

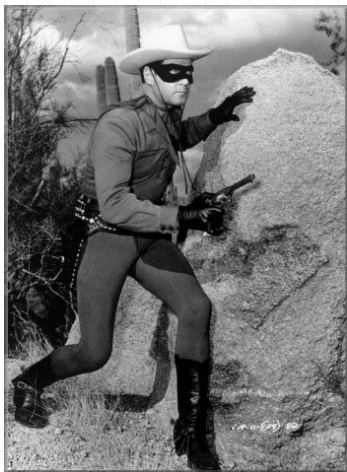
Keeping the Wolves from Your Door...

Doing a Good FM Job, Measuring it, and Telling the People Who Need to Know

What You're Going to Hear:

- ◆ The dilemma of the FMer
- ◆ How to establish that you're doing a good job
- ◆ Getting out your message

No "Silver Bullet" – just some suggestions based upon experience



The Dilemma of the FMer

"The sad fact of life for Facility Management professionals is that the better they do their job, the more invisible they become."

Janet Lapp, PhD, World Workplace 2002 Closing Keynote speaker.

Corporate Services Case Study

Overview of organization

- ◆ Corporate Aviation
- ◆ Facility Development
 - Asset Brokerage
 - Design and Construction
 - Facility Information
 - Facility Systems
 - Green Meadows
 - Interior Development
 - Safety
- ◆ Report directly to CFO
- ◆ Facility Operations
 - Admin. Bldg. Services
 - Building Maintenance
 - Facility Services
 - Fleet Management
 - Security
 - Site Maintenance
 - Travel and Conf. Services
- ◆ Sourcing

Corporate Services Case Study

- ◆ Began Performance Measures process in 1998
 - New director – CPA – really liked numbers
 - Staff wasn't fully supportive (that "change" thing – more about that later...)
 - **Every** department required to participate

Case Study (cont.)

- ◆ Struggled with process
 - What do you measure?
 - How do you measure it?
 - Compare to what?
 - How do you format it?
 - Is this stuff useful or just another waste of time?

Case Study (cont.)

- ◆ Figuring out Performance Measures
 - "Measure what's relevant to your work in a way that makes sense to you"
 - "You can't improve what you don't measure"
 - If your selected measures don't work out; change them
 - Process is sometimes more important than end result
 - It's important to formally document the results

What's Included?

- ◆ Grouped Organizationally
- ◆ Major accomplishments for year
- ◆ One page summary for each department
- ◆ Must be able to stand on their own

Why Performance Measures?



May 5, 2005

Corporate Services prepares performance measures and benchmarking data annually. An analysis for the year ending December 31, 2004, was recently completed. Our departments utilize these measures in the following three ways:

- Identify the key activities performed along with the customers served.
- Objectively express accomplishments by demonstrating the value to Pioneer.
- Review costs in comparison to history or third parties.

All in all, these measures allow us to stay focused on our customers and control our costs.

Please give me a call if you have any questions.

Mark Miller
Director, Corporate Services

Information Tips

- ◆ Keep information at a high level
- ◆ Be succinct
- ◆ Be specific
- ◆ Presentation must be easy to understand
- ◆ Make sure it's clear to reader "how we're doing" (and why!)

"Selling" Your Organization



Overcoming Your Upbringing...

- ◆ Taught not to “brag on ourselves”
- ◆ “If you do a good job and keep your mouth shut, someone will notice and you’ll get your reward”
- ◆ If you don’t tell them, who will?

Designing Your Message

- ◆ Know your audience
 - Be aware of their FM hot buttons and hit them all
 - Be concise and to the point
 - Have a firm grasp of the facts
 - **No BS!** If you don’t know an answer find out and get back to them
 - Ask for suggestions

Getting Out Your Message

- ◆ Who needs to know?
 - CEO, CFO, CIO
 - VP the FM group reports to
 - Management of your customers
 - Your customers
 - Your boss
 - Each other
 - Your professional peers
 - The “competition” (to a limited extent)
 - Anyone else who will listen...

Possible Venues

- ◆ Hosted “Lunch and Learns”
- ◆ Get on management team agendas
- ◆ Invite them to your meetings
- ◆ Form a Facility Council
- ◆ Informal contact
- ◆ Distribute Performance Measures

Presentation Tips

- ◆ Distribute Performance Measures
- ◆ Be visible – volunteer to be involved
- ◆ Be persistent, but not a pest
- ◆ Be patient
- ◆ Emphasize how you add value

In Conclusion...

- ◆ Do an excellent FM job
- ◆ Measure what you're doing (and work to continuously improve it)
- ◆ Tell the people who need to know
 - "Because if you don't..."

"This world is filled with people who are anxious to function in an advisory capacity."

Charles M. Schulz, "Slide, Charlie Brown! Slide!"

