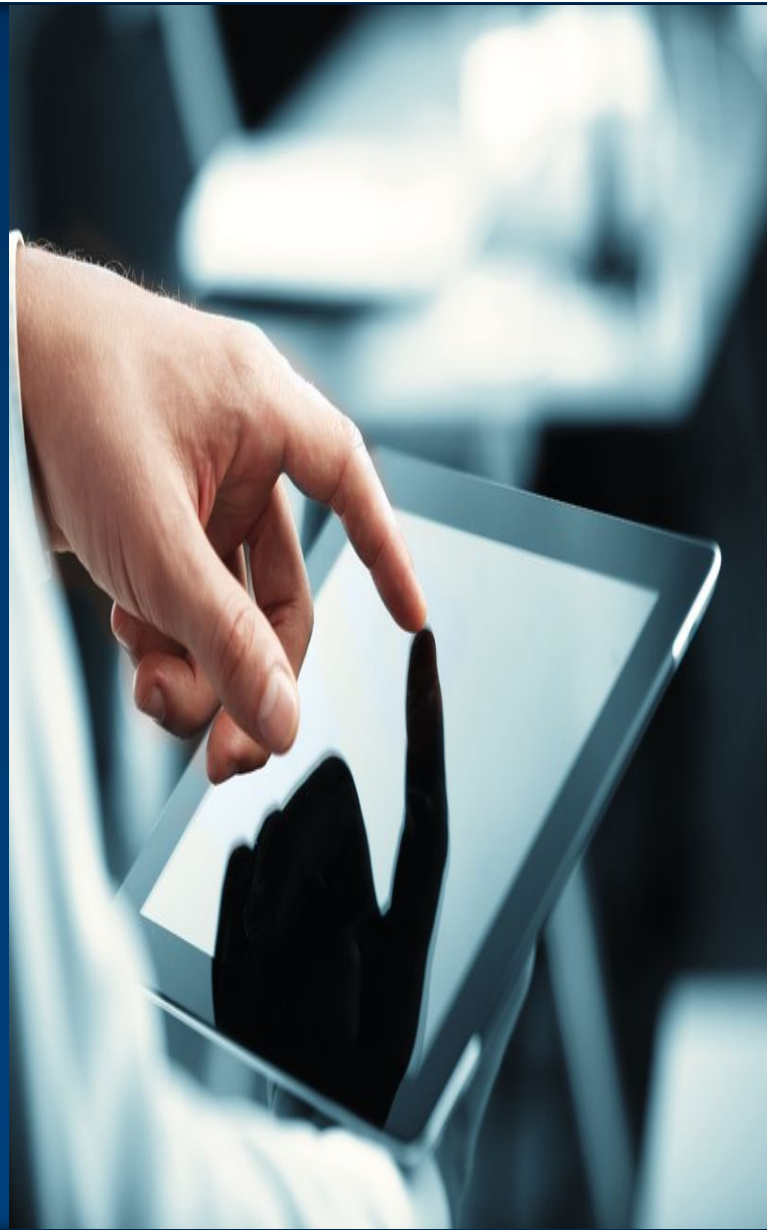


# CMMS: A Necessary Tool for Today's FM to Drive Business Decisions & Return Value to the Bottom Line

John Rimer, CFM





The Road to Better  
**Facility Management**



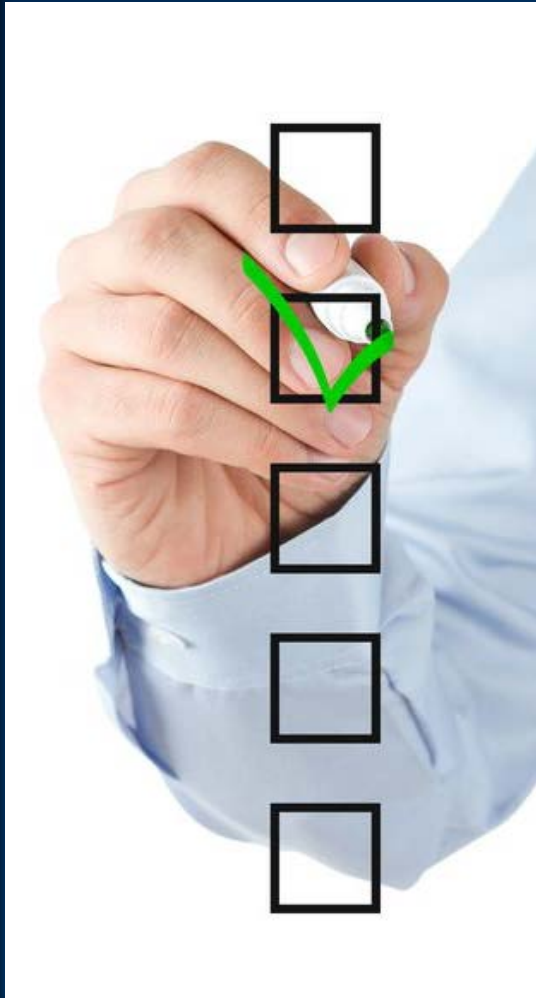
# Introduction

John Rimer, CFM

- 17 Years Facility Management
- Numerous Industries & Various Roles
- IFMA & BOC Instructor
- Owner, FM360 Consulting
- President, Facility University
- CMMS Specific
  - Implemented, Managed, & Improved Multiple Installations



# Agenda



- Value of a CMMS
- Common Reasons for Failed Systems
- Steps to Select & Implement
- Other Considerations
- Resources
- Q&A

# Why a CMMS?

*"The Nervous System of a Facility Program"*

- A Necessary Business Tool for Today's FM
  - Drive Business Decisions
  - Assess Efficiency & Effectiveness
  - Develop Zero-Based Budget
  - Capital Replacement Program
  - Market FM Program



# Key Functions of a CMMS



- Maintain Asset Information & History
- Exhibit Hierarchy & Relationships
- Store Procedures & Practices
- Submit & Track Service Requests
- Prioritize, Schedule, & Dispatch WOs
- Document Work Performed

# Key Functions of a CMMS

- Capture Labor & Mat'l Costs, Notes, etc.
- Provide Closure to Requesters
- Solicit Customer Feedback
- Facility Condition Assessments
- Capital Renewal Planning
- Reporting & KPIs





