



Leveraging a CMMS to Drive Business Decisions

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The Road to Better
Facility Management

Introduction

John Rimer, CFM

- 22+ Years Facility Management
- Numerous Industries & Various Roles
- Owner, FM360 Consulting
- B.S. Mechanical Engineering
- CMMS Experience
 - Selection / Implementation / Support
 - Microsoft, Citadel, Ronald McDonald, University of Cincinnati Health
 - Gaston County and VF



Alphabet Soup...

- **CMMS** – Computerized Maintenance Management System
- **CAFM** – Computer Aided Facility Management
- **BIM** – Building Information Modeling
- **IWMS** – Integrated Work Management System
- **ERP** – Enterprise Resource Planning
- **EMS** – Energy Management System
- **BMS** – Building Management System



Why a CMMS?

"The Nervous System of a Facility Program"

- Necessary Business Tool
 - Drive Business Decisions
 - Assess Efficiency & Effectiveness
 - Develop Zero-Based Budget
 - Capital Replacement Program
 - Central Repository
 - Market FM Program



Coordinating & Scheduling



- Prioritize Work
 - Criticality
 - PM vs. CM vs. SR
- Consolidate & Coordinate Tasks
 - Minimize Windshield Time
 - Mitigate overlap of tasks
 - Schedule Downtime
- Pre/Order Material & Parts
 - Parts Bagged & Tagged
 - Parts Runner
 - Auto-Order through Supplier
 - Automate Approval Process

Effective & Efficient

- Efficient Use of Staff/Contractors
 - Coordination & Scheduling
 - Right Task / Right Person / Right Time
 - Dispatch & Confirm
 - Svc Provider CMMS Access
 - PM Completion by Priority
 - % Utilization
- Maintenance Effectiveness
 - PM/CM Ratio
 - Discovery Mode (CM Source)



One Stop Shop

Central Electronic Repository

- Drawings/One-Lines/As-Builts
 - Management/Update Policy
- O&M Manuals, Test Reports, etc.
 - Cx, TAB, Electrical
- Procedures
 - SOPs, MOPs, & EOPs
- System/Equipment Information
 - Critical Spares
 - Equipment Specs



Substantiate Budgets

- Operations Budget
 - Contract labor
 - Internal labor
 - Scheduled (PM/PdM)
 - Unscheduled
 - Parts & Material
- Capital Budget
 - Capital Replacement Program
 - Multi-year forecast (1/3/5/10)
 - Year Installed
 - Life Expectancy
 - Cost of Install/Replace



Risk & Compliance Management



- Change Management
- Organized Records/Certificates
- Maintenance Reports
- Training Management
- Document Management
- Emergency Preparedness
- Incident Management

"Think Like a Lawyer..."

Drive Business Decisions



- Risk, Strategy, & Revenue
 - Rule 100/10/1
 - Triple Bottom Line
- Monitor Performance
 - Auto-Reports, Dashboards, & KPIs
 - Tie to Strategic Objectives
- Data-driven decisions
 - Failure Analysis (Failure Codes)
 - Uptime/Downtime
 - Reduced Redundancy



Market FM Program



- Touchpoints
- Customer Interaction
 - Receive Service Requests
 - Communicate Expectations
 - Provide Status Updates
 - Solicit Feedback
- Marketing with KPIs
 - Customer Satisfaction (“We Care”)
 - Highlight Progress
 - Benchmark Performance

“Always Selling...”



How to Select a CMMS

- Common Reasons for Failure
- Steps to Selecting a Provider
- Key Functions of a CMMS
- Other Factors to Consider
- Going Mobile
- System Integration



CMMS is Not a Four-Letter Word...

