Your company has a new vendor management process and requires you to schedule face-to-face fact-finding meetings with 3rd parties before sending out any Request for Proposal (RFP). What are the benefits of this approach from a FM perspective? How about from a vendor viewpoint? What are the drawbacks? Any other best practices you can share?

1. Can be very valuable and save time on the back end.
2. Group meetings can also work, but less opportunity to build relationships.
3. IFMA events ARE your pre-meetings!
4. Vendors greatly appreciate the opportunity to be heard and learn.
5. It is good in that you learn about the vendor. You obtain a better scope of work.
6. Begins an open dialog with the vendor and establishes a good contact with them.
7. Makes for a better relationship with the vendor. It might lead to cost savings from the vendor.
8. If you need to have separate one on ones with several vendors, it can be time consuming for the facility manager.
9. Great practice on a day to day basis. Need to have different process for emergencies.
10. Have established questions you want addressed in advance to ask of all vendors to keep it fair and focused.
11. Builds positive relationships early on with vendors
12. Opportunity to let vendors know they are experts and we expect proactive recommendations.

You see the long term value in implementing sustainable practices at your company such as recycling, energy management, water management, green products and practices, etc. However, your executive management is all about the bottom-line and you know if there isn’t a positive ROI you may not get support. Where do you start, and what initiatives might be early successes as you introduce sustainability to your organization?

1. Use double sided print settings for all printed documents
2. Reduce company travel – telecommuting, web-ex vs. in person meetings.
3. Recycling programs, include e-recycling
4. Seek assistance from energy service companies – direction, grants, rebates, etc.
5. Take advantage of SDGE free educational sessions
6. Join Sustainability Circles
7. Use positive peer pressure to get employees involved
8. Looking into using reclaimed water
9. Solar
10. Develop metrics and ROI studies to demonstrate value
11. Utilize current and upcoming relations to encourage organization.
14. Get buy in from HR and PR as supporters. Sustainability activities are valued by prospective clients and employees.
15. Obtain a champion in senior management so that your message can be carried forward.
16. Form a committee so that more employees are supporting the effort. Obtain buy in from as many employees as possible.
17. Gather data on what other companies/competition is doing so that you can state the case to management.
18. Recruit the right people for the team/job.
19. Set an example. “Be a verb”.
20. Celebrate small successes.
21. Conduct team building functions.
22. Recognize individuals who are promoting sustainability.
23. Tackle low hanging fruit first: LED lighting, energy systems, xeroscaping, waterless urinals...
24. Engage your existing vendors and find out how they can help.
25. Check rebates, grants and federal funding opportunities
26. Have a showroom where staff can see how sustainability actions will cost out over time and save money.

You’ve just learned that your team’s annual bonus payout is going to be based on team contributions in the following areas:

* Teamwork (within department and with others)
* Initiative - Identifying and implementing cost & time savings
* Public Relations –How the team presents itself in various settings

What actions will you take to ensure your team performs highly in these areas and qualifies for the highest bonus payout?

1. Tie to measurable, attainable, specific goals which will lead to motivation.
2. Starts at the parking lot. Must dazzle throughout the organization.
3. Treat everyone with respect.
4. Develop habit of scanning constantly for cost and time savings.
5. Need to measure and track successes.
6. It starts with leadership.
7. Show that you are thankful for your job.
8. Meet with the team and explain the program/goals and how they are being determined. Obtain buy in from the entire team so that everyone is on the same page. Don’t want one person to bring down the department.
9. Create a newsletter, e-mail describing projects and status.
10. Cross train with other departments so that you understand what they do. Meet with the other departments face to face so that they put a face to the department.
11. Team Ambassador from the department to the other departments.
12. Make commitments on projects and follow through on them.
13. Build relationships with vendors so that they can assist in meeting your goals and commitments.
14. If your team isn’t focusing on these things already you’re not a good manager.
15. Cross train so there is no gap in service
FMAs are becoming more involved in making decisions at the strategic level. Is this happening at your organization? If so, tell your story. If not, how can this be achieved?

1. Develop a Strategic Facilities Plan
2. Make recommendations and share information to show you are engaged and can contribute.
3. The industry determined if any strategic planning occurred with facilities. If a new facility is being built, then a Facilities has great input into the strategic planning process.
4. Typically in other instances Facilities is being asked to keep the lights on and the HVAC running. There does not appear to be much opportunity for strategic planning.
5. Need to understand objective of organization before developing a strategy. Does the company view buildings as an asset and supports needs, or is the company looking for ways to reduce cost with deferred maintenance? Two very different scenarios.
6. Present Return on Investment data on projects.
7. Consider financial data and executive viewpoints before making recommendations/requests.

What’s the importance of technology in FM? There’s a lot of talk about how technologies are providing FMs with access to data they may not have had before. Is this going to enable FMs to perform better or is it just going to become a hindrance?

1. Depends on the type of technology.
2. Can result in carpel tunnel and other ergonomic issues. Need to have ergo assessments, which can lower worker’s comp claims.
3. Can be valuable as long you don’t get overwhelmed by data and choices.
4. Much easier to source information and products.
5. Great tools for proving worth to organization.
6. Improve efficiency –utilization of Drop Box or other document sharing resources.
7. Can be used to minimize downtime.
8. Decide up front what data is critical to collect and then take action.
9. How can certifications (FMP, CFM, SFP) marketed, made more valuable and respected?
10. It can be a good source of data, if management will pay for the control points up front.
11. It can lead to cost savings by extending the life of equipment and reducing maintenance costs.
12. The employee also needs to be trained on what the data means and how to use it. If there is not any training, the system is a hindrance.
13. Important that advancement of technology integrates with current systems to create efficiencies.
14. Communication and training in key when introducing new technology.
15. Great way to capture metrics, document work, better define replacement costs.
16. Ability to work and manage processes and equipment remotely.
17. Energy data programs can help project savings and guide actions.
18. HVAC, lighting, security, irrigation, gates can be managed remotely by phone or laptop.
19. Technology is appealing to younger workers.
20.
Over the next 10 years we’ll see a high number of facility managers retiring. How can we attract top FM talent to fill these gaps and make FM more appealing as a career?

1. Evaluate pay.
2. Student outreach programs.
3. Compare to an ER doctor for buildings – saving structures, saving jobs, saving money...
4. Communicate how FMs can build their network, create relationships and friendships that will be used throughout their lives.
5. Create a greater awareness of the responsibilities of the position.
6. Perfect job for those with ADD! Always changing, never the same.
7. Highlight FMs in cool companies like Qualcomm, HP, Motorola...
8. Matt Anderson doing a video of Brining Sexy Back with a FM focus.
9. FM Degree programs and credentials
10. IFMA Chapter focus on emerging leaders
11. Get the word out at high schools, community colleges, career counselors
12. Currently there are no degree programs within the state of California to train no FM's. Industrial Engineering can be a stepping stone to a career, in FM, but it is hard to move.
13. There are many smart buildings in the workplace, use this to make the profession sexy so that people are interested in doing the work.
14. There is a disparity in wages within FM's and Engineers. If the company treats the FM's the same as Engineers', the pay is comparable. If not, there is a wide gap in salaries.
15. How can we make the FMP, CFM and SFP credentials carry more weight?
16. Evaluate job descriptions and update – focus on executive level responsibilities, technology, sustainability.
17. Self-promote staff and department.
18. Use YouTube and other social media to educate
20. Need degree programs in FM in more universities and colleges. Majors and minors.