

How to Effectively Manage Your Facilities Using Sustainable Practices

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Covered in this Presentation

- Developing sustainable facility management practices
- Being your organization's sustainable facilities management champion
- Developing, implementing, and measuring a Sustainable Facilities Management Plan (SFMP)



A Brief Introduction to Sustainable Facilities Management (SFM)



- A sustainable facilities management (**SFM**) process optimizes financial, environmental and social factors in support of the primary purpose of the organization.
- SFM is the ability to manage facilities and resources in a manner consistent with all that is "**green**" and "**high-performance.**"
- The idea of sustainable facilities is not just about doing something that is environmentally or people-friendly.
- It's about that, but it's also about making facilities last, performs at a level that meets the needs of the organization, and managed in a manner that is consistent with the mission, vision, and values of the organization.

Green and High Performance Characteristics



The goal of the facility manager has always been to optimize performance.

High-performance and green facility benchmarks consist of:

- Energy efficiency
- Conservative water use
- Minimal waste production
- Low reliance on natural resources
- Low-carbon emissions
- Healthier indoor environment
- Productive workplaces
- Commitment to net zero energy use

Why Use Sustainable Practices?



- Corporate Social Responsibility (CSR)
- The Triple Bottom Line (TBL)
- High Performance and Green Facilities



Corporate Social Responsibility (CSR)

CSR is meeting the environmental needs of the present while preserving the Environment for future generations.

- As sustainability rises to the top of the list of priorities, so do CSR programs.
- 86 percent of the Standard & Poor's top ranked 100 companies have corporate sustainability websites.
- CSR has become a matter of maintaining competitiveness
- Simply stated, people would rather deal with companies who practice CSR.
- FM's should be CSR leaders and take a larger role in supporting them.



The Triple Bottom Line (TBL)

- Profit is the traditional measure of economic performance – or the 'bottom line' of the profit and loss account.
- People are the bottom line of a company's social contract - a measure in some shape or form of how socially responsible an organization has been throughout its operations.
- Planet is the bottom line of the company's green and sustainability account - a measure of how environmentally responsible it has been.



High Performance and Green Facilities

- Properly maintained workplaces
- Frees employees from distractions
- So they concentrate on their jobs
- And perform their work at a high level
- Which attracts the best employees
- And creates a significant competitive edge
- Receiving a public perspective of being socially responsible
- And saves on costs!

Developing a Sustainable Facility Management Plan (SFMP)



- Fully understand the overall strategy of your organization.
- Your organization's mission, vision, values and strategic objectives may impact how you approach facility management.
- Alignment of facility management strategy with the overall strategy of the organization is vital.
- The end goal of the SFMP is to enable the organization to accomplish its overall strategic objectives in a manner that supports its commitment to CSR.

Alignment with the Organizational Strategy



- FM organization's strategy aligns with the overall organizational strategy.
- FM strategy must fully support each business unit's strategy.
- Understand the organization's mission, vision and values which drive the organization's strategy.
- Having this understanding will allow the facility manager to craft a supporting strategy.
- The SFMP will be more readily accepted and approved because it is linked to satisfying the entire organization's requirements.

Preparing a SFM Strategy Plan

**There is a strategy to
developing the
strategy.**



- Any strategic plan should focus on the longer-term, big picture needs and vision of the organization.
- It's critical that the SFMP strategy aligns with the overall strategy of the organization.
- The mission is why the strategy exists.
- The vision is a picture of where the organization wants to be in the future.
- From the mission and vision come the goals.

4 Primary Goals of the SFM Strategy Plan

Note: A SFMP is for strategic approval and the Business Case is for tactical implementation.

Understanding

- Mission, vision, culture, core values and key stakeholders perspectives.

Analysis

- Gap analysis and develop a plan to bridge the gap.

Planning

- Turn gap analysis phase into a strategic SFMP with a business plan (business case) and present to management for approval.

Acting

- Submit business case for review and approval.

The Business Case

Must be credible, practical, feasible and accurate.

A successful business case needs the following:

- **SMART** goals that are Specific, Measurable, Achievable, Realistic and Timely.
- Reasoning for the return on investment (ROI), total cost of ownership (TOC), and life-cycle costs (LCC) for the FMP strategy.
- Approval to go forward with the strategy.
- Management must understand the background and logic behind the strategy.
- Management must be comfortable releasing the resources and preliminary funding.
- Formulate opinion and decision primarily based on the executive summary.
- The executive summary must be concise and impactful in ten minutes or less.

SFMP Sponsor and Champion

The sponsor is one who can keep the effort at the forefront of the organization and continually emphasize its importance.

- The FM is in a good position to be the SFMP champion.
- There could be other drivers and SFMP champions besides the FM.
- In that case, the FM should make a case for active involvement in the process.
- If organization is not driving the process, the FM is forced to take the lead as an insurgent.
- Even in an insurgent role the facility manager can make a difference.
- Keep sponsor well informed with regular updates.

