



Driving Value to Clients Through TFM

John Rimer, CFM
FM360online.com





The Road to Better
Facility Management

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

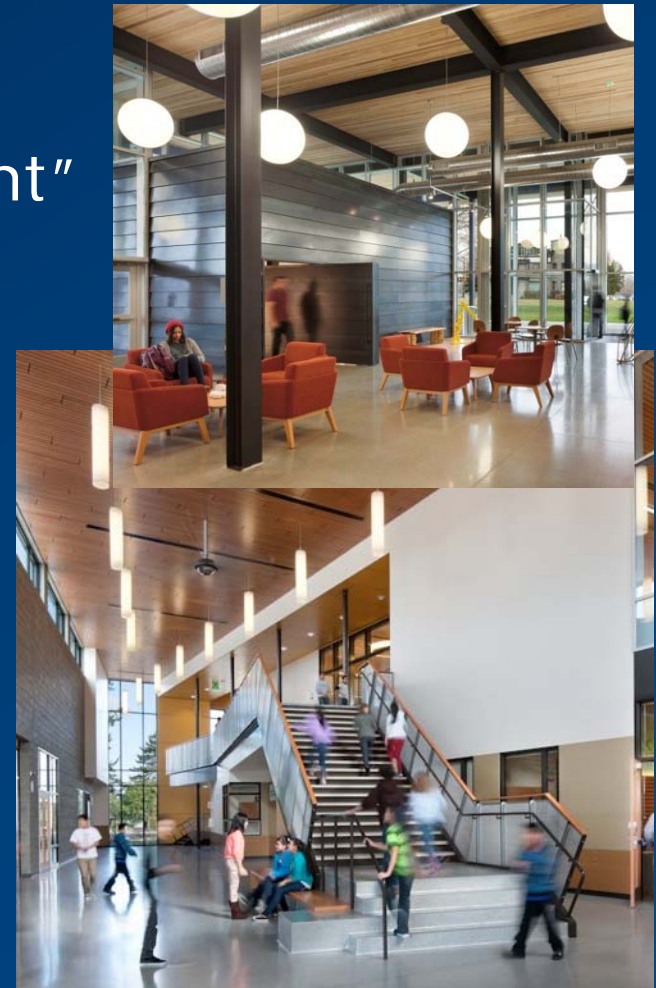


- Increase Production by 28% (IFMA)
- Double Productivity of Staff (IFMA)
- Reduce Maintenance Costs by as much as 50% (Piper/FacilitiesNet)
- Reduce Energy Use by 15% - 20% (Piper/FacilitiesNet)

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*

The Online Resource for Facility Industry Training & Consulting

