The Next Wave:

FM embracing tomorrow’s Challenges and Opportunities today
Vision Statement

The FMCC is the resource and voice for Facility Management Consultants worldwide to leverage our collective expertise to benefit IFMA members, and the Facility Management profession.

Mission Statement

To serve as a global Facility Management consultants' resource and representative for Knowledge Sharing, Networking and Business Opportunities in support of our impact upon the built environment and value to their clients.
How We Can Help?

- Ask the Expert
- Find a Consultant by Location & Expertise
- Locate a Speaker
- Online Educational Resources

fmcc.ifma.org
Moderator:
Josh Amos, IFMA Components Liaison

Presentation Title:
The Next Wave:
*FM embracing tomorrow’s Challenges and Opportunities today*

Presenter:
Stephen Ballesty CFM, *Rider Levett Bucknall*
• Polls will be used throughout the webinar
• Q&A at the end of the presentation
• Quick survey at the conclusion of the Webinar
• PowerPoint & Recorded Webinar will be available online via FMCC’s Website (fmcc.ifma.org)
• Your Participation is Greatly Appreciated!
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Learning Objectives

1. Understanding our changing world and FM’s role in it.
2. Vision is vital and marketing matters.
3. Recent and emerging FM trends and Standards.
4. Review of trends impacting FM.
Stephen Ballesty, MBA, FRICS, FAIQS, ICECA, CFM

Director, Head of Advisory, Head of Research, Rider Levett Bucknall (RLB)

Director, Board of Directors, International Facility Management Association (IFMA)

In addition he is an FMA Australia Past Chair and their 9th Life Member; and is an IFMA Foundation Past Chair.

RLB globally has 120 offices and three service delivery divisions; Advisory, Cost Consultancy and Project Management, providing a broad range of technical expertise and independence throughout the property–construction–facilities life cycle.
設施管理之下一浪
The Next Wave:
FM embracing tomorrow’s Challenges and Opportunities today
1. Understanding our changing world
2. Recent FM challenges
3. Shaping the Next Wave of FM’ers
4. The Next Wave is not the last wave
5. Trends on the FM horizon

Happy World FM Day
10 June 2015
“It is not the strongest or the most intelligent who will survive but those who can best manage change.”
Charles Darwin (1809-82)
Understanding our changing world

Toward 10 Billion

New projections by the United Nations suggest the world’s population may surpass 10 billion by 2100 — with Asia and Africa far and away the most populous regions.

Source: United Nations 2013

10 Key Statistics

- The total global population will be 8.4 billion
- The average age of the global population will be 34 years
- 54% of people will live in Asia Pacific
- And 60% will live in urban areas
- Global GDP will be US$147 trillion (in 2013 prices)
- Global per capita spending is expected to reach US$13,620 (in 2013 prices)
- 2.4 billion babies will be born between 2014 and 2030
- There will be 4.8 billion internet users worldwide
- There will be 480 million single person households

Source: Euromonitor International 2013
VUCA is an acronym used to describe or reflect on organizational situations in terms of:

V = Volatility
U = Uncertainty
C = Complexity
A = Ambiguity

VUCA also describes our turbulent world and defines our challenge for the future.
The challenge for FM is to be the foremost contributor to managing a more productive, sustainable and liveable Built Environment.

Modern FM leaders need to balance the strategic planning and tactical implementation to achieve the demand organization’s purpose.

- FM innovations expected.
- New technologies.
- Sustainability issues.
- Traditional approaches are no longer viable.
- Budget consciousness.
- Time is of the essence.
- Performance measurements.
- Competition for resources.
- Communications.
“We must become the change we wish to see in the world.” Mahatma Ghandi (1869-1948)
1. Linking FM to strategy
2. Diversity in the workforce
3. Emergency preparedness
4. Change management
5. Emerging technology
6. Sustainability
7. Globalization
8. Aging buildings

“FM as the foremost contributor to a more productive and sustainable Built Environment”  Australian FM Action Agenda (2004-08)
Strategic Planning / Workplace / Sustainability / Project Management / Finance / Program / Complexity

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<th>Topic</th>
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<td>Alternative Work</td>
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Growing in importance but no gap in the CRE organization
Growing in importance and gap in the CRE organization
1. Expectations – risk of underperformance
2. Demand – risk of undervaluing outsourcing
3. Workplace transformation, productivity optimising – risk to investment
4. Growth of collaborative change agents – risk of loss of influence and specialist standing
5. Failure to deliver in emerging markets – risk of reputational damage
1. Vision is vital
2. Implementation is imperative
3. Marketing matters

“*The higher up the mountain, the more treacherous the path*”
Frank Underwood, character in TV series ’House of Cards’ portrayed by Kevin Spacey

The central issue for the FM profession is increasingly and urgently about its contribution to the occupier’s, investor’s and community’s ‘Quality of Life’.

