



**safma**

Conference & Exhibition  
21-22 August 2018

VUYOKAZI & LUGQOLA

SENIOR MANAGER:  
PARK STATION - CENTRE  
MANAGEMENT

# FACILITIES MANAGEMENT OF THE FUTURE

- **MAINSTREAMING OF WOMEN**
  - IN
    - FACILITIES MANAGEMENT



# GENDER MAIN WHAT!



# MAINSTREAMING OF WOMEN

## WOMEN LEADERSHIP ATTRIBUTES

- Relationship Oriented
- Welfare of others
- Emphasis on Job Satisfaction
- Reward power as encouragement
- Self-effort towards legitimacy
- Communal
- Edward O. Wilson, of Harvard University(10), said that human **females tend to be higher than males in**
- **Empathy**
- **verbal skills**
- **social skills**
- **security-seeking, among other**

# MEN LEADERSHIP ATTRIBUTES

- Power is important
- Status is key
- Mechanical & structured
- Society-fostered legitimacy
- Agentic
- Edward O. Wilson, of Harvard University(10), said that human men **tend to be higher in**
  - **independence**
  - **dominance**
  - **Spatial**
  - **mathematical skills**
  - **rank-related aggression, and other**

# CASE FOR MAINSTREAMING OF WOMEN

## □ BOR CULTURE

- ❖ Equal Rights
- ❖ Human Dignity
- ❖ Freedom

## □ COMMUNICATION

- Coercive persuasion is out
- Unionised work force
- Win-win achieves the point
- Bullying Tactics > Constructive Dismissal

# CASE FOR MAINSTREAMING OF WOMEN

## ❑ TRADITIONAL VS CONTEMPORARY FM

TRADITIONAL: Men from maintenance background

CONTEMPORARY: Female professionals from REAM background with more than just tools knowledge.

❑ CMMS is the going forward... anybody can do it.

❑ SKILLS GAP bridging easier when all professionals are acceptable.

- OTHER

# FACILITIES MANAGEMENT

## CHARACTERISED BY

### **DEMANDS**

- Eye & Ear-for-detail
- Persistent Follow-ups
- Constant monitoring
- Continuous Availability
- Technical skill & ability
- Analytical mind
- Impeccable record keeping
- Flexibility



# FACILITIES MANAGEMENT CHARACTERISED BY

## **CHALLENGES**

- FM: managers have to work harder to be heard by others at Project dev stage; their valuable input may be missed.
- Impossible for humans to be there 100% of time
- Budgetary Constraints
- Down-time monitoring requirements
- Thankless effort
- F.M is perpetual & ongoing, human effort can go so far.

# THE FUTURE IS NOW and NECESSITATES

- **Socially Responsive and Responsible F.M.**
- **Smarter FM for Intelligent Buildings (CMMS).**
- **Rapid Response F.M.**
- **Fastidious F.M.**
- **Ambient F.M.**

# SOCIALLY RESPONSIVE and RESPONSIBLE F.M

## SOCIALLY RESPONSIVE

- **Collaborative relationship building with**
  - REAM
  - PM
  - Plumbing & Electrical trades
  - H& S Experts
  - EMS Officials
- **Flexible FM Solutions**
  - Downward cost driver
  - Minimal response time
  - Technology
  - Customer and user friendly
  - Reliability
  - Create community days for precinct cleaning and beautification.

# **SOCIALLY RESPONSIVE and RESPONSIBLE F.M**

Investopedia defines 'Social Responsibility' to mean that

- Individuals and companies have a duty to act in the best interests of their environments and society as a whole.
- The idea that businesses should balance profit-making activities with activities that benefit society

- ✓ **Choice of materials, chemicals, installations, eqpmnt**
- ✓ **Repair, Re-use, Recycle**
- ✓ **Reduce the need for landfills.**
- ✓ **Grow & nurture greenery & don't kill it (free oxygen production & free carbon dioxide absorption).**
- ✓ **Safety over Science**
  - **Labelling of things e.g chemical waste, hazardous waste**
  - **Protective Clothing, safety goggles**
  - **Reduce travel & transport carbon emission (skype, video-conferencing, etc)**
  - **Avoid exposing ppl to VOC laden bldg.'s, paints, glues, polishes...as they lead to SBS (sick building syndrome**

# SMARTER F.M. for INTELLIGENT BUILDINGS

## MOVING AWAY FROM TRADITION

- **Numerous touch points**
- **Fragmented points of control**
  - HVAC controls
  - Energy Metering
  - Central plant equipment & lighting
- **Manually controlled systems**
- **Old Handyman with a toolbox living at the basement**
- **Absence interconnectivity** with Asset Management Strategies

○ ”.

