

THE CHANGING LANDSCAPE IN FACILITIES MANAGEMENT - EMBRACING THE FUTURE

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1. Introduction:

Facility Management

Facility Management

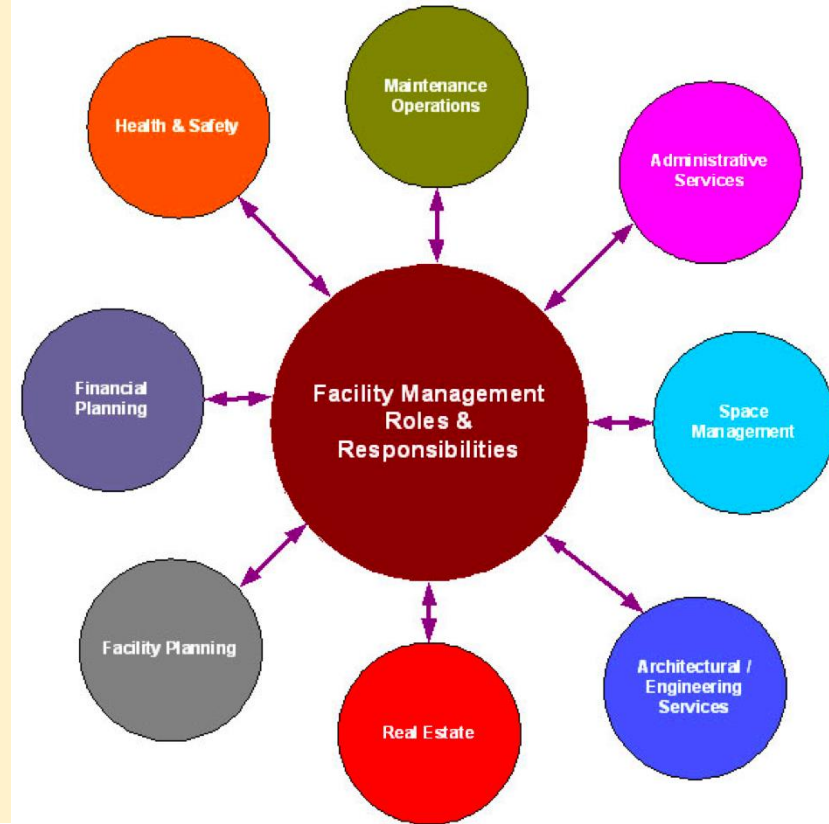
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Organizational function which integrates people, place and process within the built environment with the purpose of improving the quality of life of people and the productivity of the core business.

- ISO 41001:2018

Professional FM

Professional FM is an interdisciplinary business function that has the objective to coordinate demand and supply of facilities and services within public and private organizations.



Hard vs. Soft FM

Hard FM

- Building structure maintenance
- Air conditioning
- Energy and water management
- Lift and escalator
- Lighting
- Fire safety
- Plumbing and drainage
- Decoration and refurbishment

Soft FM

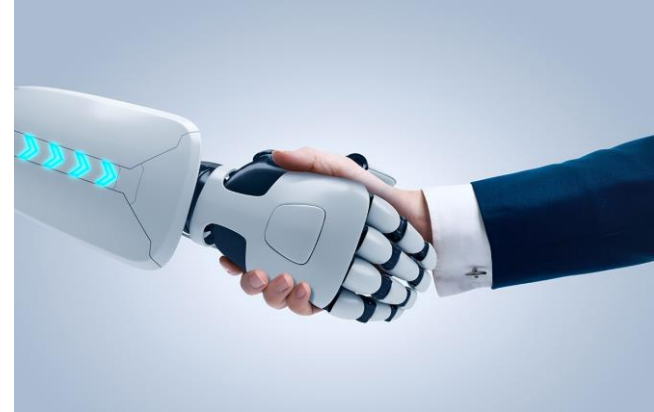
- Cleaning
- Security
- Car parking
- Pest control
- Waste disposal
- Recycling
- Catering
- Furniture and equipment
- Information systems
- Document management
- Reception services
- Space management
- Grounds maintenance

Hard FM refers to the physical built environment with focus on (work-) space and (building-) infrastructure

Soft FM covers the people in the organisation and is related to work psychology and occupational physiology