Implementing and Measuring the SFMP



- The challenge of incorporating sustainable asset management practices.
- Change is not easily accepted and "business as usual" seems to be the motto.
- Sustainable asset management must become a part of the organizational culture.
- Develop a change management strategy and communications plan to engage your workforce in sustainable facility management.

The SFMP Team



- Success depends on team performance.
- Meets all challenges to carrying out the strategy.
- Strong leadership and team dynamics required.
- Team member competencies and training.
- Objectives must be set, responsibilities assigned, and performance measured.
- A SFM strategy cannot be developed in a vacuum, nor can it be forced upon people.
- It must be a collaborative effort by those who will be impacted by it.

The Balanced Scorecard (BSC)

The BSC should be used to create a process for measuring and monitoring energy, carbon, water, resources use and workplace quality.



- The BSC allows for the prioritization of initiatives based on cost, effectiveness, and any number of other Triple Bottom Line factors.
- BSC acts as a framework for developing the right key performance indicators (KPIs) for monitoring and reporting the success of SFM efforts.
- These KPIs serve as the guide for monitoring, changing, and improving the SFM efforts.
- KPI's also serve as the basis for reporting of facility related metrics that support the CSR goals and initiatives.

Managing and Operating the 8 Key Areas of Sustainable

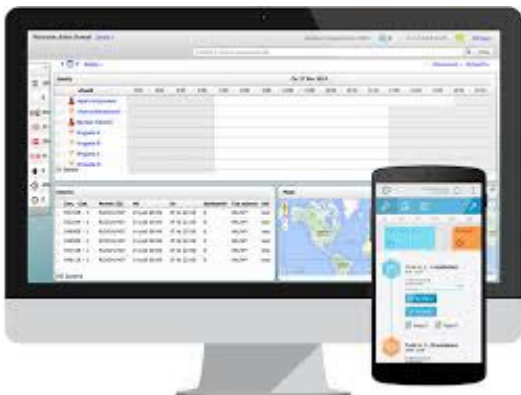
Each organizations SFMP's is different, however, most if not all of their goals will focus on improving the following items:



- Energy
- Water
- Materials and Resources
- Workplace Management
- Indoor Environmental Quality
- Quality of Services
- Waste
- Site Impact

Performance Management and Communication Tools

A work management system (WMS) provides a means of capturing work order / staff / space / asset / financial data to help make decisions regarding:



- WMS's show energy, water and resource use, how you're consuming resources, and how well you're managing comfort and safety in the workplace.
- High performance facility organizations maximize the efficiency of their processes such as having an automated work management system in place.
- They have formalized preventive and predictive maintenance programs and techniques.
- They also have documented procedures in place like standard operating procedures (SOPs) outlined for high-performance operations and maintenance.

Most Commonly Used Work Management Systems

The most commonly used work management systems follow and no SFMP should be without the first 2 items:



- **CMMS** - Computerized maintenance management system
- **CAFM** - Computer aided facility management
- **BAS** - Building automation system
- **BIM** - Building information modeling
- **IWMS** - Integrated work management system
- **ERP** - Enterprise resource planning
- **GIS** - Geographical information system
- **DMS** - Document management system
- **CPS** - Capital planning system

Conclusion

How can you further develop these skills, develop your own SFMP, and implement green and high performance facilities?



- Join an IFMA chapter and take advantage of their SFM programs, webinars, articles, and white papers to enhance your SFM program. Go to www.ifma.org and to www.ifmaiechapter.org for more info.
- Earn the Sustainability Facility Professional (SFP), Facility Management Professional (FMP), or Certified Facility Manager (CFM) credentials from IFMA. Follow this link at <http://www.ifmacredentials.org/> for more info.
- Utilize and contract with an IFMA consultant for SFM development.
- Get your existing building LEED EBOM certified.

Questions, Conclusion and Contact Info

In addition to this free PowerPoint presentation, CLW Enterprises is proud to provide our free e-book **Biggest & Best Cost Savings for Facilities** with more information on this topic and others. I developed this e-book specifically in mind for Facility Manager (FM) and Chief Financial Officer (CFO) with quick answers and practical advice in an easy-to-read format for reference during their busy work schedules.

It's a must have for any facilities management and finance professional and includes twenty chapters of proven and innovative methods that lower your operating costs, improve operational efficiency and sustainability, help meet California's aggressive energy management/code requirements, and the latest technology for energy savings and building management systems.

For a free copy of this e-book and other PowerPoint Presentations, please visit my website at www.CLW-Enterprises.com or email me at CLWEnterprises@att.net or call (951) 415-3002. I've been a project manager for 30 years, President of the Inland Empire Chapter of IFMA and an Energy Savings Consultant with CLW Enterprises for 5+ years and possess key credentials and expertise to ensure your facility's success.



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