IFMA – added values for professionals

February 7, 2013
ZHAW, Wädenswil, Kt.Zurich

Is IFMA International?

IFMA future workplace history?

- Late 1979 Furniture manufacturer Herman Miller Inc. founded the Facility Management Institute(FMI)

- 1980 FMI changed to National Facility Management Association (NFMA)

- 1982 NFMAs scope change to International Facility Management Associations(IFMA)

Association for FM-Professionals?

- The average age of a facility manager is 49.
- 64 percent earning a bachelor's degree or higher
- employed internally as a facility, property, or asset manager
- > 16 years work experience in facility management.
- Works in middle management, responsible for managing supervisors, with a staff of one to five employees.
- Manages more than 1 million square feet, predominantly office space.

IFMAs facts & figures

- Members: 22,659
- Chapters: 129
- Councils: 16
- Countries Represented: 97
- Certified Facility Managers (CFM): 3,106
- Facility Management Professionals (FMP): 3,432
- Sustainability Facility Professionals (SFP): 202
- Annual purchasing power: US$100 billion (for combined membership)

Should I join IFMA?

- Access educational and informational resources that will help you meet goals, strengthen your skill set, and ensure high-performing facilities and teams.

- Connect with peers who share your commitment to excellence and the continued advancement of FM.

- Exchange ideas and best practices with fellow members

Does IFMA define IFMA Facility Manager competencies?

- **Communication**
- **Emergency Preparedness and Business Continuity**
- **Environmental Stewardship and Sustainability**
- **Finance and Business**
- **Human Factors**
- **Leadership and Strategy**
- **Operations and Maintenance**
- **Project Management**
- **Quality**
- **Real Estate and Property Management**
- **Technology**

New 11 instead of 9 competencies, the two

- **Emergency Preparedness and Business Continuity**
- **Environmental Stewardship and Sustainability**

Could IFMA provide credentials?

- The Certified Facility Manager was the first credential for the FM profession, and is still the most respected global certification.

- The knowledge-based Facility Management Professional credential will help accelerate your transition into the profession.

- The Sustainability Facility Professional credential will help you operate your facility sustainably and positively impact your triple bottom line.

