



HELLO, IFMA MEMBERS AND FMS EVERYWHERE!

To say these are exciting times for facility management is clearly an understatement.

A LANDMARK COLLABORATION

Attendees at IFMA's Facility Fusion 2016 Conference and Expo in Indianapolis, Indiana, USA, were on hand to witness the signing of a landmark collaboration agreement between IFMA and the Royal Institution of Chartered Surveyors (RICS). A huge thank you goes to members of IFMA's Indianapolis Chapter — you were outstanding hosts and advocates for your great city. The entire program truly reinforced IFMA's world-class event management skills.

In this final column as your chair, I want to discuss the strategic context and historic relevance of the IFMA-RICS collaboration. The agreement enables two global institutions with outstanding reputations to deploy their combined strengths to benefit FMs everywhere. This is evidence of shared strategic benefits triumphing over short-term unilateral actions.

This would not have been possible without IFMA's strategic focus and status as a highly respected international professional association. It is a fitting tribute to all key contributors who led us through the first 36 years of evolution. That this collaboration is structured to serve all professional disciplines contributing to the built environment through the full life cycle is not just evolutionary, but revolutionary.

The IFMA-RICS collaboration will accelerate the global development of the FM profession. While important progress is made on IFMA's strategic business initiatives each year, it is by design highly incremental due to limited resource availability. However, in addition to reflecting increased stature for and recognition of FM, the IFMA-RICS collaboration will provide access to new resources to help amplify this good work.

REFLECTING ON PROGRESS

The 2015-2016 IFMA Board of Directors has built on the work of prior boards to complete several important initiatives, including ANSI accreditation of IFMA's credentials, finalization of ISO standards, the launch of the Knowledge Library and approval of the IFMA-RICS collaboration. I could not be more proud of executive committee and the full

board for their vision, willingness to take bold action and unanimous support of this transformative collaboration.

I also want to acknowledge the incredible effort by IFMA CEO Tony Keane, RICS Chief Executive Sean Tompkins and their teams to produce the agreement. The teamwork demonstrated during the formation of the agreement bodes well as we move into implementation.

Fully realizing that the benefits of this collaboration will take time, I view it as akin to planting a seedling — if nurtured effectively, it should grow and flourish. The IFMA and RICS teams are developing a strategic business plan for providing professional development products and services to support the entire FM career path. Watch for additional details at IFMA's World Workplace 2016 Conference and Expo in San Diego, California, USA, Oct. 5-7.

In closing, I want you to know how honored I have been to serve as your 2015-2016 chair. As I move into the role of past chair I am very confident that the incoming officers and new board members will dedicate their efforts to take full advantage of the collaboration. The incoming board has a diversity of strategic business leadership, deep operational experience and geography that will allow it to stay focused on delivering value to existing members while driving growth in emerging FM markets.

I also want to salute the efforts of Jim Whittaker, our outgoing past chair. Jim's contributions to IFMA during his six years on the board have been incredibly significant. His sage advice, positive demeanor, analytical capabilities, professional judgement, preparation and decisiveness have been invaluable to me and the board, and critical to IFMA's continued success. All of those contributions and his dedicated leadership in the ISO standard setting process will benefit FMs for generations. Thank you, Jim!

Finally, my sincere thanks to IFMA members everywhere for your support, participation and dedication to building a better, stronger, more globally relevant IFMA.



AS MIKE MENTIONED IN HIS COLUMN,

the signing of the collaboration agreement between IFMA and RICS was one of many highlights of the recent Facility Fusion event in Indianapolis. As always, Facility Fusion brought together many FM professionals, IFMA component leaders and exhibitors for an enriching conference.

WHAT'S THE BUZZ ABOUT?

IFMA's collaboration with RICS, which you can read more about on page 14, will yield three major benefits. First, the FM community will gain increased access to resources and solutions, along with an expanded support base around the world. Second, it will help develop a much broader awareness of the strategic value FM brings to organizations and the built environment. Third, it will provide a focus on the FM career path and the credentials needed to sustain success in the discipline.

As I write this, I can hear your voices saying "Okay, Tony — this all sounds good, but how does it help me?" Well, I'm glad you asked! This is what it means for you as an IFMA member and/or credential holder:

- Access to an expanded professional network
- Increased support and representation outside of North America
- Heightened status and recognition as market awareness expands
- Greater audience and influence across built environment community
- Opportunity to leverage the global infrastructure of RICS for joint efforts to advance FM

The bottom line is that, through this collaboration, IFMA will be able to share increased wisdom to help you implement FM strategies in your organization. At the same time, you'll benefit from increased recognition through your association with IFMA and the facility management profession.

