

SILICON VALLEY CHAPTER OF IFMA

Next Gen.FM

**'Managing the Built Environment'
in the 21st century**

2011 KICK-OFF CHAPTER MEETING

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2010-11 Chairman, **IFMA Foundation**
Past Chairman, **FMA Australia**



Session Objectives

- Leadership, FM and Sustainability
- FM Downunder
- FM Exemplar
- IFMA Foundation
- Productive and Sustainable FM



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2011

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'Rock the Foundation'

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




www.ifmafoundation.org
EDUCATION • RESEARCH • SCHOLARSHIPS



kayhan




Rider Levett Bucknall




Rock Your World

World Map



LEGEND
Capital & City Team
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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://gsishare.com/ifma/FMpedia/index.html>

3 P's = People + Places + Processes
4th P = *Productivity ? now Planet ?*

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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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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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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, and sustainability in balance

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Leadership 101

“...if a thing seems difficult, do not think it impossible to accomplish”




Marcus Aurelius 121 – 180 CE
Roman Emperor from 161 to 180 CE

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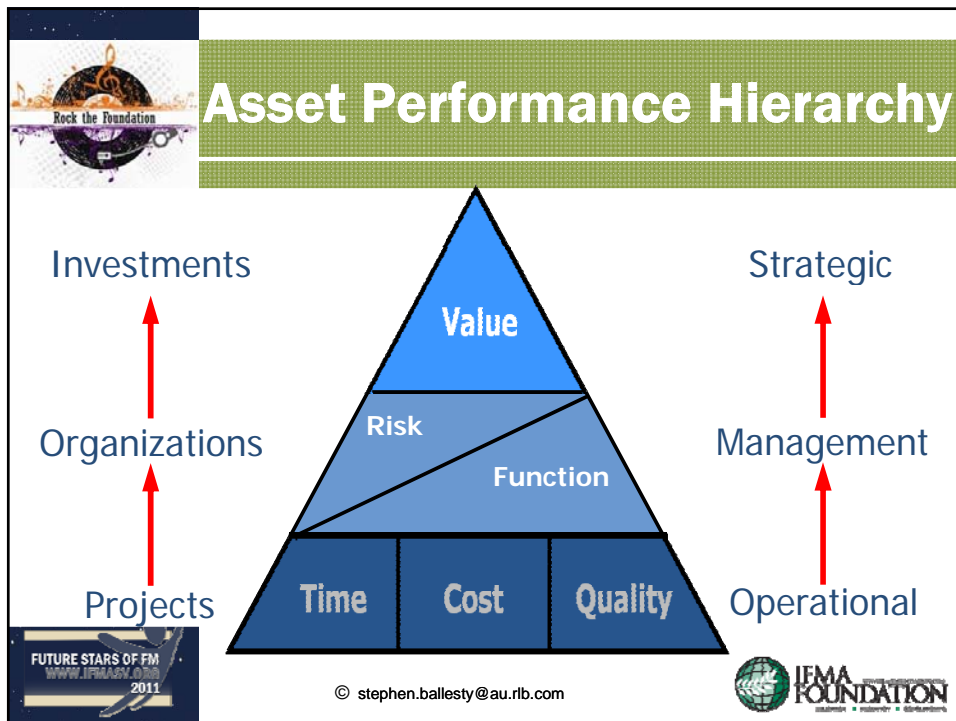
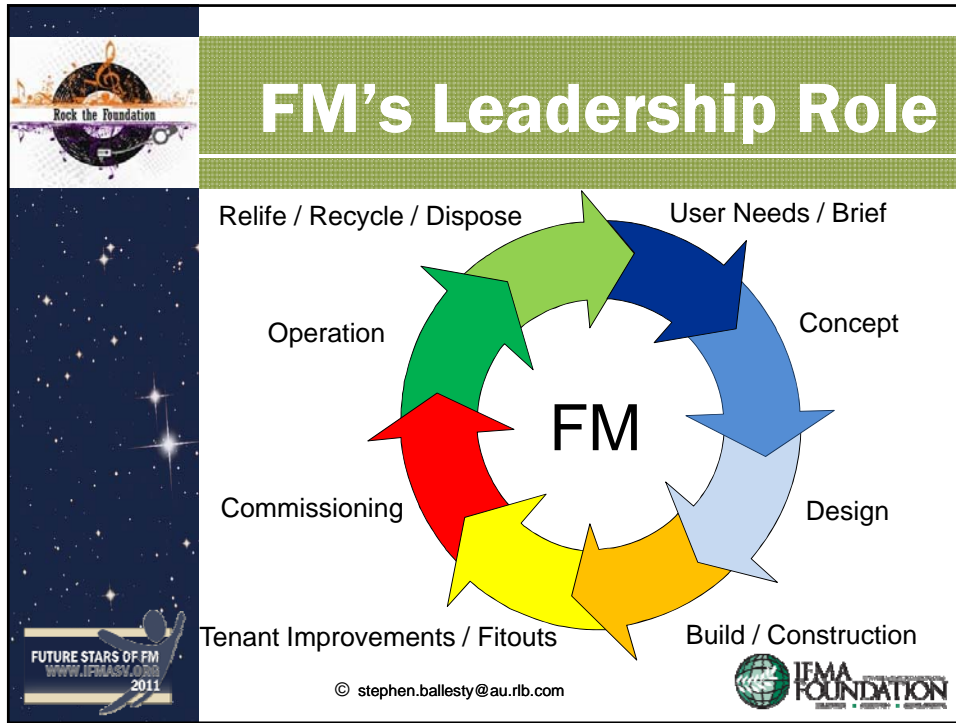
Leadership 101