2. The Changing Landscape in FM

Technology Meets FM



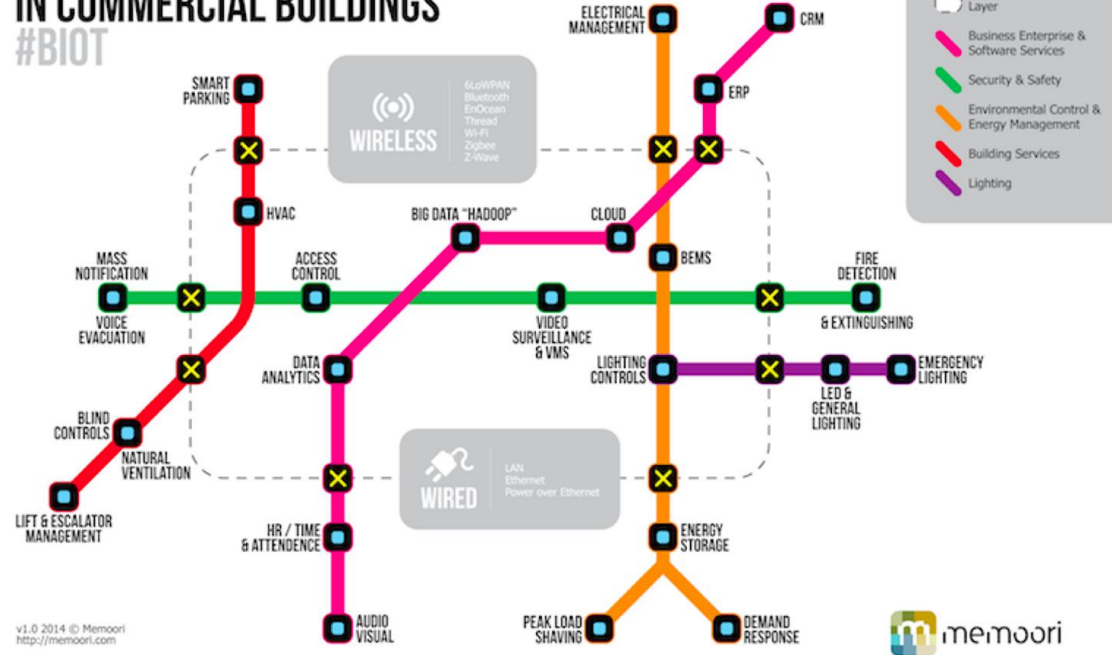
Technology is evolving at a rapid pace and FMs are keeping up. From wearables to artificial intelligence, new tools are emerging every day to help facility managers more effectively and efficiently manage their responsibilities.

2.1. Internet of Things

Everything is now connected!

- 8.4B connected things - 2017, 20.4 billion by 2020.
- Led to tools like mobile apps enabling FM's to see what's happening with different systems in a building from anywhere.
- Enhanced Building performance

THE INTERNET OF THINGS IN COMMERCIAL BUILDINGS #BIOT



Some of the benefits of IoT to FM include:

- Predictive maintenance
- Air quality measurement
- IoT-supported complex applications
- Measurement and verification using IoT
- Real-time data accessibility
- IoT in green building movement
- IoT in efficient construction management
- IoT for energy efficiency
- IoT for better asset optimization



2.2. Experience Economy

FM is about making the environment a desirable one for people to work and live in.



2.2. Experience Economy

- The employee experience is the sum of all interactions an employee has with his or her employer.
- Human experience is a key differentiator for how people engage with an organization—both strategically and operationally.
- Office environments represent so much more than a workplace.
- The impact of air movement, air-conditioning and natural ventilation on a building's occupants is becoming clearer with research.
- FM is no longer just limited to the traditional health and safety parameters, It's about making the environment a desirable one for people to work and live in

2.3. Cost Savings, ROI , New Metrics

Leveraging on data obtained from IoT happens in three critical ways:

- Reducing Consumption
- Reducing Labor Costs
- Proactive Maintenance thus Reducing Cost

2.4. Digital Disruptors & Emerging Models

For facility managers and office designers, the evolvement of smart cities creates a new world of opportunities



Innovative Tech in FM



Li-Fi provides high-speed wireless internet through LED lighting



Virtual reality allows FMs to simulate an environment for design or maintenance purposes



Machine learning enables computer systems to do more with less management



Drones offer a safer way to monitor or make repairs to building exteriors

2.5. Risk Management & Mitigation



Safety, compliance and data security remain imperative

Risk Mgt & Mitigation

- Eminent attacks
- Collection of private information – GDPR
- Smart security surveillance & intelligent building control systems.
- Robotics
- Block chain technology

2.6. Operational Excellence



As opex processes evolve, so does the skillsets of our professionals

Operational Excellence

- FMs worldwide are focused on workspace efficiency.
- In the past, FMs would handle mechanics and daily functions.
- Now have ownership of a plethora of smart connected devices
- Outsourcing and IFM
- Make spending decisions – ROI
- Working collaboratively with other personnel

2.7. HR Taking Centre Stage

Holistic view of human experience makes all the difference



- In 2020, generation Y will form the workforce
- People are working longer – various generations.
- Organisations must consider life stages when developing workspaces.
- Wellness becoming a global trend – work life balance
- Workspaces must boost productivity of the workers
- To retain staff, high quality services are being demanded – F&B, employee lounges, fitness centres

2.8. The Shared Economy

Attracting and retaining talent in the future of work continues to evolve



Shared Economy

- Open spaces vs. tradition office space
- Co-working spaces – lack hierarchy, flexibility
- FMs learning to manage new and unique office spaces.

2.9. Data, Analytics and BI

There is no shortage of data, but data alone does not provide the answers



- Smart workplaces equal smart insights
- Use data to suggest design interventions that will enhance business performance
- Data will drive design, linking business strategic aims and day-to-day operations

3. Conclusion:

Are you Ready for the Future?

Changing World of Work



- As disruption and uncertainty become the new status quo, smart companies will transform their workplaces to be agile and adaptable to ever changing economic, societal and technological realities.
- Executives will improve their workplaces to serve as the center of innovation and create experience-rich environments that help attract and retain talent.



The illustration depicts a man and a woman standing on a grey ground, looking towards a stylized city skyline. The man, on the left, is wearing a dark blue long-sleeved shirt and dark pants, and is holding a black telescope to his eye. The woman, on the right, is wearing a light blue short-sleeved shirt with a dark blue collar and dark pants. The city skyline in the background consists of several blue and white geometric shapes representing buildings. A large yellow banner with black text is positioned in the foreground, partially obscuring the lower bodies of the two people. The sky is light blue with a yellow sun in the upper left and a small white cloud in the upper center.

The future of FM is now!!

*my Asante
moment*