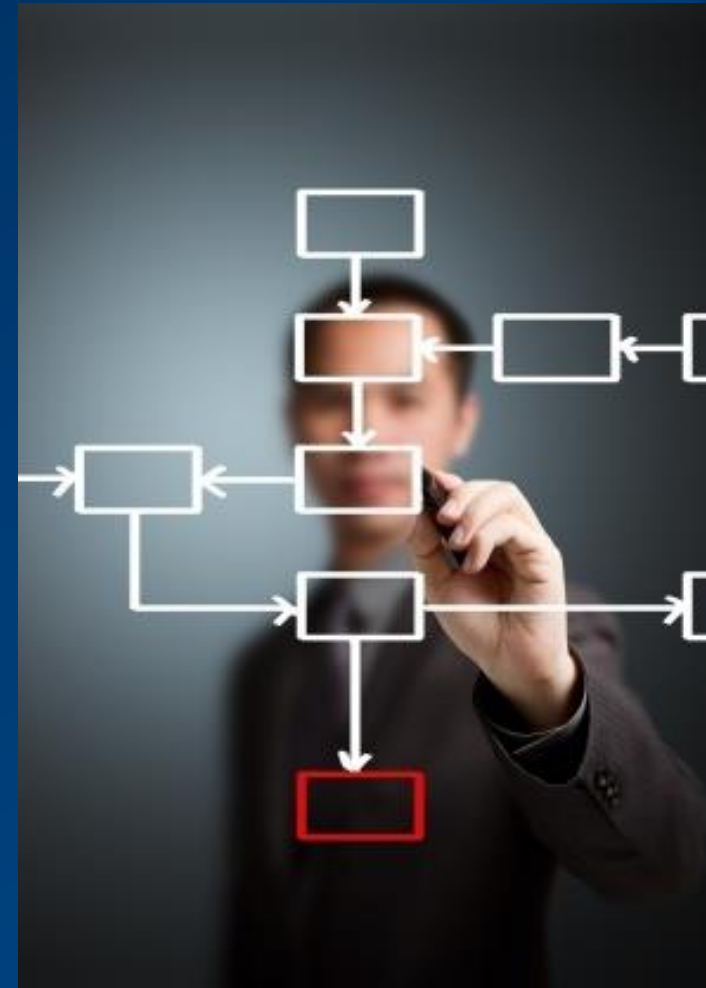


Common Reasons for Failed CMMS

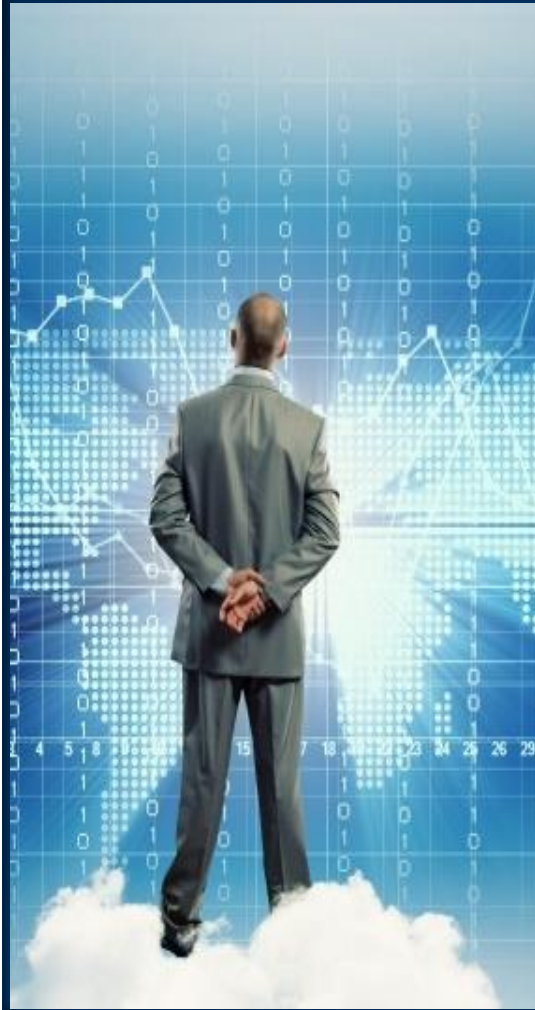
- Wrong System for the Job
- Old, Slow System
- Homegrown
- Budget to Install but not to implement
- Insufficient planning & Stakeholder Buy-in
- Lack of Knowledge & Experience

Steps to Selecting a CMMS

- Identify Stakeholders
- Define the Processes/Workflow
- Develop System Requirements
- Create Assessment Matrix
- Evaluate Qualifying Vendors
 - Perform Test Fit
- Budget & Schedule for Success
 - Training & Support
- Solicit help



