

The Lifecycle Value of Facility Management Professionals

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AGENDA

- Why should Facility Management (FM) professionals be programmed throughout a project's lifecycle?
- How should FM professionals be programmed into a project's lifecycle?
- What value can FM bring to the construction industry?

Why should FM professionals be programmed throughout a project's lifecycle?

The Toyota Way: 14 Management Principles from the World's Greatest Manufacturer.

- Principle #1: Base your management decisions on a long-term philosophy, even at the expense of short-term financial goals.
- Principle #8: Use only reliable, thoroughly tested technology that serves your people and processes.
- Principle #11: Respect your extended network of partners and suppliers by challenging them and helping them improve.
- Principle #13: Make decisions slowly by consensus, thoroughly considering all options; implement decisions rapidly.
- Principle #14: Become a learning organization through relentless reflection and continuous improvement.

Why should FM professionals be programmed throughout a project's lifecycle?

Consider this variation of Maslow's Hierarchy of Needs, originally presented by Liker (2004).

Each area is preceded by an equally necessary area; the system cannot be sustained without investing in each need. Similarly, FM offers unique, complementary, inputs to each level of the hierarchy.

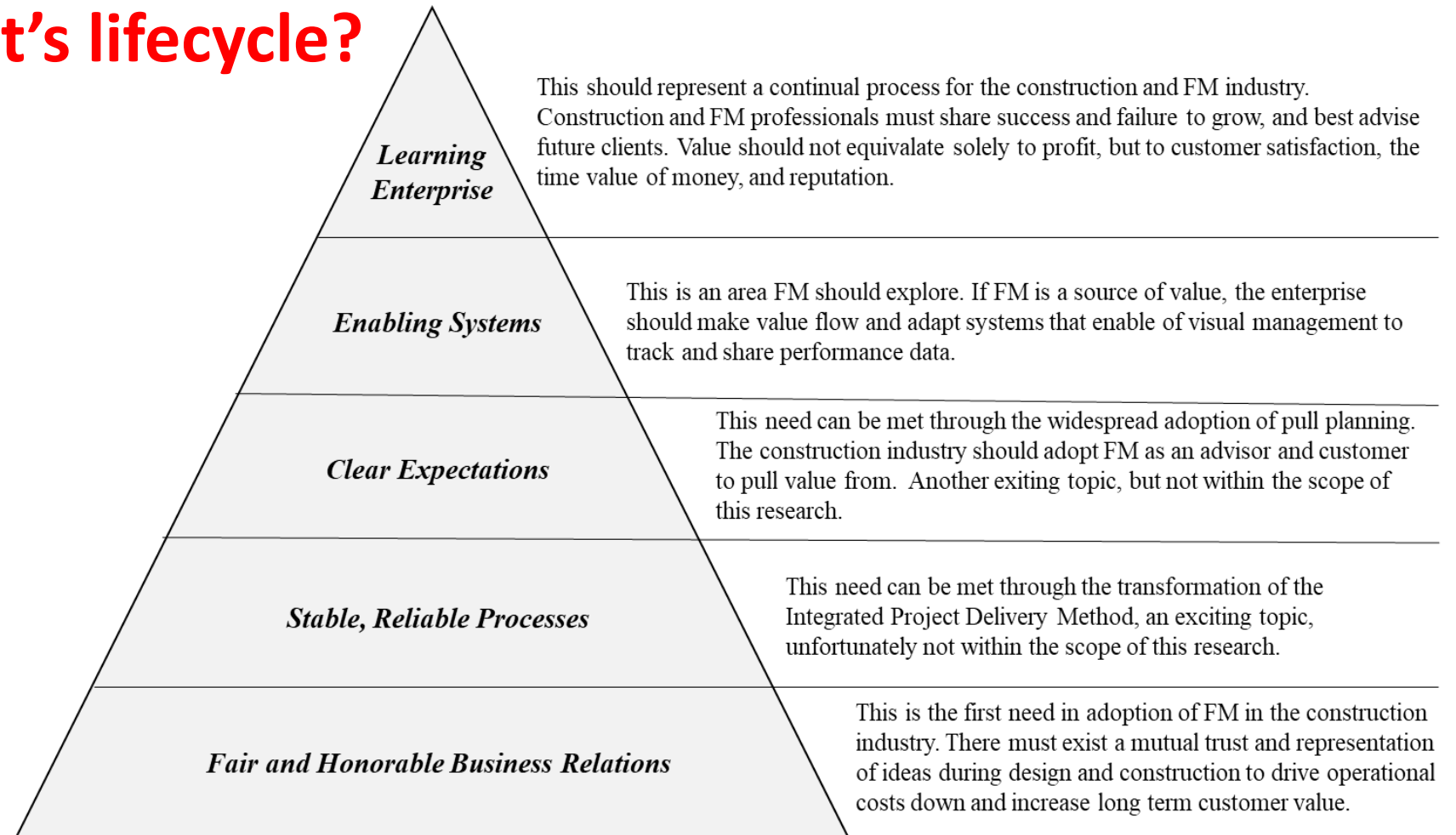


Figure 1. FM Integration Hierarchy of Needs (Adopted from Liker 2004, Figure 17-1 Supply Chain Need Hierarchy).

How should FM professionals be programmed into a project's lifecycle?

Recall principle #14; “Become a learning organization through relentless reflection and continuous improvement.”

The FM professional should seek integration throughout the project lifecycle. Although buildings transition from “projects” to, arguably, “processes” once occupied, the FM professional can easily pull and push information necessary to the design of new buildings to improve the next project. This cycle of learning follows the PDCA model proposed by Deming and adopted by Liker (2004).

