

THE BIG QUESTIONS

We asked, you answered.

Q HOW CAN FACILITIES MANAGERS EMBRACE THE VOLATILITY, UNCERTAINTY, COMPLEXITY AND AMBIGUITY THAT CHARACTERISE THE WORLD OF WORK IN 2018?

One of the best qualities of our industry is our ‘traditional’ approach to building relationships. Consider everyone you knew at the last FM event you attended! With the deluge of new solutions, it can feel overwhelming to choose the right ones and disenchanting when we make a mistake. Although the status quo is a more comfortable choice, today’s differentiation is tomorrow’s standard practice and it’s better to get ahead of the curve. FMs can become thoughtful ‘disruptors’ by leveraging their networks to research, trial and recommend new suppliers without reinventing the wheel.

SHANE MCINTOSH
APAC STRATEGIC PARTNER
SWITCH AUTOMATION



The mass transition to digitally enhanced services is disrupting our business-as-usual operations at an unprecedented and accelerating rate. With existing business models set to become obsolete (with full digitalisation), a culture of acceptance of change, agility and fluidity must be adopted.

We must employ a shift in mindset towards long-term strategic thinking, in which we undertake new ways of operating with this agile and innovative approach. Accept that there is no end, but rather a series of processes and innovations that will evolve as both we and our technologies do.

To reduce uncertainty and ambiguity, a culture of continual learning must be adopted and encouraged. Exposure and education, though not always formal, is paramount for equipping individuals with the tools to navigate this evolving and dynamic environment. An increased focus must be placed on the need for transitioning our skill sets to accommodate emerging demands, such as performing tasks with higher skill requirements, technology and digital proficiency, empathy and interpersonal skills.

EMMA HENDRY
CEO
HENDRY GROUP

DO YOU HAVE AN OPINION TO SHARE?

WHAT ARE YOUR THOUGHTS ON THE AUTOMATION OF PROCESSES SUCH AS COMPLIANCE, LIABILITY AND RESPONSE MANAGEMENT?

At Scentre Group, we have been designing and implementing a new integrated computerised maintenance management system (CMMS) that allows us to monitor, report and accurately manage compliance activities. The system also enables our asset teams to efficiently engage contractors to undertake some compliance-related testing and corrective works.

Automation is built in and facilitates a higher level of consistency, data accuracy, reporting and reliability in the scheduling of these works. This is powerful because it not only makes it easier for FM teams to stay on top of their statutory and safety-related work, but also creates a higher level of accountability, both for our teams and our contractors.

As with any automated process or system, success depends on the redundancy built in and the discipline taken in understanding the underlying processes. This is managed through continuous training, structured duty management to address operational issues, thorough onboarding and inductions of new staff, as well as reporting and escalation to ensure (even with a system failure) that there is complete transparency of the compliance activities required.

VARUN NAIR
NATIONAL ASSET INFRASTRUCTURE MANAGER
SCENTRE GROUP



It is inevitable, whether deliberate by FM service providers or as a direct result of software and application providers; entrepreneurial spirit will prevail and decide how these processes can and should be automated.

These processes currently occupy a significant amount of facilities managers' time. This time could be better used by FMs to be more strategic and efficient, and enhance core business operations.

Automation of these processes will benefit everyone. Human error is removed, accuracy is increased, access is improved, and time and resources can be deployed to deliver better service outcomes.

ROGIER ROELVINK
ASSOCIATE DIRECTOR
TURNER & TOWNSEND



Automation through machine learning and artificial intelligence (AI) has happened in many industries, and it's inevitable in FM. We have bet the farm on the fact that this will fundamentally change the way that otherwise resource-intensive tasks such as response management are carried out. Gone are the days when a person needs to see which jobs are within or outside service-level agreements – the machines will do this for us.

SAURABH JAIN
CHIEF COMMERCIAL OFFICER – FACILITIES, ASSETS AND ANALYTICS
URBANISE



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