Other Considerations



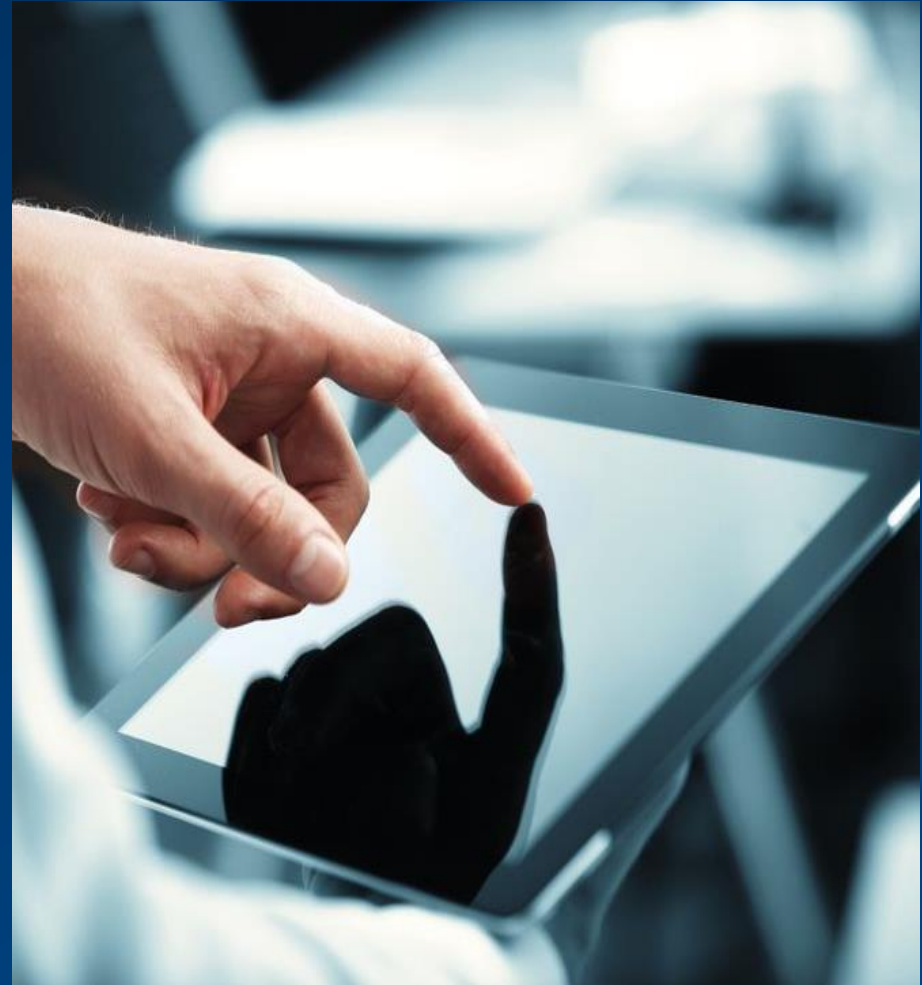
- Online/Cloud vs. In-House
- 90% Out-of-the-Box
- Ease of Use
 - Minimize Work-Arounds
 - Quick Clicks
- Reporting Capability
- Stability & Reputation
- Champion – Find One & Be One!



Going Mobile...

Advantages

- Capture data on the fly
- Incorporate pictures
- Quicker response
- Utilize GPS/GIS
- More accurate data
- Info at Fingertips
- Keep trades in the field



Going Mobile...



Challenges (How to Overcome)

- Costs
 - Offset by Increased Productivity
- Ruggedness
 - Lower cost equipment
 - Rugged cases
- Chicken-Pecking
 - Dropdown Lists
 - Utilize 2D/3D codes
 - Voice Recognition
- Change
 - “Makes their life better”
 - Not Big Brother

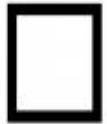
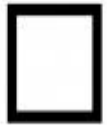
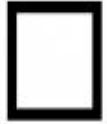
Work Smarter...

- Integration through API
 - Application Program Interface
- Condition Based Maintenance (CBM)
 - BMS to CMMS
 - Metering
- Change Requests
- Financial Data
 - Purchase Orders & Invoices
 - Chargebacks
- Human Resources
 - Timesheets



Implementation/Improvement

Do!



Start with a Plan

- Realistic
- Prioritized
- Phased
 - Site/Building/Department
 - System/Function
 - Module
- Budget for Resources
 - Hire Admin/Coordinator
 - Outside Support

Recap

- Value of CMMS
 - Necessary Business Tool
 - Increased Productivity
- Common Reasons for Failure
 - Don't Know What You Don't Know
- Selecting a CMMS
 - User Requirements before Shopping
- Start with a Plan
 - Realistic Schedule & Budget





Questions?



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