



safma

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MEL BAREND'S

THE FUTURE OF FM

A grayscale photograph of a person in a dark suit and red tie, holding a cluster of ornate red keys in their right hand. The keys are highly detailed with decorative bows. The background is blurred, showing other people in a professional setting.

The Future of FM

By Mel Barends

Arch

Introduction:

The Future of FM :

The Facilities Management Landscape in South Africa and abroad is not a static industry.

As organisational strategies, economic climates, statutory compliance, targets and objectives change, Facilities Management needs to adapt.

Within the next few years, there will be real opportunities for Facilities Managers to demonstrate how the FM function can deliver real value to organisations and impact the bottom line positively.

Gone are the days of looking at FM as an expense. The future looks promising in that FM will be seen as an income driver if done correctly. Looking at the future we need to be forward thinking in our approach which will require real collaboration with internal and external stakeholders.

As FM's we need to look at how the future will shape the way we plan for Facilities Management and be ready for the change.

The Future of FM:

What follows are a number of specific ways to start thinking about the future of FM and how to not be left behind:

1) Maintenance & Repairs for Facilities

The conventional way of tracking Maintenance and repair costs is to do this by contractor, discipline, location, type and size of Facility. This is important to identify which facilities are performing against the metrics and budget relative to one another. This is the old way of doing things.

When costs are looked at one will be able to identify which Facilities are within budget and which are over.

In the future FM's will continue to look at the above but will also start including revenues of the organisations who own those Facilities because when you do that the real picture is put into perspective.

For example looking at your maintenance and repair costs you might find one of your Johannesburg Facilities costs are 70% higher than all the others.

Clearly there is poor management or over spending taking place, right? Not necessarily . What happens when you bring the Facilities revenue into play. The picture now looks completely different.

For example say a Facility has 2 x the sales income than that of other Facilities for a specific organization, or 4 x the foot traffic, a corresponding 70% increase in higher maintenance costs may actually show a more optimized facility spend when looking at it from this perspective. Changing the picture from simply costs per Facility to costs per sales can change a negative perception to one in line with other facilities.

The Future of FM:

2) Green Building FM practices

A lot has been said about being Eco Friendly, Green Buildings and sustainability but very few actually develop plans and implement them with the aim of aligning to Green Building practices. Often Green is simply nothing more than a buzzword. In the future Organisations will comply as Governments start putting more pressure on carbon taxes. There are a number of ways that FM's can demonstrate and put into practice any organisations commitment on this front. Technology will play a massive role in tracking, monitoring and measuring Green Building practices. Organisations with the aid of FM systems will be able to manage and report on the following real time:

- Waste Management
- Green Star Certification
- Material Safety Data sheets for Eco products
- Water purification
- Energy Monitoring
- Renewables (Solar)
- Eco product handling and training
- Local Bi-Law compliance

FM's currently manage these aspects using manual and labour intensive practices but this will change in the future when Organisations adopt more technologically advanced FM systems.

The Future of FM:

3) Self monitoring – Equipment and Assets

Equipment and Assets are managed via Inspections, services and checklists. The way of the future is to spec equipment for Facilities that are Internet enabled and combine it with smart sensors. Sensors that can predict behaviour aligned to repair and maintenance.

However, even existing equipment can be enabled by bolting on self-monitoring devices that will do what the human force currently does.

For example a machine self-inspects its critical components and recognises a potential failure or service ahead

A Job card is automatically sent to the Helpdesk for a preventive maintenance or inspection call with any needed part or supply identified.

This way the technician arrives on time and before the problem deteriorates further with all materials and parts and the equipment to perform the service. This is a very efficient way to do things and will increase productivity.

Massive financial benefits can also be derived by only doing maintenance when the equipment actually needs it as opposed to coming through every month and doing a service where it might not be necessary. Self monitoring helps to understand the consumption and usage cycles of the equipment.

The Future of FM:

4) Weather stations

The future of FM systems will be able to track weather patterns and act based on its likely impact. With smart use of historical facilities spend data, trend analysis, weather records and real time expenses, FM's will be able to know:

- What happened in specific locations with similar weather before
- What's happening with other locations that will likely impact them

Lets say you know a heat wave is spreading from province to province across your Facilities portfolio. With both Facilities and weather data integrated, you can discover that in previous scenarios you had Airconditioning compressor problems, and make sure to pro actively perform maintenance services. You can also ensure that funds are allocated for parts and technicians are ready based on weather patterns.

This is the future of FM and will help and managing down time.

The Future of FM:

5) New Technologies

Video and chat technologies also hold out promise of bringing FM's closer to their internal customers, vendors and the problems themselves, all without having to always go on site. Connecting with the people already on-site, FM's can dramatically increase their reach and actual visibility which is often a burning issue.

Even emerging trends like augmented and virtual reality have the potential to change the FM industry from training to site audits to issue resolution by displaying exactly how a Facility should look or how a piece of equipment should operate.

Other technologies that will become common place:

- RFID
- FM E-Learning with virtual reality
- Motion sensors
- Blockchain Technology
- Virtual reality
- Wi-fi systems
- Facial recognition
- Biometric systems
- Smart Buildings
- Building Information modelling



Thank You

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