# Key Performance Indicators (KPIs)

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- PM/CM Ratio
- Backlog
- % Utilization
- Discovery Mode
- SRs by Type
- Failure Modes/Causes
- Labor & Mat'l Costs



# Common Reasons for Failed Systems



- Wrong System for the Job
- Old, Slow System
- Homegrown
- Budget to Install but not to implement
- Insufficient planning & Stakeholder buy-in
- Lack of Knowledge & Experience



# Steps to Implement

- Identify Stakeholders
- Define the Processes
- Develop System Requirements
- Create Assessment Matrix
- Identify & Evaluate Qualifying Vendors
  - Perform Test Fit
- Budget & Schedule for Success
  - Training & Support
- Solicit help



# Other Considerations



- Simple Facilities – Simple CMMS vs. Complex Facilities – Complex CMMS
- Online/Cloud vs. In-House
- Mobile Functionality
- Ease of Use
- Reporting Capability
- Standard Nomenclature (Location, Equipment, PMs, Procedures, etc.)
- Champion – Find One & Be One!

# Resources

## FACILITYU.COM

- *“CMMS – Realizing the Value”* (FMJ March/April 2014)
- *“CMMS – A Necessary Business Tool for Today’s Facility Manager”*
- *“CMMS is Not a Four-Letter Word”*
- *“No More Firefighting – Planning for Success with a Capital Replacement Program”* (FMJ July/August 2014)



# *Thank you!*

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