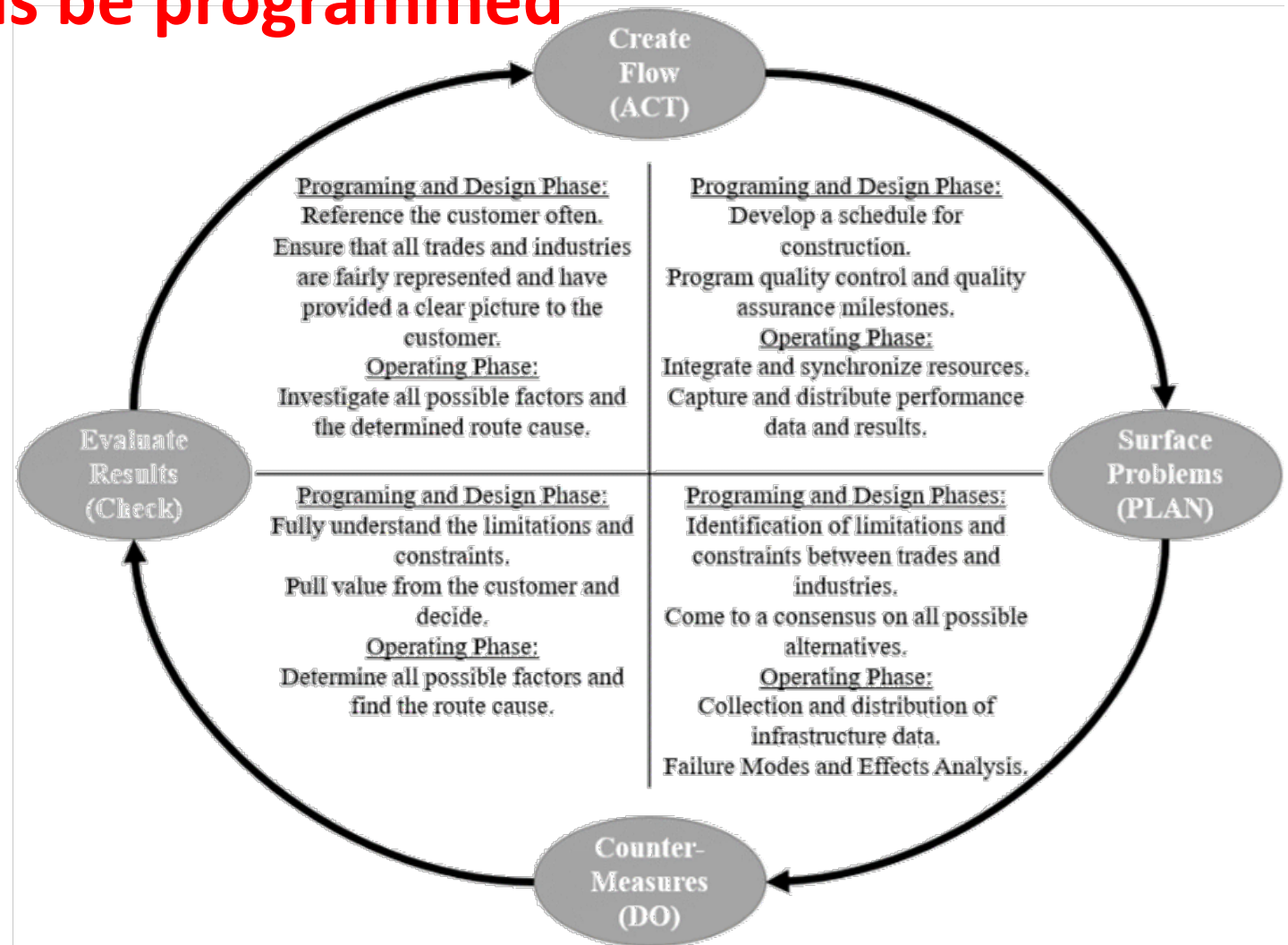
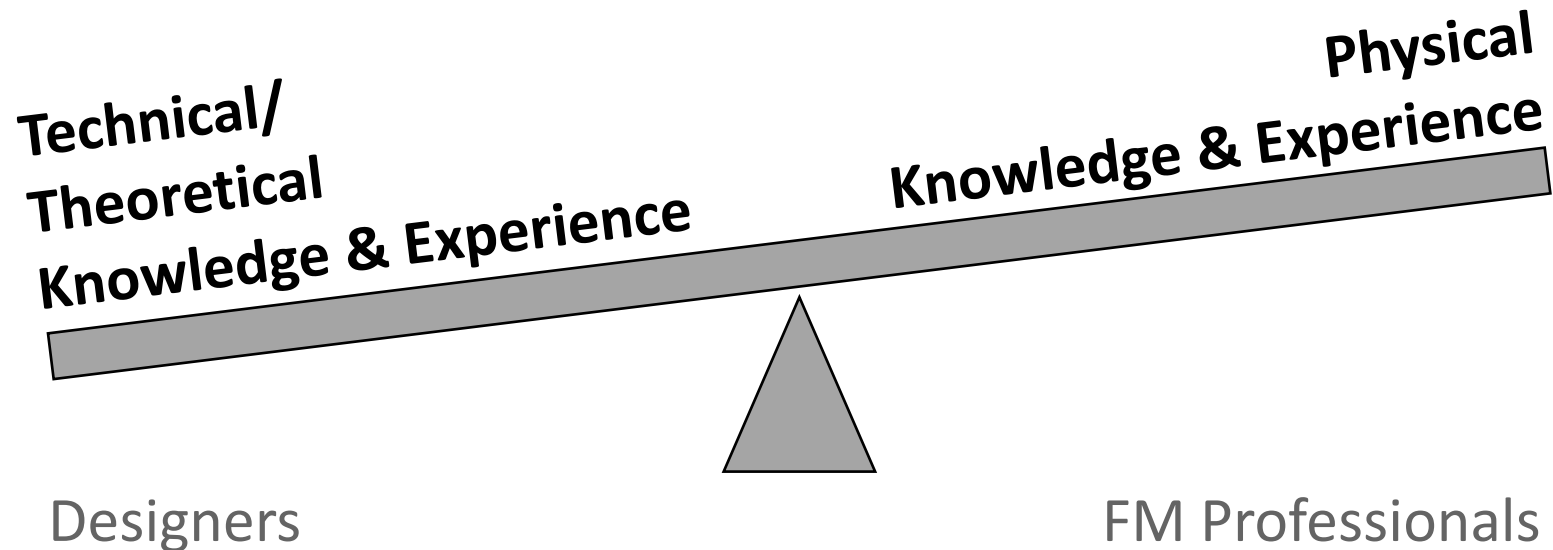


Figure 2. PDCA in Construction (Adapted from Liker 2004, Figure 20-5: Creating Flow and PDCA).

What value can FM bring to the construction industry?

- Who are Facility Management Professionals?
 - Facility users, business partners, and building caretakers.
 - Long-term customers responsible for cross organizational coordination, integration, and synchronization of operational, maintenance, and improvement resources, who add value to building users – and their businesses – by eliminating waste and providing predictability throughout the management process.
- How do they provide value?
 - Knowledge
 - Experience

What value can FM bring to the construction industry?



FM professionals know the behaviours and needs of the owner and occupants. They have experience with the buildings supporting's systems and in the design process, with respects to, remodelling and renovation efforts headed by either the owner or occupying business partners.

This combination of knowledge and experience can balance the scale between the theoretical and physical space that the structure exists.

CONCLUSIONS

Why?

How?

What?

THANK YOU!

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