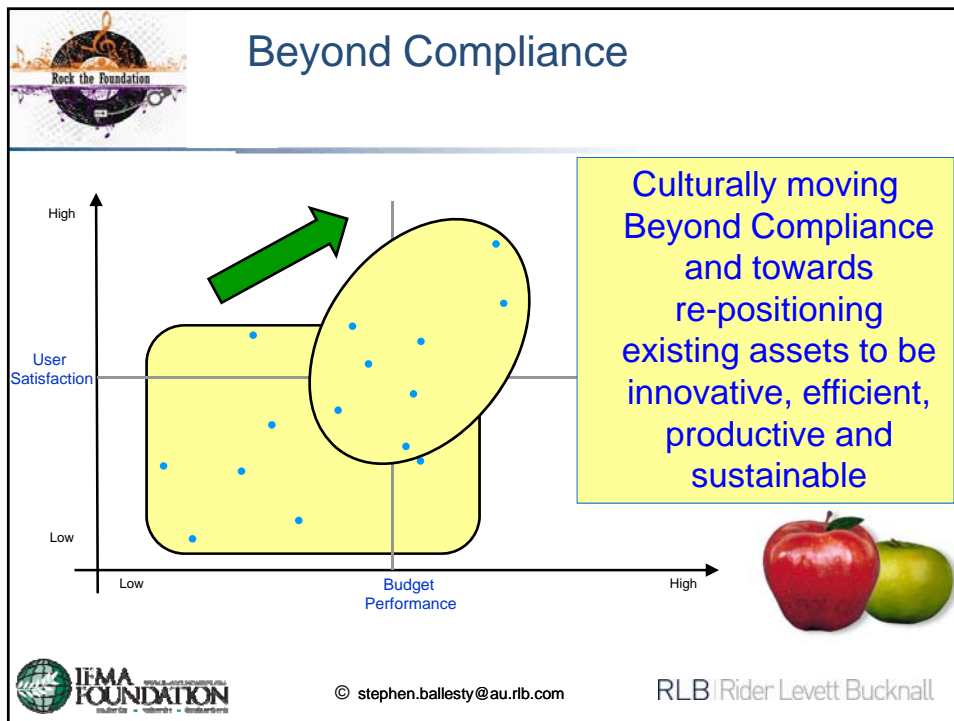
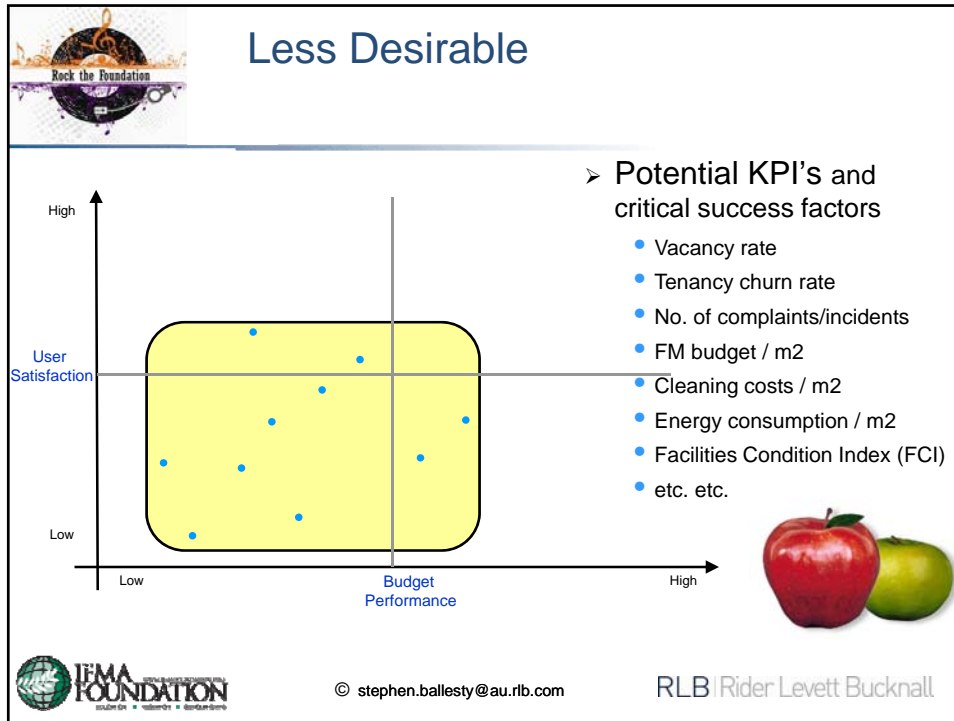


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vision


The IFMA Foundation is an international non-profit* entity dedicated to expanding knowledge of the Built Environment in a changing world through education, research and scholarships

