Learnings from WWP Denver and Town Hall Meetings

November 12th, 2015 - 1pm Eastern Time Zone (USA)
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
Gold Sponsors

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Today’s Presentation

Moderator:
Josh Amos, IFMA Components Liaison

Presentation Title:
Learnings from WWP Denver and Town Hall Meetings

Presenter(s):
Val Moraes
Teena Shouse
David Reynolds
Geoff Williams
Joachim Hohmann
Presentation Logistics

- 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!
Introduction

Val Moraes
Val Moraes Bio

• Val Moraes CFM is the Managing Director of GregMore Group, a Facilities Management Consultancy based in Auckland, New Zealand.
• He has more than 25 years of Facilities Management experience in various countries including India, Australia and New Zealand. His past experience includes senior FM roles with Super deluxe Hotels (Oberoi Group), High Rise Commercial Buildings (Colliers International) and Supermarkets (Progressive/Woolworths Australia) besides large Corporates.
• He holds a Graduate Certificate in Building Management (GCBM) and a certificate in Project Management from Victoria University, Wellington.
• He is also the first New Zealander to be accepted as a Certified Facilities Manager (CFM) from International Facilities Management Association, (IFMA).
• Besides being one of the Founding Fathers and Foundation Board Member of Facilities Management Association of New Zealand (FMANZ), he is also the Immediate Past Chair and currently sits on the FMANZ Board besides representing the association at Global FM.
• Val is an Accredited Professional for Green Star rating of Buildings in New Zealand (GSNZAP).
FMCC AGM/SPS & Board/STAG information

Val Moraes
What we covered at AGM

• Welcome – Val Moraes/Teena Shouse – President/President Elect
• Introducing the FMCC Board of 2015 VM & Swearing In(JR)
• Minutes of last AGM – Ted Ritter, Secretary FMCC
• Financials – Sue Rosipayla, Treasurer FMCC
• STAG – Brief Report on activities 2015/2016 – Markus Groll Chair STAG
• Council of the Year Award/PD Award/App - JR
• FMCC Vision 1517 - Val Moraes
• Any Other Business – All
STAG Activities
(Strategic & Tactical Action Group)

- Webinars
- Membership Surveys
- White Papers
- Podcasts
- Social Media
- Scholarship
Keyfacts

- Time frame: July 27th – August 31st, 2015
- 53 complete responses (16 in 2014)
- 108 survey visits
- 3 mailings to 271 members by Stephen Brown
FMCC Annual Membership Survey: Findings & Action Plan

Expectations
• Networking
• Collaboration
• Contribution
• Knowledge sharing
• Knowledge exchange
• Professional Development
• Understand/find Trends
• Generate New Ideas
• Increase Visibility
• Attract Fortune 1000
• More visible at IFMA
• More visible outside USA
• Strengthen Asia, Central & Eastern Europe, the Middle East, South & Latin America
• Find the secret to increase membership and volunteers

Actions
► Networking Groups virtual
► Networking Groups physical
► Project Groups
► SME Groups
► Supply Content
► Supply Project Information
► Increase Social Media Team
► Collaborate @ Social Media
► Supply content to FMCC Blog
► Increase Global Liaison Team
► Establish regional Chapters
► Establish Students & Mentorship Program
► Establish further Programs for Benchmarking, SME’s, Standard Consulting Practices & Credentials, ...
FMCC VISION 1517 – 4Cs
Building Futures for FM Consultants Worldwide

- CONNECT
- COLLABORATE
- CULTIVATE
- COMPLEMENT
World Workplace Asia Singapore 2015 – Super example of Connect, Collaborate, Cultivate, Complement
Teena Shouse Bio

- Teena Shouse is Vice President of Corporate Services at FEA, with over 29 years of experience in service related fields, predominately in Facility Management.
- Teena creates and teaches Facility Management and Sustainability courses for IFMA and FEA and is a guest speaker at numerous North America and International conferences and universities.
- From 2005-2007, she served as the Chairman of the IFMA Board of Directors. From October 2010 to January 2013 she held the position of Chair of the Global FM Board of Directors, a global federation of FM organizations based in Brussels, Belgium. This has enabled her to influence the facility management profession on a global basis.
- Specifically, her work with FEA enables the organization to deliver creative business solutions within FM advanced services, assist clients in resolving their FM challenges, and continuous advancement of its programs and personnel.
Congratulations!!!

