Driving Value to Clients Through TFM

John Rimer, CFM
FM360online.com
Introduction

John Rimer, CFM
- 17+ Years Facility Management
- Numerous Industries & Various Roles
- Owner, FM360, LLC
- Certified Facility Manager (CFM) - IFMA
- Director, Northern Rockies Chapter of IFMA
- IFMA & BOC Qualified Instructor

FM360 Online
- Online training & consulting
- Educational articles
- Tools & Resources
Agenda

- What is TFM?
- Selling TFM
- Rule of 100/10/1
- Bridging the Gap
- Reducing Costs
- Triple Bottom Line
- Q&A
What is TFM???

TFM – Total Facilities Management

- Operations & Maintenance
- Custodial & Grounds
- Laundry Services
- Fleet and transportation
- Waste Management
- Water Treatment
- Utility Management
- And on, and on...
Growing TFM...

- Need Identified
- Value Realized by Client
- Expand Services Offered to Return More Value

- Industry Trends
  - FBPTA
  - FM Standards
  - Increased Recognition
More than Glorified Janitors...

- “Perception is 9/10ths Reality”
  - Stigma
  - Blue Collar Heritage
  - Firefighting

- Selling Our Value
  - Value of Services
  - Value of Each Team Member
  - Showing Value at Bottom Line
How to Sell TFM???

- Two Simple Concepts
  - The Rule of 100/10/1
  - Triple Bottom Line
The Value of TFM

- The Rule of 100/10/1
  - 100 – People Productivity
  - 10 – Facilities
  - 1 - Utilities

How do we bridge the gap?
Bridging the Gap

- Understand the Client’s Business
  - Private Sector
  - Public/Federal
  - Non-Profit

- What are the drivers?
  - Remember “Rule 100/10/1”
Increasing Productivity...

Thermal Comfort
- 4% per 1 degree
- Warm = 56% more errors
- Cold = 28% more errors
- Low RH (below 25% = 7% slower)

Indoor Air Quality
- Change Air Filter = 9%
- +1 CFM/SF = 4%
Politics...Wanna Win, Gotta Play

Managing Relationships

- Up – Upper Management
  - Marketing & Messaging
  - “Speaking Bean”
- Out – Other Departments
  - MBWA
  - Understanding Business Needs
- Down – Staff
  - Motivating & Leading Team
  - Promoting Value
Reducing Costs through TFM

- The Rule of 100/10/1
  - 100 – People Productivity
  - 10 – Facilities
  - 1 - Utilities

There’s Still Money to Save...
Our Own Worst Enemy

- Most maintenance organizations operate between 10% to 40% efficiency (MT-Online)
- Nearly 70% of failures are self-induced (MT-Online)
- Most spend >50% time on emergency work (FacilitiesNet)
No More Firefighting

Cost of Reactive Maintenance
- RM Costs 3X to 5X more than PM (MT-Online)
- DOT Study found 8X higher costs

- Downtime/Business Loss
- Customer Satisfaction
- Employee Retention/Burn-Out
Value of a Robust Facilities Program

- Increase Production by 28% (IFMA)
- Double Productivity of Staff (IFMA)
- Reduce Maintenance Costs by as much as 50% (Piper/FacilitiesNet)
- Reduce Energy Use by 15% - 20% (Piper/FacilitiesNet)
Maximizing the Assets...

Get the Most Out of the “10”
- Federal Govt’s “Freeze the Footprint”
- Teleworking/Remote Workers
- Space Utilization
  - Re-Stack
  - Meeting Rooms
- “Forthcoming Millennial Reign”
  - Changing Culture & Architecture

*images courtesy of Integrus Architecture
Reducing Energy Costs...

- The Rule of 100/10/1
  - 100 – People Productivity
  - 10 – Facilities
  - 1 - Utilities

Low-Hanging Green Fruit...
Green Equals Green...

- Understand Green Goals
  - “Green for Skeptics”

- Maintenance Saves Energy
  - Filters – 15% to 20%
  - Cleaning Coils – 30%
  - Aligning Equipment – 15+%";

- RCx and Cx365 – 15% to 25+%";

- Measure & Market Savings!
Sustainability & Efficiency

Triple Bottom Line (John Elkington)

- Financial
- Social
  - Occupants
  - Marketplace
  - Community
- Environmental
- “People/Planet/Profit”
Review - How to Sell TFM?

- Know Your Client
  - Political & Business Drivers
- Manage Relationships
  - Up / Out / Down
- Sell Value of Facilities
  - Yourself
  - Team Members
  - Client
- Training & Education
Questions?

John Rimer, CFM
john@fm360online.com
FM360online.com

- Educational Articles
- Online Training & Resources