Sustainability "How-To Guide" Series
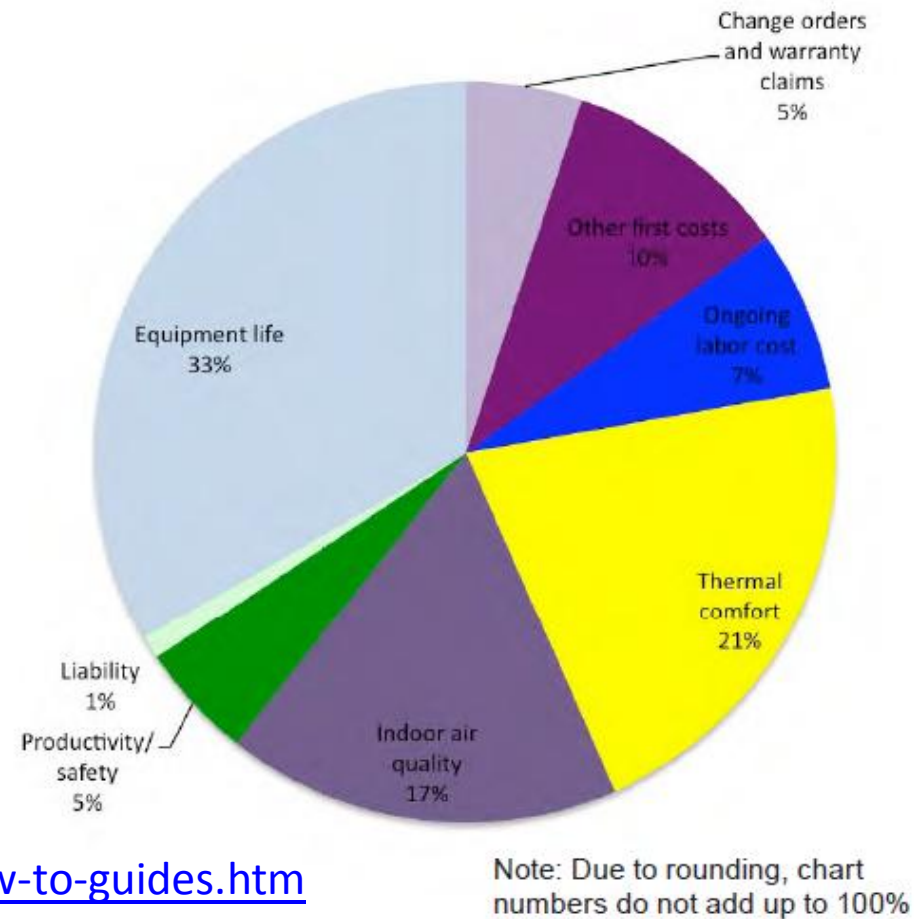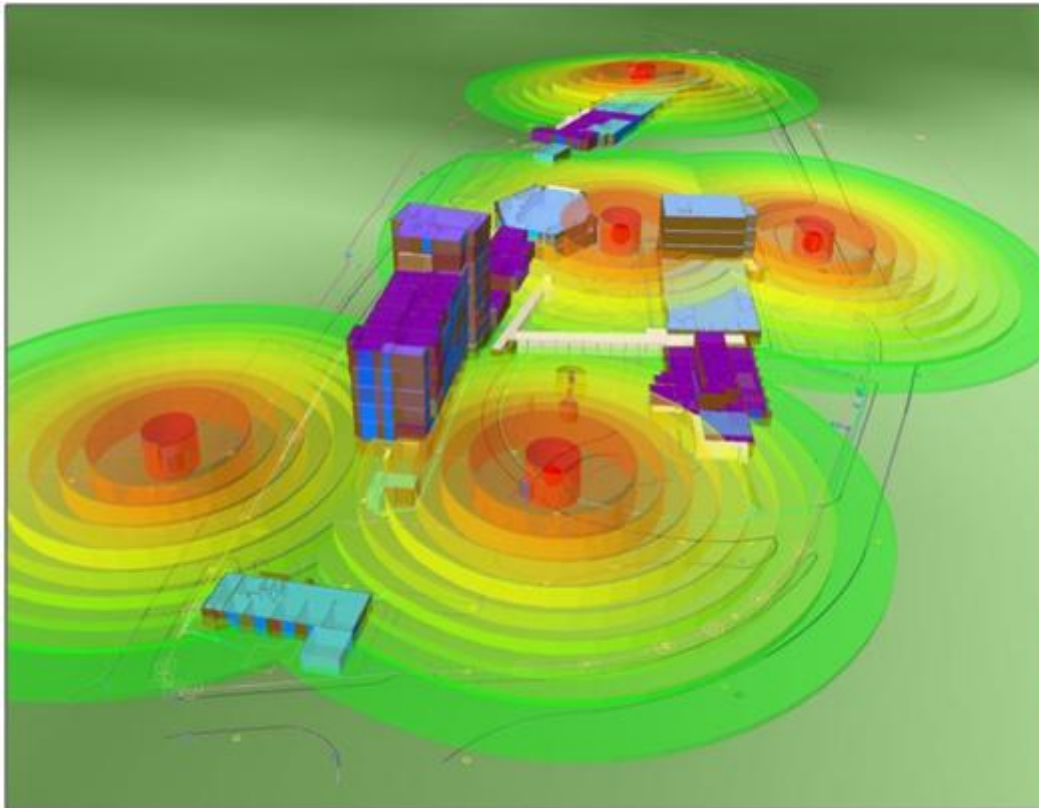
Commissioning Existing Buildings