1. Delivery
2. Education
3. Research
4. Scholarships
5. Financials

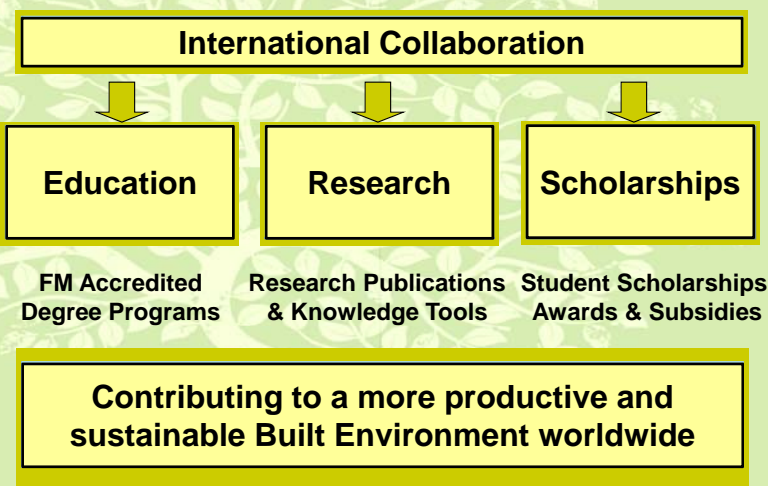
Since its inception, the IFMA Foundation has raised over US\$3.5 million for the cause