FMCC

- IFMA Council of the year 2015 Award
- IFMA Professional Development Council of the Year Award
- FMCC Volunteer of the Year Award – Markus Groll
- FMCC Kit Tuveson Scholarship Award – Stephen Brown
- FMCC Long Service Membership Awards – 16 members who have crossed the 10 year milestone this year – Donations to Foundation in lieu of Honorariums to individuals has had a huge following from other councils – Great trend setter
Support of IFMA Foundation by FMCC

Awards bestowed upon FMCC:
- IFMA Council of the Year
- Award of Excellence in Programs & Professional Development

Teena Shouse, CFM, IFMA Fellow
David Reynolds Bio

• David Reynolds is an FM consultant based in Mississippi, in the U.S. His involvement in FM arose out of work in engineering, operations, and related information technology.

• He has a lifelong interest in how people experience the built environment.

• He began consulting in offshore oil field and inland marine transportation during the 1990s, building teams that streamlined and transformed production processes.

• He has continued in technical operations and project management roles since, concentrating exclusively in FM since joining IFMA in 2002. He earned the CFM in 2014.

• Helping FMs to gauge, interpret, and take action in order to make processes reliable, productive, and resilient is the mission of FM-CONSULT-CREATE, his consultancy.
Councils Committee Town Meeting

Remarks by David Reynolds in FMCC webinar, re: town hall meeting presentation by Pat Turnbull*, for the Councils Committee, October 6, 2015

Pat Turnbull &
Councils Committee Members

Pat Turnbull, IFMA Fellow, MA, LEED AP
IFMA Board of Directors
Councils Committee Chair 2014-16
Councils Committee

Strategically look at IFMA’s Councils & Communities in order to clarify, define, align and strengthen these components.

* This webinar includes selections from the slides presented by Pat Turnbull.
Voice of the Customer 2015
(Council Committee Survey Results)

• Confusion around definitions
• Declining enrollment
• Inconsistent vision what “Best in Class” looks like & expectations
• Desire for clarity, alignment, defined deliverables and a new funding & operational model
• Need to be more effective/efficient, making it easier for volunteer leaders

* This webinar includes selections from the slides presented by Pat Turnbull.
Academic  
Airport  
Banking Institutions & Credit Unions  
City & Country Clubs  
Corporate Facilities  
Corporate Real Estate  
Environmental Health & Safety  
FM Consultants  
Food Services & Restaurant  
Information Technology  
Legal Industry  
Manufacturing, Industrial & Logistics  
Museums/Cultural Institutions  
Public Sector  
Religious  
Research & Development  
Utilities

* This webinar includes selections from the slides presented by Pat Turnbull.
Approach by Council Committee

Clarify & Define
Q1-2 2015

Align & Structure
Q3-4 2015

Approval & Launch
FY 2016

* This webinar includes selections from the slides presented by Pat Turnbull.
Clarify, Define, Structure

CHAPTERS
Geography Based

COUNCILS
Vertical Markets
Industry Specific

COMMUNITIES
Core Knowledge Areas
Aligned with Core Competencies

* This webinar includes selections from the slides presented by Pat Turnbull.
### IFMA Council/Community Matrix