# SMARTER F.M. for INTELLIGENT BUILDINGS

## INTEGRATE SYSTEMS / MULTI-TASKING Simplified

### BMS with Intelligent Building Solutions

- Energy Mgt dashboards for automated controls.
- Automated utility monitoring for water, gas, electricity, diesel, oil.
- **Comfort point controls** for lux levels, temperature, smoke etc.

**“Adopt a single point of control by integrating new and existing building systems through affordable, customized solutions.”**

## ACHIEVE

- Information sharing
- Increased productivity
- operational efficiency
- Improved response time
- Reduced installation and life cycle costs

**While each application is beneficial on its own, the real power lies in managing them as one, intelligent solution**

# RAPID RESPONSE FM

- **Emergency ready** (e.g. close off water mains, open a faucet, instant plumber)
- Have a quick temp solution
- **Urgency conscience**
  - Punctual
  - Efficient
  - Effective
- No procrastination
- Implement a permanent solution.

**WOMEN CAN DO THIS**, they're mostly sensitive to issue of timing.

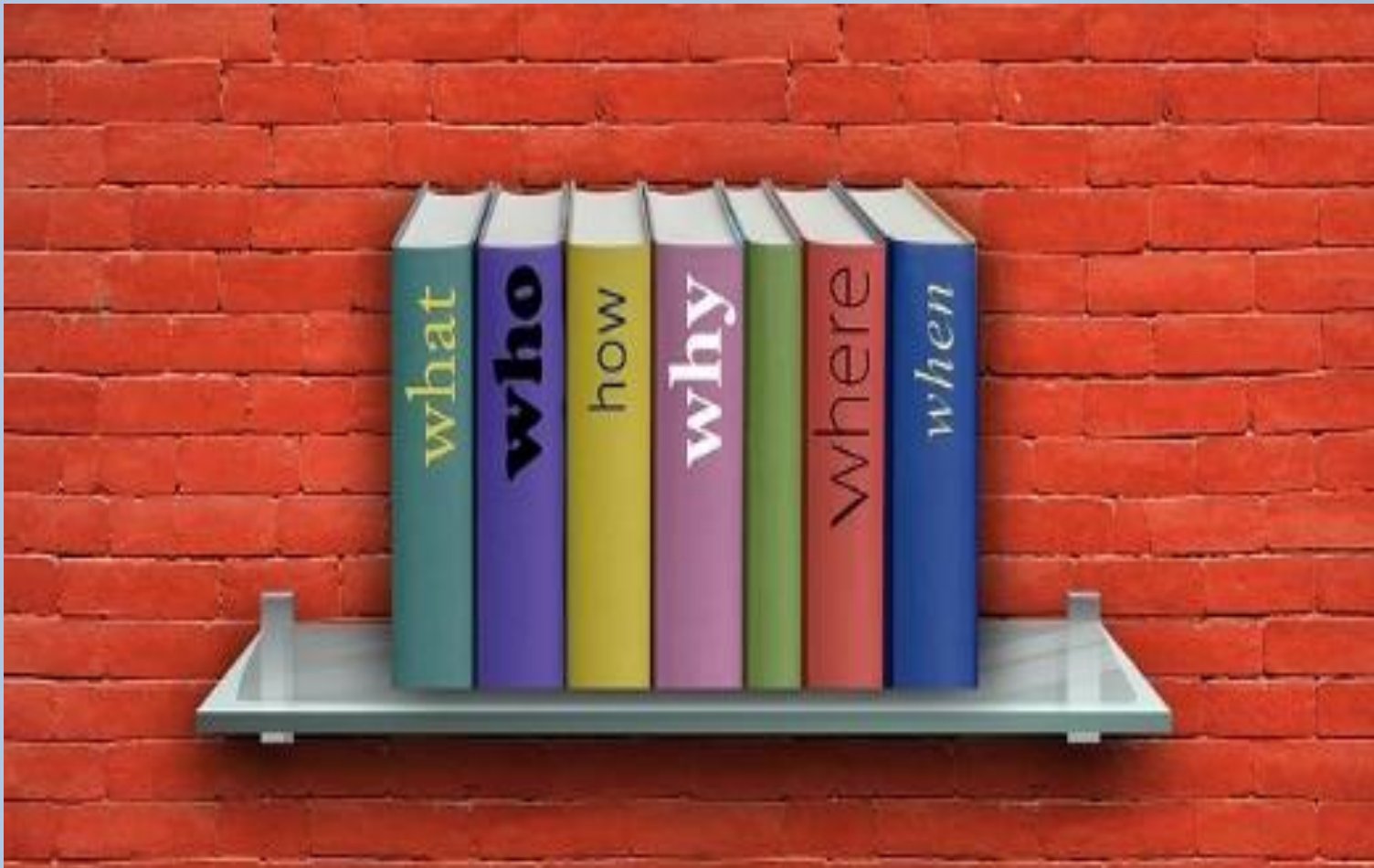
# FASTIDIOUS FM

- F.M. is there prior and post new project development
  - **Can't be an afterthought**
- **Strong planning skills essential**
- Essential part of integrated building planning (while PM's may assume larger roles, FM plays a significant role)
- **Plays an important role in design & construction meetings.**
- F.M voice often stifled by other in Project Meetings.
- **Contributes valuable input, keeping in mind need for practical validity of all elements.**
  - Operational *fluency*..**knows the user better than anyone**
  - Safety
  - Durability
  - Comfort
  - Life-cycle cost optimisation



# FASTIDIOUS FM

## CHAMPIONS FOR DETAIL



# FASTIDIOUS FM

- **About Listeriosis:**

The pathogen can be difficult to trace and kill, particularly if effective cleaning schedules are not followed. Once the bacteria is introduced, it is able to hide in difficult to clean places and often survives in microbial biofilms (slimy layers), where it is protected against harsh cleaning agents. It prefers to breed in wet areas, particularly near drains which are difficult to effectively manage.'