1. Be bold, and stand out just a little
2. Ability to ‘play well with others’
3. Set a clear direction and the steps
4. Desire for continuous improvement
5. ‘Walk the talk’ with a bias for action
6. Validate, recognize and celebrate
7. Be ethical, trustworthy and humble


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Managing the Built Environment




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




MANAGING THE BUILT ENVIRONMENT
Facilities Management Action Agenda


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




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FM Action Agenda



- Announced by the Minister for Industry
- Strategic Industry Leaders Group – 12 months for industry and government stakeholders to identify growth platforms
 - Innovation
 - Education and Training
 - Regulatory Reform
 - Sustainability
- FM Action Agenda Implementation Board appointed for 36 months



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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

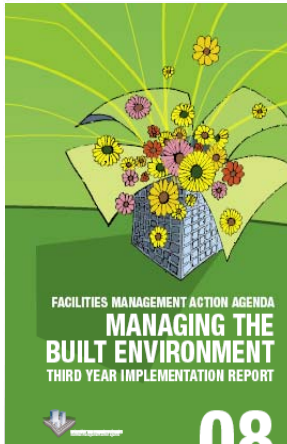

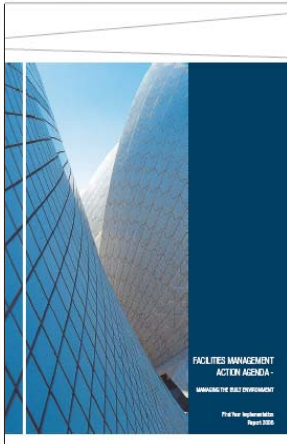


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FM the Trilogy



New Hope Dramatic Struggle Brighter Future




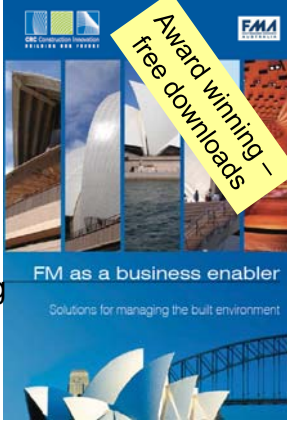
FM Exemplar Project

Rock the Foundation


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- 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

<http://construction-innovation.info/index.php?id=53>

FM as a business enabler
Solutions for managing the built environment

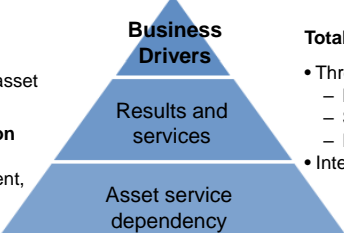




FM Exemplar Project

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>




FM Downunder

➤ Inaugural “*Built Environment Meets Parliament*” (BEMP) Summit at Parliament House, Canberra in September, 2008