#### Recommended IFMA Council / Community Matrix

<table>
<thead>
<tr>
<th>IFMA Council/Community Matrix</th>
<th>Academic Facilities</th>
<th>Airport</th>
<th>Banking &amp; Credit Unions</th>
<th>Call Centers</th>
<th>Corporate Facilities</th>
<th>FM Consultants</th>
<th>Health Care Institute</th>
<th>Hospitality (Hotels/Restaurant/Country Clubs)</th>
<th>Legal</th>
<th>Manufacturing, Industrial Logistics</th>
<th>Museums &amp; Cultural Institutions</th>
<th>Public Sector (Government) (not transportation)</th>
<th>Religious / Charitable (Non-Profit)</th>
<th>Retail</th>
<th>Research &amp; Development</th>
<th>Utilities</th>
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<td>Strategic Advisory Groups</td>
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<td>EUSS-SAG</td>
<td>Environmental, Utilities Stewardship &amp; Sustainability</td>
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<td>Project / Risk Management Compliance / Business Continuity</td>
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<td>BUS-SAG</td>
<td>Leadership, Finance, Human Factors, Communication</td>
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#### Current IFMA Core Competencies
- Sustainability
- Technology
- Operations & Maintenance
- Project Management
- Business Continuity
- Real Estate
- Leadership
- Finance
- Quality
- Communication
- Human Factors

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You’ve got Friends

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JOHN PERRY, COO IFMAs
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ANY Committee Member

* This presentation includes selections from the slides presented by Pat Turnbull.
Geoff Williams Bio

• Geoff Williams is the General Manager at Centre for Health & Safety Innovation in Mississauga, Ontario, Canada, where he is responsible for day-to-day operations, business development and corporate strategy development.

• Prior to joining CHSI, he oversaw the development, implementation and marketing of a Web-based CAFM solution that is currently assisting the daily operations of a wide variety of health care facilities in managing more than 10 million square feet of property.

• Geoff is on the IFMA board of directors, is the past president and current secretary of the I.T. Council of IFMA, and the past president of the Toronto Chapter of IFMA. In all of these roles, he supports the FM industry at large.

• He is a graduate of the University of Waterloo’s School of Architecture, holding degrees in both architecture and environmental studies.
Knowledge Library & House of Delegates

Geoff Williams
What is IFMA’s Knowledge Strategy?
The Knowledge Strategy initiative defines IFMA’s approach to knowledge management and knowledge sharing for the benefit of the organization and its members.
Knowledge Library
All content in one location.
At your fingertips.
Eight content types available
More content than ever before
Welcome to Your New Knowledge Library

You requested easier access to facility management content and resources, and now IFMA is proud to introduce version 1.0 of its Knowledge Library to members. For the first time ever, IFMA has developed a digital library to store a massive collection of...

What's New in the Knowledge Library

IFMA has been listening carefully to its members and have developed the Knowledge Library in response to requests for an organized collection of all FM content in one place. So, what are some of the features we've developed? Well, you requested and we listened, which is why the new...

Never miss out on new content or features.
Filter content by competency, popularity, etc.
See content type, education level and summary at a glance.
Search by competency, industry or keywords.
Interact with FM content like never before.
IFMA Contributors
Why is this library different?

All content in IFMA’s Knowledge Library goes through a vetting process.
IFMA is as strong as its members.

Among the best helped develop the Knowledge Library.
Top 10 Content Reviewers

Jeffrey Budimulia, MBA, CFM 32 pieces vetted
Christopher Giorgi, CFM, SFP, FMP 26 pieces vetted
Buck Fisher, CFM, IFMA Fellow 26 pieces vetted
Kim Davidson, CFM 25 pieces vetted
Fred Behle, CFM 25 pieces vetted
Christopher Laughman, CFM, SFP, LEED AP O 25 pieces vetted
Casey Martin 25 pieces vetted
Alice Hogueisson, CFM, SFP 25 pieces vetted
Vijayprakash Uniyal, CFM 24 pieces vetted
Jim Whittaker, P.E., CFM, CEFP, FRICS 24 pieces vetted