# FASTIDIOUS FM

- F.M-concerned about day 2 and tomorrow
- Responsibility of operating the facility
- Safety Officers i.t.o OHS Act 16.1 delegation
- **Recordal & disposal of old components like “Asbestos” according to regulations.**
- Has to know the law (buildings, disposal, environment, etc)...ignorance is not an excuse.
- Getting of VOC laden components that lead to sbs.

# AMBIENT F.M

## F.M. joining forces with others to produce

- architectural designs
- Temperature levels
- Landscape
- Seating areas
- Lighting lux levels
- HVAC experts
- Cleanliness levels
- Fresh, fragrant ablutions

- ❑ **There's a positive correlation between dwell time and comfortable toilets.**
- ❑ **All these to create a welcoming, comfortable, safe & desirable to end users.**



Download from  
Dreamstime.com

This watermarked comp image is for previewing purposes only.



ID 44270546

MNStudio | Dreamstime.com

# WOMEN, A PERFECT FIT

## Women are generally

- ❖ **More inclined to develop relationships: working with others towards integrated services comes naturally.**
  - Once legitimised by system rewards like job satisfaction, punctuality, productivity, etc
- ❖ **With Smarter CCMS women can manage all aspects using centralised dashboard controls.**
  - ❖ Through staying close to pulse with systems, Rapid Response at emergencies; and quick punctual turnarounds
  - ❖ Operational fluency of all installation can be maximised
  - ❖ Takes care of most technical requirements
- ❖ **More tuned to detail, i.t.o. all senses(smelling, seeing, feeling, hearing).**
  - ❖ Natural for women to bolster the ambiance of a centre by correcting things using these senses.
- ❖ **Women can do this and can strengthen the F.M. space alongside with and building on what men have achieved so far.**

**THANK YOU**