

How Facilities Management can add value to your business

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Setting expectations:

- Understand business direction, goals and agree on scope
- Ensure to have proper execution plan keeping all stake holders & team members buy-in
- Understanding of organizational policy & alignment to environmental sustainability, compliance & business continuity
- Understanding of the functional relationship between business process and facilities
- Understanding of strategic and operational constraints (internal and external)

Facility Management team is no more just a cost center to business but to be projected as Core Contributor to achieve business objectives.

FM cost is always an investment to sustain business operation & have best of uptime to all equipment

A proper & transparent compliance standards to be agreed with business operation , service partners & teams with minimum tolerance.

Identifying the process gaps :

All process to be aligned with the core business plans & set up proper review process to make the course corrections as and when required.

Develop a process which ensures regular feedbacks from end-users on satisfaction level & keeping a window open on continuous improvemen

Have a review on existing process & what is expected by business (Direction & Goals) , get team on same page to see where the gap is & plan FM objectives accordingly. Every resource , process , system , vendor & efforts have to be synced to achieve what you want to see the organisation to attain

Key requisites to ensure Facility Management is value add :

The core activity of facility management today isn't just facility management. The core activity is to become a business partner who can add value to the organization.

Facility management require a combination of people and analytical skills to meet business expectations

Consider 7'C approach to create a value add environment in the origination :

- Core Contributor
- Customer Centric Approach
- Compliance adherence
- Cost Sustainable Operation
- Consistency in Performance
- Change Management
- Compassion

Need for restructuring your policy & framework :

The advent of information age and development of various technologies world wide has raised the expectation level of the facility users therefore FM can't be dogmatic but a pragmatic solution in terms to restructuring policy & framework as & when required. Few instances as below to ponder :

- Economic status
- Change in need of Customers , Client & Service Provider
- Amendment / changes in statutory requirements
- Technological developments
- Cost optimization measures
- Change in business strategy & future plans
- Continual improvement plan

Above are some of understandings where we can have clear approach which ultimately adds value to organisation & keeps the team morale consistently high. FM is critical to any business but it's more critical to keep all resources motivated everyday.