



## Management Consulting

- ♦ Strategic Planning
- ♦ RFP Preparation & Evaluation
- ♦ Emergency / Pandemic Planning
- ♦ Organizational Reviews
- ♦ Business Process Improvements
- ♦ Benchmarking Surveys
- ♦ FM Audit



## FM Technology

- ♦ FM Strategic Planning
- ♦ IWMS Analysis & Planning (Integrated Workplace Mgmt. Systems)
- ♦ Visioning & Business Plans
- ♦ System and Process Evaluations
- ♦ Product Evaluations & Advice
- ♦ Product Selection Expertise
- ♦ System Implementations

### FOR

- ♦ EAM systems (Enterprise Asset Management)
- ♦ CAFM systems (Computer Aided Facilities Mgmt.)
- ♦ CMMS systems (Computerized Maint. Mgmt.)
- ♦ Service Request systems
- ♦ Work Order Systems
- ♦ Capital Renewal Planning systems
- ♦ Fleet Management systems
- ♦ Other Specialized FM Applications



# FM STRATEGIC PLAN

## Strengthen your FM Department

### The expertise you need to get the best results

- Assess the effectiveness of your current business model for managing facilities and physical infrastructure
- Prepare a strategy for a strengthened or new Facilities Management (FM) Department.
- FmT Consultants has developed an effective process for evaluating the FM function and preparing a vision for the future.

## ◆ OBJECTIVES

- clearly define your current FM organizational structure, roles, responsibilities and needs
- complete an independent assessment of key evaluation factors and performance criteria
- prepare a GAP Analysis of the current versus required level of services
- develop an effective GAP closure strategy including FM organizational model, improvements to business processes and strengthening of related technology
- define priorities, prepare cost estimates and develop timelines for implementation of the recommendations

## ◆ END RESULTS

- A better corporate understanding of the state of FM in the building industry, the FM challenges and the impact of future trends
- a prioritized, clear and achievable plan and implementation strategy
- better ability to articulate and quantify the importance of physical facilities and the role of the FM department within the organization

**FM is *much more* than the planning and design of a project or the operations and maintenance of a facility. Its core purpose is to provide facilities that support the work of the entire organization.**

## ◆ FmT Consultants Ltd. is a management consulting firm specializing in facility management and technology.

- Our focus is to help our Clients manage their facilities, infrastructure and capital assets on a sustainable basis.
- Our services are results driven and have been provided to facility managers, building owners and senior managers since 1993.

**Get It RIGHT**  
**...Get the right advice**

# FM STRATEGIC PLAN

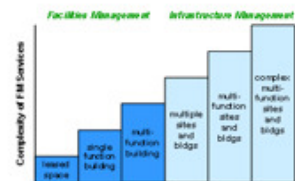
## Strengthen your Facilities Management (FM) Department

The effective, results driven process for creating your comprehensive FM Department strategy

- There is increasing recognition in many organizations of the importance of facilities and the FM function
- Research has quantified the relationship between the quality of the workplace physical environment and productivity of the occupants
- The FM operating budget is typically one of the largest after staff salaries for core services
- The ability of FM management to articulate the roles, requirements, responsibilities and accomplishments of the FM department to senior management is becoming more important than ever.
- **Your FM Department needs to have a clear and compelling vision and strategy**

**FACILITY MANAGEMENT:** *The practice of optimizing the functionality of the built environment in buildings by integrating the people, the workplace, business processes and technology.*

Figure 1: Complexity of the FM Function



### ◆ DEFINITION

- the current FM organizational structure, roles and responsibilities are defined
- interviews are conducted with senior management, department heads and other stakeholders
- the complexity of the FM function with respect to the type of facilities and the nature of the organization is assessed

### ◆ EVALUATION

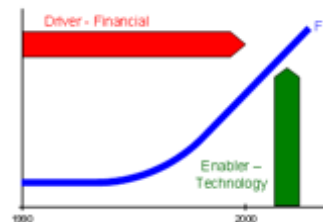
- current management of the FM function is assessed with respect to industry standards and typical responsibilities
- the suitability of the FM structure, service delivery methods, systems, processes and procedures are assessed relative to the needs of the organization
- the FM function is evaluated according to criteria specific to your organization
- a GAP analysis is prepared to summarize the evaluations in a graphical format

Figure 5: GAP Analysis for FM Evaluation

No.	Evaluation Factor	Below Average	Adequate	Above Average	Fully Satisfactory
1)	Management				
2)	Organization & Staffing				
3)	Strategic Planning				
4)	Human Resources				
5)	Customer Focus				
6)	Facilities Planning				
7)	Project Management				
8)	O&M				
9)	Technology - FMIS				
10)	Technology - IBS				
11)	Financial - operating				
12)	Financial - capital				

RATING      0            1.0            2.0            3.0            4.0

Figure 2: Role of Technology in FM



### ◆ SUMMARY and RECOMMENDATIONS

- comprehensive summary of results and recommendations
- a GAP closure strategy to achieve the required outcomes
- an implementation plan with schedule and budget cost estimates
- recommendations for the effective use of FM technologies to increase productivity, reduce costs and improve decision making
- Strengthening internal FM expertise / developing required skill sets for staff
- service delivery models for various FM functions
- Identify risks and how best to deal with or mitigate them

6.0	Recommendations	2008/09	2009/10	2010/11	2011/12	2012/13
6.0	Operations & Maintenance					
6.0.1	Manage assets on a life cycle basis					
6.0.2	Fix has input into purchasing decisions					
6.0.3	Prepare SLA for rural sites					
6.0.4	Prepare SLA for 2 decentralized sites					
6.0.5	Summarize base & cost recoverable service					
6.0.6	Improve coding of CMMS work orders					
6.0.7	Develop a CMMS asset hierarchy					
6.0.8	Add fan out list to the CMMS					
6.0.9	Add contractors to fan out list					
6.0.10	Prepare a plan to redevelop the Q&H shops					
6.0.11	Develop a FM program for new RHC					
6.0.12	Implement a bar coding system					