http://www.ifmafoundation.org/research/how-to-guides.htm

Change orders and warranty claims 5%

Other first costs 10%

Ongoing labor cost 7%

Equipment life 33%

Thermal comfort 21%

Liability 1%

Productivity/safety 5%

Indoor air quality 17%

Note: Due to rounding, chart numbers do not add up to 100%

Figure 8: Reported nonenergy impacts for existing buildings
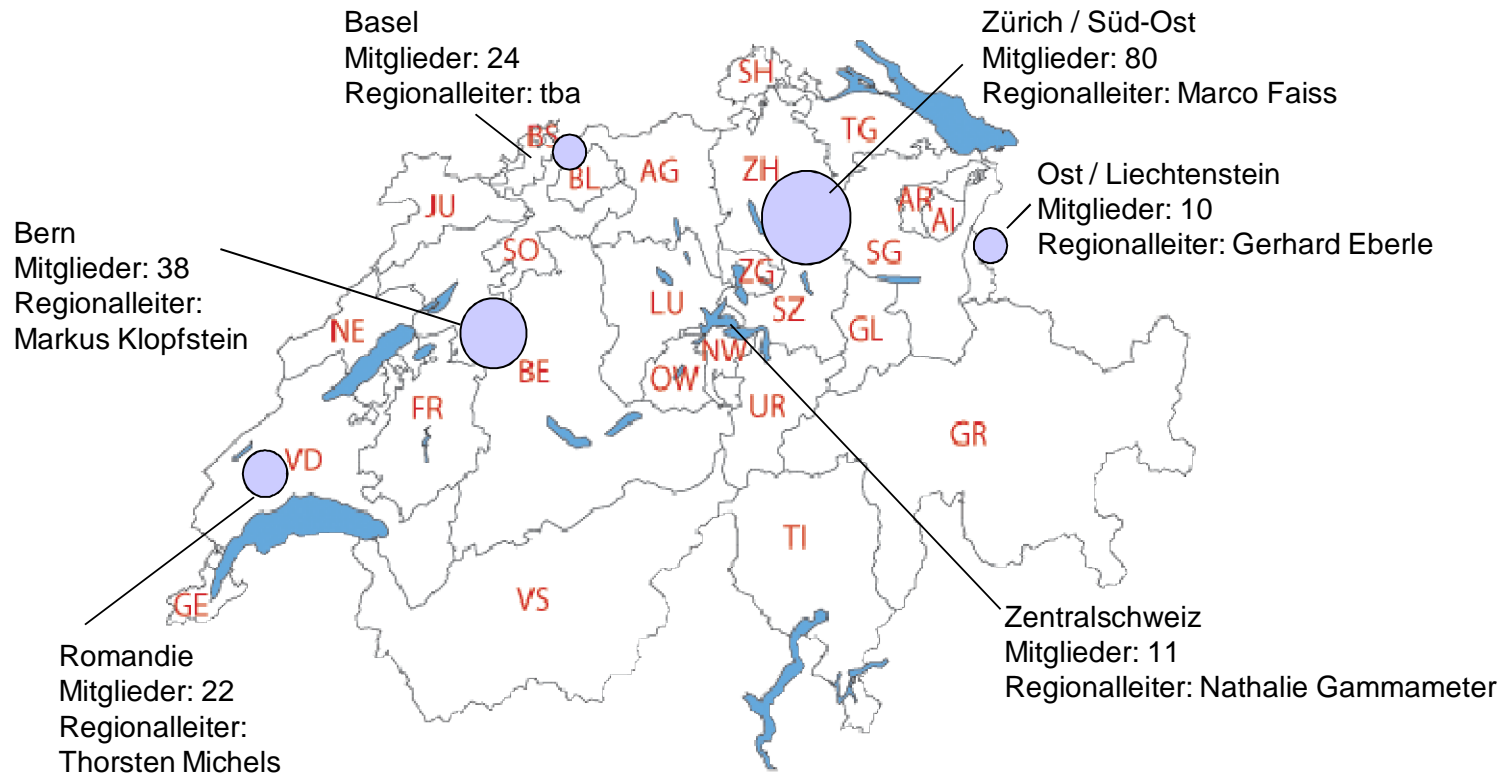
Working papers, Guideline GIS

http://www.ifmafoundation.org/research/

Is IFMA Switzerland an active local chapter?

IFMA Switzerland in Regions
National initiatives, regional Networking

Basel
Mitglieder: 24
Regionalleiter: tba

Zürich / Süd-Ost
Mitglieder: 80
Regionalleiter: Marco Faiss

Ost / Liechtenstein
Mitglieder: 10
Regionalleiter: Gerhard Eberle

Bern
Mitglieder: 38
Regionalleiter:
Markus Klopfstein

Romandie
Mitglieder: 22
Regionalleiter:
Thorsten Michels

Zentralschweiz
Mitglieder: 11
Regionalleiter: Nathalie Gammameter

Events for Networking&Knowledge

- ## IFMA Spotlight
  - Topic focused national event

- ## IFMA Sight Visit
  - From Facility Manager for Facility Managers
  - Examples:

