

FM Roundtable – Notes

Thursday, January 21, 2016

BUSINESS CONTINUITY

- Identify areas to backup

IMPROVE DAILY OPERATIONS

- Contracting Negotiations
- Staffing/Retirements (Average age of IFMA member is 48 years old)
- Generation Z, Millennials
- Metrics – If you cannot measure, you cannot manage
- Time Management – Prioritization, Yes / No, Email
- Engagement/Empowerment – Team, Work Ethic
- Programming Across Multiple Locations – Lights on/off, night “setbacks,” load shedding
- Communications - Know who to contact, SME’s, Moderator – “Clean Up,” Social Media

SERVICE

- Task force to use knowledge and abilities to help low-income or non-profit facilities (inspections, etc.)

STRATEGY

- Address “potential” issues proactively – pre-schedule “me” time
- Funding – Public vs. Private: “zero” budgeting, charge backs/”billing back,” charge for services – “skin in the game”
- Networking – Locally, utilities council/real estate council – what others in the same industry doing
- Vendor management – Accountability

SUSTAINABILITY

- LED Lighting
- Door Operators
- Funding!
- Energy Efficiencies
- BMCS
- ROI

TECHNOLOGY

- CMMS Systems – Funding / Buy in
- Bring your own device – laptop (Millennials have multiple devices)
- Older generations – Acceptance
- Mobility – Use
- Sustainable Technology
- Building Automation – How technology can drive efficiency. Who has had experience using what system? Simple systems – How to easily manage/view multiple locations from central point.
- Managing Email – Set times to check (if you can), prioritize + discipline, expectations, culture, inbox “0” – answer all by end of day, unsubscribe, filtering & rules, Slack & Yammer, Social Media (no Facebook)

WORKFORCE

- Recruiting
- Relationships – Internal/External (vendors)
- Roles & Responsibilities – Who manages (i.e. CMMS), hierarchy – above & below line
- Succession Planning
- Not so “behind the scenes” as we (FM’s) once were

FUTURE IDEAS/DISCUSSION

- Lunch Roundtable – Room full of people to discuss staffing, BMC’s
- Bring Associate Members as topics pertain
- Forum – Former Presidents
- Panel Discussion
- Look at becoming more focused
- Personal Development vs. FM Issues
- More specific topics – may drive participation
- 2-3 topics for a roundtable
- What events are attractive to people

NEXT FM ROUNDTABLE

- o Date: April 21st
- o Location: TBD
- o Time/Agenda: Same time as last one. *ADD 5-10 minutes in session for new topic discussion
- o Topics (we may not get through all of these but will continuing using for future meetings)
 - § Time Management
 - § Programming/BMS
 - § Direct Reports- Metrics/Measuring Performance
 - § Succession Planning
 - § Personal Development “The Effective FM”
 - § Navigating the Budget Process
- o FM Roundtable
 - § Frequency: Quarterly
 - § October FM Roundtable will include Associates and be for strategic planning for the upcoming year
- Programs derived from FM Roundtable to be held in near future
 - o Bridging General Gap
 - o Bring Your Own Device (BYOD)/Technology
 - o Well Certification/Sustainability
 - o Cyber Attacks / Backing Up Info (SET UP FOR MARCH BY EDUCATION COMMITTEE)