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FM Downunder

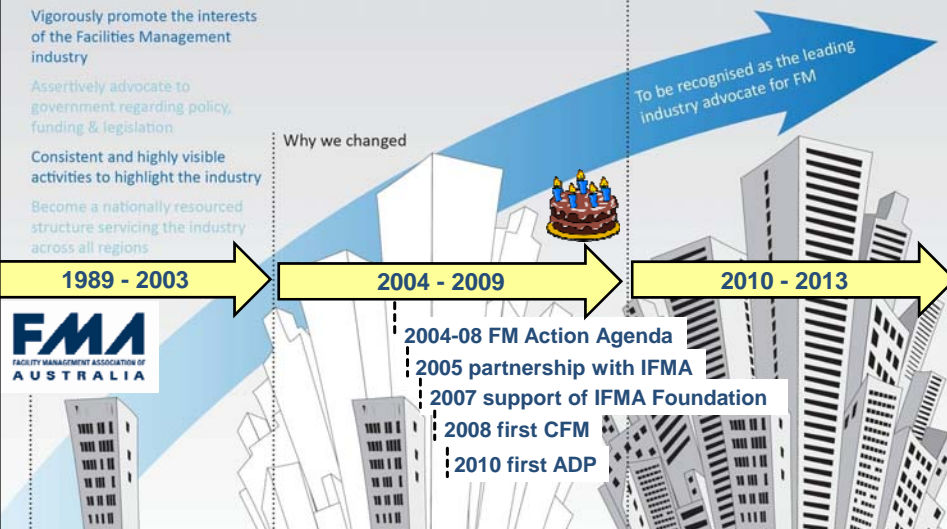
Vigorously promote the interests of the Facilities Management industry

Assertively advocate to government regarding policy, funding & legislation

Consistent and highly visible activities to highlight the industry

Become a nationally resourced structure servicing the industry across all regions

Why we changed



To be recognised as the leading industry advocate for FM

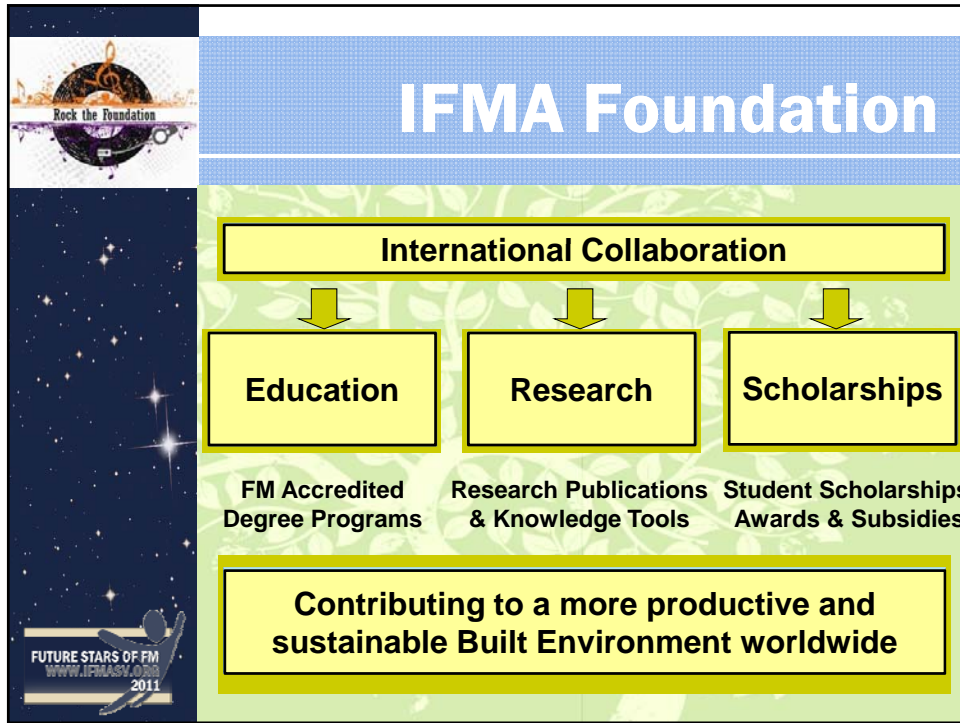
1989 - 2003

2004 - 2009

2010 - 2013

FMA
FACILITIES MANAGEMENT ASSOCIATION OF AUSTRALIA

- 2004-08 FM Action Agenda
- 2005 partnership with IFMA
- 2007 support of IFMA Foundation
- 2008 first CFM
- 2010 first ADP



IFMA Foundation


- **Education** – Accredited Degree Programs (ADP) 17 in seven countries (8 in USA)
- **Research** – 11 publications in 2010, more planning – *many are free downloads*, plus FMpedia the award winning free online glossary and a new Juried Journal
- **Scholarships** – 33 worth US\$112,000 in 2010 plus the International Student of the Year – *applications open January 28*

www.ifmafoundation.org for “FREE” and affordable downloads like them then please donate something ... ‘every dollar counts’ !!