- ## IFMA Expert Talk
  - Facilitated knowledge exchange between FM-Professionals
  - Innovation, Best Practice, Know-How

- ## IFMA Get together
  - Informelle Network meetings in a local bar
  - Networking-oriented

IFMA.ch Standards & Guides

- Standards
  - Process and service modell ProLeMo, with CRB
    - DE:Prozess- und Leistungsmodell, ProLeMo

  - Life cycle costs – in cooperation with GEFMA/CRB
    - DE:Lebenszykluskosten
    - Three parts: Standards, Excel-Tool and guideline to Excel-Tool

- White papers & others
  - Cost modell IFMA Schweiz
  - Professional profile Facility Manager
  - European professional profile Facility Manager – with other associations
  - Salary study in FM – Lead ZHAW with FM Schweiz
  - Effects of CEN norms on swiss standards

- Standards in work process
  - Request-for-proposal standard in Facility Management AMFM
  - Glossar Facility Management and Real Estate

ProLeMo
Prozess-/
Leistungsmodell
im Facility
Management

ProLeMo in addition to EN15221

Is ProLeMo valuable?

ProLeMo focus?

Leistungserstellungsprozesse in der Bewirtschaftung

LSP Strategieprozesse

LSP 01 Objektstrategie	LSP 02 Strategisches Flächenmanagement	LSP 03 Instand-haltungsstrategie	LSP 04 Umweltstrategie FM

Asset strategy

LEP Steuerungsprozesse

LEP 01 Mandats-übernahme/-übergabe	LEP 02 Planung Betriebsführung	LEP 03 Standards/ Service Levels	LEP 04 Budgetierung	LEP 05 Auftragsmanagement	LEP 06 Qualitätssicherung
LEP 07 Reporting/Controlling	LEP 08 Vertrags-management FM				

Tactical mgmt.

LOP Operative Prozesse

LOPE Erstellung/Erhaltung

| LOPE 01 Inbetriebnahme |
| LOPE 02 Abnahme |
| LOPE 03 Garantiemanagement |

LOPK Kaufmännisches (KGM)