Recent FM challenges
“Change does not roll in on the wheels of inevitability, but comes through continuous struggle.”
Martin Luther King, Jr. (1929-68)
IFMA’s “FM Trend Report: Emerging Opportunities for Industry Leaders” (2014) explored three key areas:

1. Leadership
2. Technology
3. Sustainability

“If I had asked people what they wanted, they would have said a faster horse.”

Henry Ford (1863-1947)
FM must now ‘rise on a tide’ of customer expectations, increasing the need for:

- Innovation
- Flexibility
- Competency
- Compliance
- Performance
- Communication
Functional skills that are increasingly required of FMs:

- Technical expertise
- Business acumen
- Emotional intelligence
- Performance tools

*FM must evolve functional competencies and communicate performance capabilities*
IFMA’s ‘FM Trend Report: Emerging Opportunities for Industry Leaders’ (2014) explored three key areas: leadership, sustainability and technology, defining three action areas:

1. Leading the Conversation
2. Speaking the Right Language
3. Building the Future of FM

Do we need a ‘Quality of Life’ index?
“You cannot discover new oceans unless you have the courage to lose sight of the shore.”

André Gide (1869-1951)
Since 2012 the current ISO/TC-267 international FM standards initiative has attracted 32 countries as participants or observers plus EuroFM. There are currently with two active Working Groups;

- WG1: Terms and definitions; and
- WG2: Guidance on the sourcing process and development of agreements.

FM integrates multiple functions to ensure a productive, sustainable and liveable Built Environment.
VUCA, a set of challenges for FM to resolve? Perhaps FM could re-task this acronym?

V = Volatility
U = Uncertainty
C = Complexity
A = Ambiguity

V = Vision
U = Understanding
C = Clarity
A = Agility

New direction? = **FM as a business enabler**
Trends on the FM horizon

1. The rise of Strategic FM and portfolio management
2. The Sustainability agenda broadening into Economics
3. Technology as the enabler of ‘FM on demand’
4. Risk Management innovation and integration
5. Increased contracting and market competitiveness
6. Flexible, mobile, alternate and distributed workspaces
7. Increased diversity in workforce
8. Globalization of best practice
9. Performance Benchmarking
10. Improved FM education

“If you want happiness for a lifetime, just help the next generation.” Chinese Proverb

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Thank you, let’s continue the conversation …
Stephen Ballesty, MBA, FRICS, FAIQS, ICECA, CFM
Director, Head of Advisory, Head of Research, Rider Levett Bucknall (RLB)
Director, Board of Directors, International Facility Management Association (IFMA)

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IFMA’s FMCC World FM Day Webinar Live
Session 2 – India:
“World Class Asset Mgt. Program for today’s Facility Manager”

“World Class Asset Mgt. Program for today’s Facility Manager”
by John Ringness, SFP, MRICS (Canada), Shamsher Sindu (India), David Amalraj (India) and Rajesh Deb Roy (India)

Date: June 10th, 2015
Time: 11:00 – 12:15 am Indian Standard Time (Mumbai) = 5:30 – 6:45 am UTC

Presenter(s):
- Shamsher Sindu, Executive Vice President- Infrastructure and Projects at Kotak Mahindra Bank, India
- David Amalraj, Assistant Vice President, Lavasa, India
- Rajesh Deb Roy, former Head of Vodafone, India
- John Ringness, SFP, MRICS, President FMCC & President NEXT FMS (Canada)

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To learn more visit [http://ifma.org/community/industry-councils](http://ifma.org/community/industry-councils)
Thank you for joining us!

Please take a moment to answer our brief survey at the conclusion of the webinar.

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