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IFMA FOUNDATION
INTERNATIONAL FEDERATION OF MUSIC ARCHITECTS & ENGINEERS




IFMA Foundation

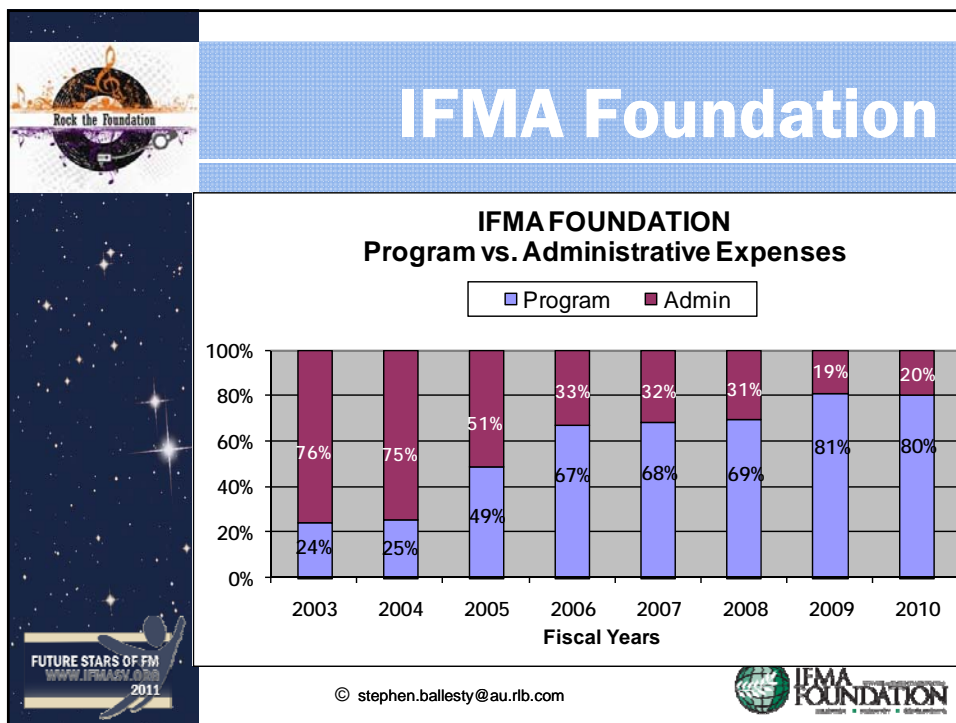


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- **Rock the Foundation:** Fourth year of speaking tours raising funds and profile with multiple speakers – 10 cities in six countries in 2010, and now in San Jose! iRock
- **CARL:** Chapters / Councils / Communities Ambassadors & Regional Liaisons – international expansion in 2010
- **Foundation First & January Challenge:** encouraging individual and group donations to the Foundation activities
- **News & Social Media:** Press releases; video message and page in FMJ; bi-monthly on-line newsletter; and Linkedin, facebook and twitter

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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

- www.ifma.org
- www.fma.com.au
- www.gbca.org.au
- www.yourbuilding.org
- www.propertyoz.com.au
- www.ifmafoundation.org
- www.warren.usyd.edu.au
- www.californiamayday.com
- www.construction-innovation.info
- www.environment.nsw.gov.au

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Sustainability "How-To Guide" Series

No-Cost/Low-Cost Energy Savings Guide

Chlorine Dioxide: Jan Willem, PE
Editor: Professor
2010 Green Building Conference Program: Professor
2010 Green Building Conference Program: Professor



FACILITIES MANAGEMENT
MANAGING THE
BUILT ENVIRONMENT
THIRD YEAR IMPLEMENTATION REPORT
08



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Sustainable FM

Managers	Leaders
Responds to change; reactive	Shapes change; proactive
Works in the organization	Works on the organization
Cautious about Risk; fate	Careful about Risk; destiny
Controls actions & events	Facilitates actions & events
Does the things right	Does the right things
Problem Solvers	Solution Seekers
Takers	Makers

“Success goes to those to get to the future first” Dr Peter Ellyard, Preferred Futures Institute, Australia (2008)








Solutions in a changing world

“The dogmas of the quiet past are inadequate to the stormy present. The occasion is piled high with difficulty, and we must rise with the occasion. As our case is new, so we must think anew and act anew”

Abraham Lincoln 1809 –1865





Sustainable FM

“Some see things as they are and ask why?
Others dream things that never were, and
ask why not?” George Bernard Shaw (1856–1950)



**“FM’s contribution ? ... to a productive
and sustainable Built Environment”**



Building the Future of FM for 20 Years

... a new dawn for FM



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