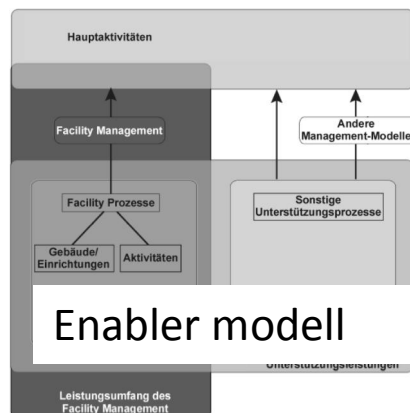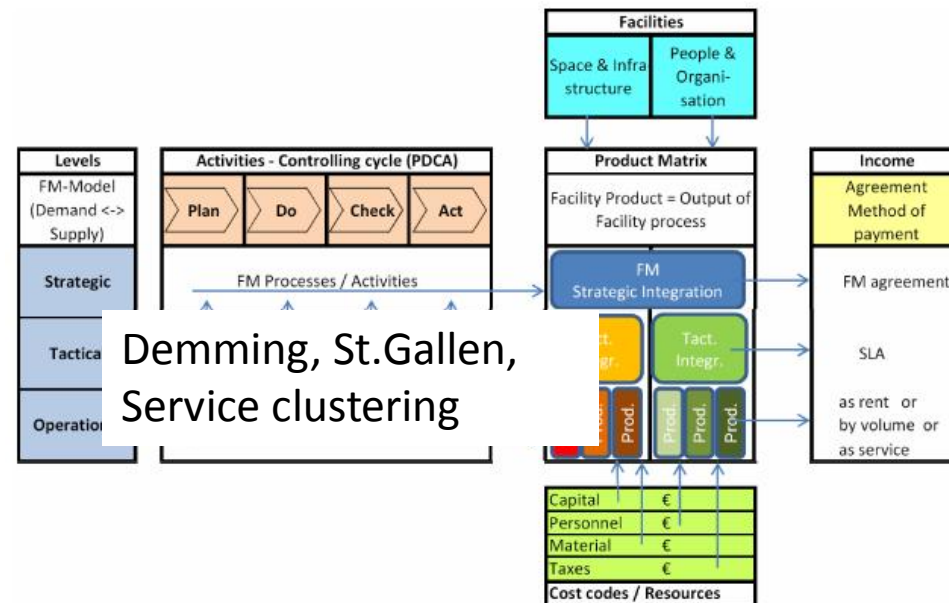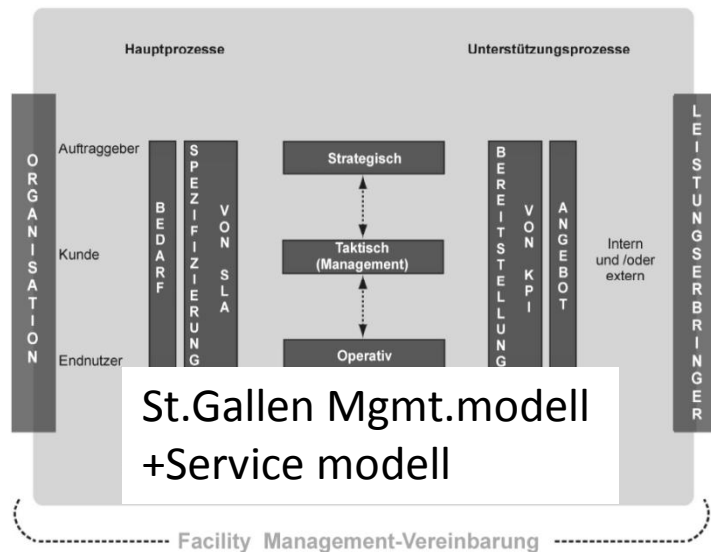| LOPK 01 Vermietung	LOPK 02 Vertragsan-passung Vermietung	LOPK 03 Kündigung Vermietung	LOPK 04 Mietzinsinkasso	LOPK 05 Anmietung
LOPK 06 Vertragsan-passung Anmietung	LOPK 07 Kündigung Anmietung	LOPK 08 Mietzinszahlung	LOPK 09 Mieterbetreuung	LOPK 10 Objektbuchhaltung
LOPK 11 Heiz-/Nebenkosten	LOPK 12 Objektdokumentation			

Build   Property mgmt.

LOPB Betrieb und Instandhaltung (TGM)

LOPB 01 Betrieb	LOPB 02 Störungsanalyse	LOPB 03 Inspektion	LOPB 04 Wartung	LOPB 05 Instandsetzung	LOPB 06 Versorgen
LOPB 07 Energiecontrolling	LOPB 08 Betriebsoptimierung	LOPB 09 Reinigung und Pflege	LOPB 10 Safety and Security	LOPB 11 Entsorgung	

O&M, energy management

LOPD Dienste (IGM + FLM)