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IFMA Foundation delivers




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graph TD; A[International Collaboration] --> B[Education]; A --> C[Research]; A --> D[Scholarships]; B --> E[Contributing to a more productive and sustainable Built Environment worldwide]; C --> E; D --> E;
```

Education
FM Accredited Degree Programs


Research
Research Publications & Knowledge Tools

Scholarships
Student Scholarships, Awards & Subsidies

Contributing to a more productive and sustainable Built Environment worldwide



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Education – Accredited Degree Program

❑ Asia / Oceania


1. Hong Kong Polytechnic University, Kowloon, Hong Kong
2. Temasek Polytechnic, Singapore **(new in 2010)**
3. University of Sydney, Australia **(new in 2010)**


❑ Europe

1. FH Kufstein, Tirol, Austria
2. Hanze University, Groningen, The Netherlands
3. NHTV Breda University of Applied Science, Delft, The Netherlands
4. Universities of Applied Sciences, Deventer, The Netherlands
5. Leeds Metropolitan University, Leeds, UK

❑ North America

1. Brigham Young University, Provo, Utah
2. Community College of Philadelphia **(new in 2010)**
3. Conestoga College Institute of Technology, Ontario, Canada
4. Cornell University, Ithaca, New York
5. Ferris State University, Big Rapids, Michigan
6. Georgia Institute of Technology, Atlanta, Georgia **(reaccredited in 2010)**
7. Pratt Institute, Manhattan, New York, New York **(reaccredited in 2010)**
8. Rochester Institute of Technology, New York **(new in 2010)**
9. Wentworth Institute of Technology, Boston, Massachusetts **(reaccredited in 2010)**





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Research - Publications

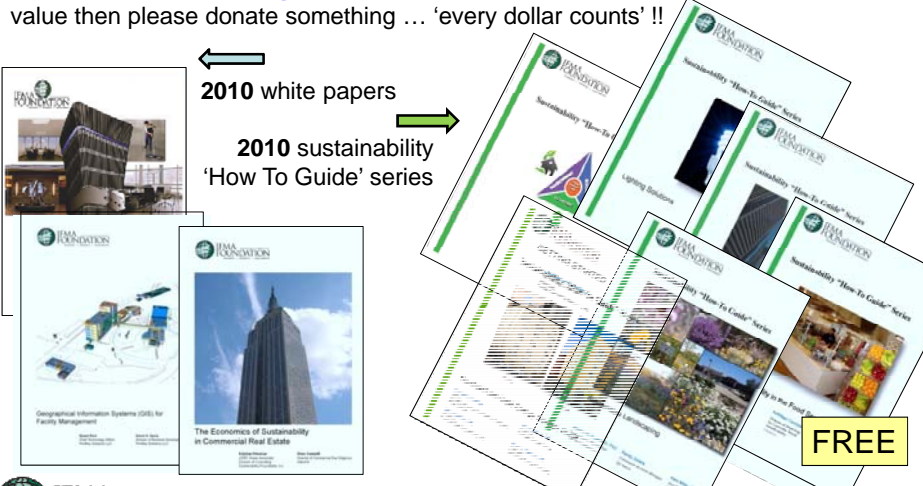
www.ifmafoundation.org for “FREE” and affordable downloads, if these are of some value then please donate something ... ‘every dollar counts’ !!

←


2010 white papers

→

**2010 sustainability
‘How To Guide’ series**



FREE



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Research – Glossary

The Foundation coordinates resources for research projects that support and extend our knowledge of the Built Environment

<http://www.gsishare.com/ifma/FMpedia/index.html>





**Winner of the FMA Australia
2008 award for industry innovation**



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FREE



Research – Juried Journal

The Foundation promotes the research and sharing of information to expand of our knowledge of the Built Environment

<http://www.ijfm.net/index.php/ijfm/index>





[Home > Vol 1, No 2 \(2010\)](#)

The IJFM is an open source, internet accessible juried journal devoted to the science, technology, and practice of FM. It is designed for both academics and professionals, and through research and practice papers derives its audience from universities, researchers, practitioners and allied professional organizations throughout the world.



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FREE



Scholarships

The Foundation coordinates and supports FM scholarships and awards internationally for students of the Built Environment

1991 to 2009:
250 scholarships = US\$643,250

2010:
33 scholarships & expenses = US\$112,000!

Supporting the **European Student of the Year** since 2007 and the European international FM Education Directory

NEW: 2010 International Student of the Year and the North American FM Education Directory

Planning for expanded Awards and international FM Education Directory for 2011




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Other Initiatives

The Foundation supports the recognition of FM as the foremost contributor to a more productive and sustainable of the Built Environment worldwide

CARL:
Chapters / Councils / Communities Ambassadors & Regional Liaisons – international expansion in 2010

Foundation First & other Challenges:
Encouraging individual, group and corporate donations to the Foundation to support FM education

News & Social Media:
Increased press releases; video message and page in FMJ; bi-monthly on-line newsletter; and LinkedIn, facebook and twitter activity

Rock the Foundation:
Third year of speaking tours raising funds and profile with multiple speakers reaching Sydney, Singapore, Madrid, Atlanta, Houston, Chicago, Shanghai, Hong Kong and San Antonio in 2010 ... with plans to Rock 2011

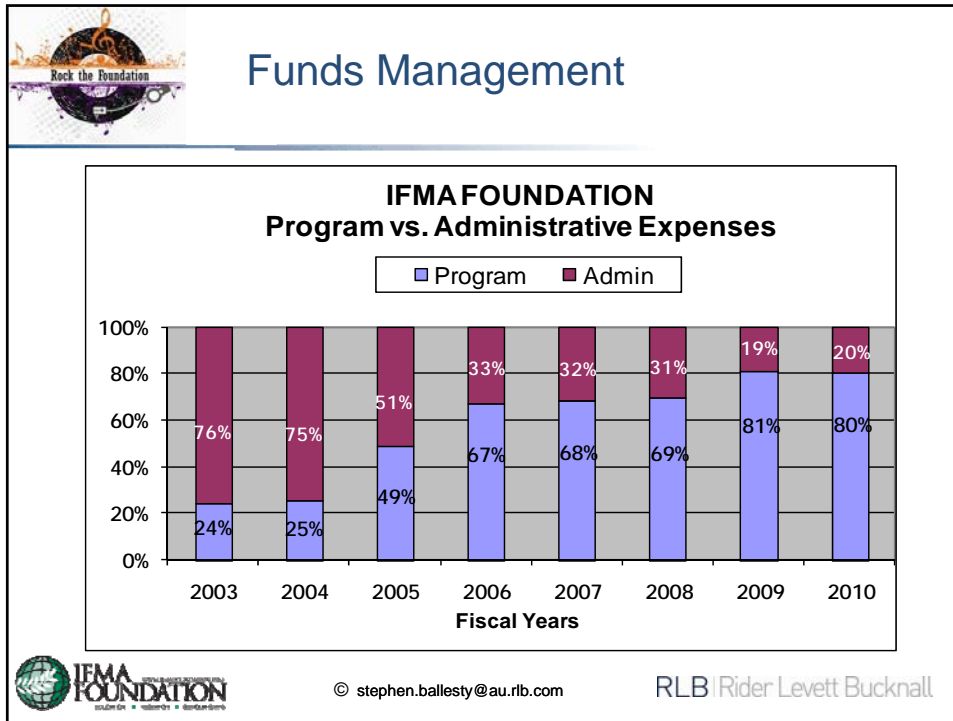


Every dollar counts!!




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IFMA FOUNDATION
www.ifmafoundation.org
EDUCATION • RESEARCH • SCHOLARSHIPS

Building the Future of FM for 20 Years

“To expand our knowledge of the **Built Environment** in a changing world through scholarships, education and research”

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 Useful FM links

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 Facility Management, a new dawn



**“the outlook is always bright ...
... when failure is not an option”**

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