Top 5 Content Organizers

Geoff Williams, FMP 586 competency tags
Mary Gauer, CFM, IFMA Fellow 351 competency tags
Bill Conley, CFM, SFP, FMP, IFMA Fellow 217 competency tags
Isilay Civan, SFP, MSc, Phd2, LEED AP 99 competency tags
Buck Fisher, CFM, IFMA Fellow 61 competency tags
Get involved
Write  Review  Share

www.ifma.org/knowledgelibrary
Thank you

www.ifma.org/knowledgelibrary
Joachim Hohmann Bio

- **Joachim Hohmann**, CFM, Ph.D., MSc is a professor teaching facility management technology at the Technical Universities Darmstadt and Kaiserslautern, Germany.
- As a co-founder and CEO of Consultants Circle in Frankfurt he provides consultancy in facility management strategy and technology to a wide range of organizations.
- He served on IFMA’s Board of Directors from 2010 to 2013 and represents IFMA on the Board of Directors of Global FM, Melbourne, Australia.
News for the Exhibition in case of technology

Joachim Hohmann
Sources for Innovation in FM Technology at WWP15

• Expo Floor
• Solution Arena
• Education Sessions
• “Techies“ in Networking Breaks/Events
FM Technology Buzzwords and Headlines at WWP15

- BIM (Building Information Model)
- IoT (Internet of Things)
- ByoD (Bring your own Device)
- Cloud Computing / Pervasive Computing
- Workplace Technology
- Smart Grids
- Digitization & Industry 4.0
Learnings from FM Technology at WWP15

• Digitization in FM on the move
• BIM as a major element of Digitization
• FM Technology prerequisite for Industry 4.0
• FM Software (IWMS, CAFM, CMMS,....) more powerful, flexible and user friendly than ever before
• Cloud Computing Services standard in parts of the world
Experience at the FMCC booth

David Reynolds
DAY 1
Not Bling, but very popular. Footballs, maybe lemons? Please squeeze.
Prizes - “Chris Payne” limited edition.
Many visitors, many business cards.

DAY 2
“Can I take one home for each kid?”
Conversations continued.
“IFMA has its own consultants?”

DAY 2 Wrap-up
iPad drawing.
A host of business cards for follow-up.
Other Events as Keynote, Sessions

David Reynolds
Geoff Williams
Joachim Hohmann
Teena Shouse
Val Moraes
Q&A

question.webinar.fmcc@gmail.com
Closing Comments

Val Moraes
Don’t Forget to Register for the next webinars and events:

IFMA FMCC Live Webinar - “Well brought up KPIs don’t bite! Train your KPIs for process improvement”
by David Reynolds

IFMA FMCC Live Webinar - “Evolving FM in Saudi Arabia- It’s old, it’s new, and it’s different!”
by Stephen Brown

SAME-IFMA Facilities Management Workshop 2016
Feb. 25 - 26, 2016
San Antonio, TX, USA
Register »

Facility Fusion 2016
April 12 - 14, 2016
Indianapolis, Indiana, United States
Register »

IFMA Facility Fusion Canada 2016
May 4 - 5, 2016
Montreal, Quebec, Canada
Register »

IFMA’s World Workplace Conference & Expo 2016
Oct. 5 - 7, 2016
San Diego, CA, USA
Register »

fmcc-workplace.com    ifma.org/events
IFMA Councils

- Academic Facilities Council
- Airport Facilities Council
- Banking Institutions & Credit Unions Council
- City & Country Clubs Council
- Corporate Facilities Council
- Corporate Real Estate Council / W.E.
- Environmental Health & Safety Council
- FM Consultants Council
- Food Service & Restaurant Council
- Information Technology: Council
- Legal Industry Council
- Manufacturing, Industrial & Logistics Council
- Museums/Cultural Institutions Council
- Public Sector Facilities Council
- Religious Facilities Council
- Research & Development Facilities Council
- Utilities Council

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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