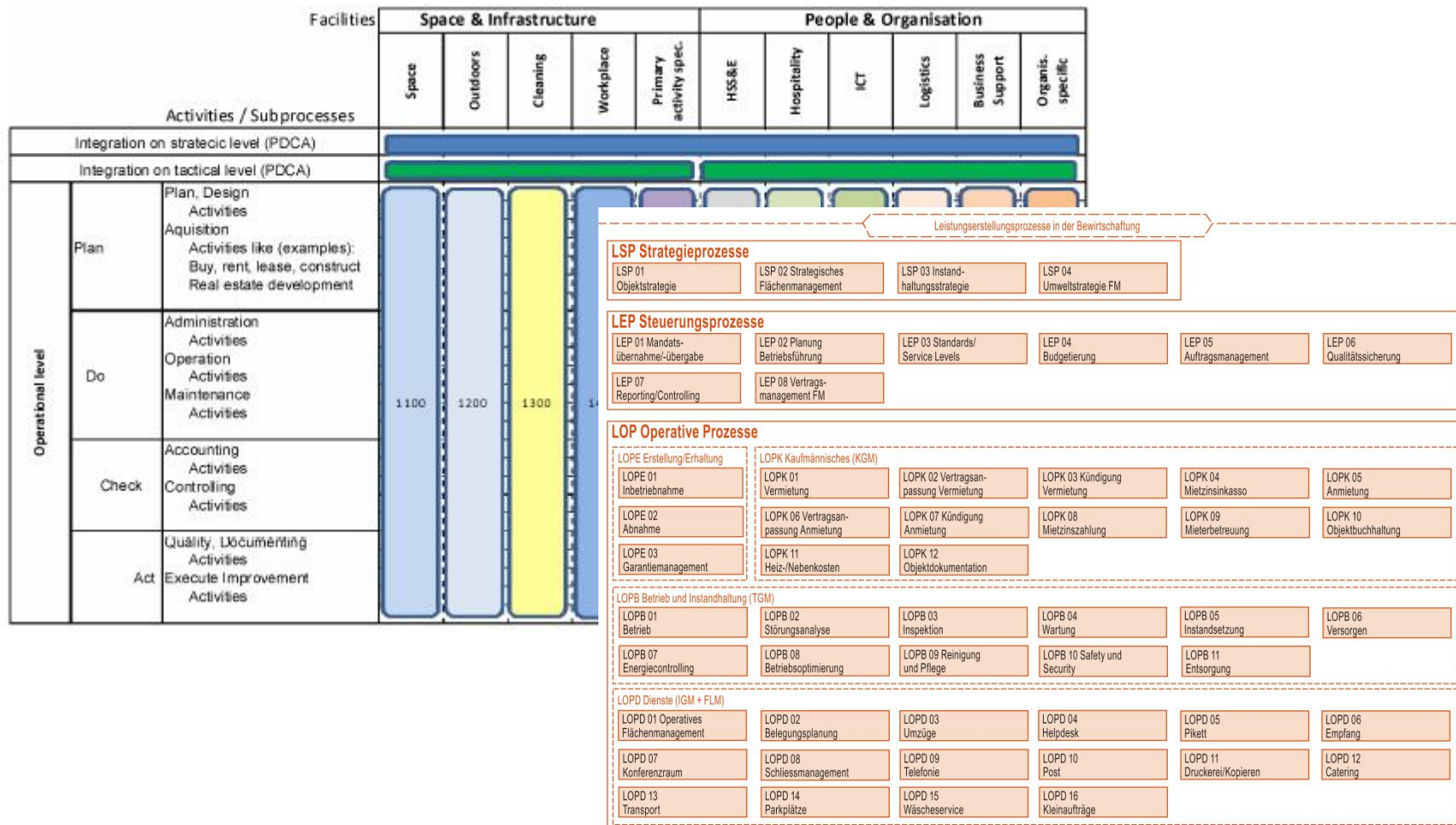| LOPD 01 Operatives Flächenmanagement	LOPD 02 Belegungsplanung	LOPD 03 Umzüge	LOPD 04 Helpdesk	LOPD 05 Pikett	LOPD 06 Empfang
LOPD 07 Konferenzraum	LOPD 08 Schliessmanagement	LOPD 09 Telefone	LOPD 10 Post	LOPD 11 Druckerei/Kopieren	LOPD 12 Catering
LOPD 13 Transport	LOPD 14 Parkplätze	LOPD 15 Wäscheservice	LOPD 16 Kleinaufträge		

Space mgmt. & soft services

Where is the focus in EN15221?

St.Gallen Mgmt.modell +Service modell

Demming, St.Gallen, Service clustering

Enabler modell

ProLeMo on the Operational level

Process to No-Match

Process name	ProLeMo-No.	EN-No.	
Space demand analysis	LSP02	1150	
Rent space	LOPK 1/2/3	?	
Space programm & occupation planning	LOPD 1/2	1420	
Design an internal space market modell	LEP04/10	?	
Monetarise energy consumption	LOPB07	?	
Plan and design security zones	LOPB 10	2120	
Map staff groups to security zones	LOPB 10	2120	
Hospitality of visitors	LOPD07	2210	
Provide multimedia equipment	?	2230	
Operation of visitor restaurant	LOPD12	2220	
Provide catering	LOPD12	2220	
Match energy consumption to users	LOPK11	1170	
Relocation	LOPD03	1421	
Cleaning	LOPB09	1310(periodic) 1320(ad-hoc)	
Provide the ICT-Infrastructure	?	2350	
Map postal inbound to moving users	LOPD10	2422	
Order and check O&M	LOPB08	1163	
List equipments and responding liabilities	LOPE03	?	

Visit the IFMA.ch webpage!

- Explore our standards
- Join IFMA and enlarge your network