Facility Industry Trends & Trajectories

Positioning FM's for Success!

John Rimer, CFM
Introduction

John Rimer, CFM

- Facility Management Since 1997
- Numerous Industries & Various Roles
- President, FM360 Consulting
- Certified Facility Manager (CFM) - IFMA
- Director, Northern Rockies Chapter of IFMA
- IFMA Qualified Instructor
Agenda

Key Trends

- Exodus of Baby Boomers
- The Forthcoming Millennial Reign
- Advancement of FM
Exodus of Baby Boomers

- ~77 million (1946-1965)
- Comprised 38% of the workforce in 2010
- Recession delayed many retirements
- Estimated 10,000 retiring each day
- Faster than can be replaced...
Challenges of the Loss of a Generation

- Labor Force Shortage
  - 72% HR Professionals Concerned (Star Tribune 2012)
  - More than half are maintenance related
  - ~600,000 open skilled positions
    - 2M to 3M more coming by 2015
  - Few young people choosing skilled trades
    - Colleges/Universities trying to fill gap
  - Squeeze on Gen Xers (77M vs. 44M)

- Loss of Intellectual Capital
Turning Challenges into Opportunities

- Capture Intellectual Capital
  - Cross-Train
  - Document in Procedures, CMMS, etc.
- Train & Promote Growth Internally
  - IBOA’s BOC
  - IFMA’s Essentials of FM & FMP
  - Facility University
- Leverage Technology to Increase Efficiency & Effectiveness of Program
The Forthcoming Millennial Reign

- 86M Strong (7% larger than BB)
  - “Echo Boom”
- 25% of Workforce in 2010
  - 46% by 2020
- Workplace Culture Shift

Challenge & Opportunity

- Attract & Retain Staff
- Competitive Edge
The Forthcoming Millennial Reign

Collaborative Environments

- "Collaboration Zones"
- Community spaces
- Remove barriers to teamwork
- Flexible & Functional
- Promote "ideation"
Collaboration Zones
The Forthcoming Millennial Reign

Mobile Workforce
- Tablets/Smartphones vs PCs
- Telecommuting
- Hoteling Spaces
- Collision Points

Challenges & Opportunities
- Staying connected
- 40% workspace utilization
Collision Points
The Forthcoming Millennial Reign

Technology Centric
- Online Collaboration
- Cloud-Based

Challenges
- Increased network demand
- Data security
- Data rooms more critical
  - Need to manage as CE
Advancement of FM

- Growth of the Industry
  - IFMA 23,000+ members in 85 countries
  - Increasing degrees offered

- Recognition
  - 2010 Federal Buildings Personnel Training Act (FBPTA)
    - Feds largest property owner in U.S.
  - Implementation of Standards
    - ISO/TC 267
    - ANSI TAG
Positioning for Success

- Need to Raise Our Game
  - Evaluate & improve current program
  - Communicate value
    - Up-Down-Across
- Education & Training
  - IFMA – FMP/SFP/CFM
  - IBOA
  - Participate in IFMA & Chapter
  - Facility University
Thank you!

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