This won't all happen overnight. We expect a 12- to 18-month implementation period before the initial aspects envisioned will come to fruition. Watch www.ifma.org/ricscollaboration for more information and updates as the collaboration develops.

We have many great stories to tell about the positive impact FM has on people. What's your story?

A big thank you to the Indianapolis Chapter of IFMA for helping us host Facility Fusion this year. We look forward now to next year's U.S. Fusion event in Las Vegas. I would also like to thank my hosts from the Las Vegas chapter board of directors for a great lunch meeting.

YOU MAKE FM MATTER

Here are some ways you can help spread the story of how facility management makes a difference in the world:

When you're in a public place, like a shopping mall, a restaurant or a store, talk about how FM relates to the customer experience. A well-run FM program increases the revenue potential in these places because customers feel comfortable staying longer.

Tell colleagues the story of how you and your team make a difference in the workplace. Savvy FM tactics foster productivity and enable worker satisfaction. People like to work in clean, safe, secure environments. People like to work in places that have the tools they need to do the job. Talk about how FM makes this happen.

When you're walking in a park or engaging in other outdoor activities, tell the story of how FM can reduce energy consumption in facilities, which results in lower carbon emissions and a cleaner planet. Sustainability in the built environment is not possible without a strong, thoughtfully implemented FM program.

We have many great stories to tell about the positive impact FM has on people. What's your story?

Please invite a colleague to join IFMA and get involved!

WORLD-RENOWNED FM AND REAL ESTATE THOUGHT LEADERS LAUNCH LANDMARK COLLABORATION

IFMA and the Royal Institution of Chartered Surveyors seek to unify the facility management profession across the globe

IFMA and the Royal Institution of Chartered Surveyors (RICS) have announced a landmark collaboration which promises to transform the US\$1 trillion global facility management industry. By joining strategic resources, they will create an unprecedented level of industry support to meet growing demands from the 25 million FM practitioners around the world, as well as launch a single and compelling career pathway into the FM profession.

Over recent years, the FM industry has advanced in stature and evolved into an increasingly strategic discipline. IFMA and RICS research has empirically demonstrated the tangible advantages of effective facility management, ranging from improved productivity and cost savings to energy efficiency and employee well-being. As established leaders offering extensive resources to practitioners across the built environment, IFMA and RICS have come together in collaboration to further develop and professionalize the field of facility management.

Even as the industry has attained increased status and prominence, the global professional community which has pioneered much of this advance has suffered through fragmented support, according to an RICS survey of professionals across six continents. The



RICS Chief Executive Sean Tompkins (left) and IFMA President and CEO Tony Keane (right) sign collaboration agreement on stage during IFMA's Facility Fusion Conference and Expo in Indianapolis, Indiana, USA on April 12, 2016.

IFMA-RICS collaboration will seek to address this by providing strong, global leadership and the tools needed to harness the power of strategic FM services.

"As global thought leaders dedicated to the professionals who support the built environment, IFMA and RICS identified a unique opportunity to team up and fortify existing resources to enhance the outstanding level of service they already provide to professionals in the built environment industry," said IFMA President and CEO Tony Keane. "The framework of this collaboration will create a less fragmented, more inclusive and highly regarded global facility management community."

The collaboration will also seek to address the current shortage of FM professionals in the workforce. "While there is a growing market demand for

facility management skills around the world, currently there is a shortage of professionally qualified practitioners equipped to deliver this service," said RICS CEO Sean Tompkins. "Our collaboration will establish a clearly defined, single career pathway which will see FM practitioners acquire the leading skills they need to become recognized as preeminent professionals."

The goals of the IFMA-RICS collaboration include:

- » Advancing global knowledge sharing and cohesion within the FM community
- » Expanding the existing informational and networking infrastructure for members of both organizations



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- » Unifying the FM career path through both IFMA credentials and RICS qualifications
- » Incorporating FM trends and best practices into a more comprehensive picture of the built environment
- » Encouraging graduates and young professionals to select careers in FM
- » Asserting the strategic value of FM to business in order to further elevate the profession

The IFMA-RICS collaboration will be shaped over time, but initially will leverage both organizations' existing resources in education, research, conferences and events, and external relations. IFMA and RICS will also work together to align credentials and qualifications to shape a single FM career path with demonstrable professional status which is recognized and respected globally.

RICS professionals who have qualified in FM will automatically receive IFMA member benefits. In turn, IFMA members and credential holders will be enabled to attain RICS professional qualification and benefit from RICS' international standards and global professional network.

To learn more about RICS, visit **www.rics.org**, or visit **www.ifma.org/ricscollaboration** for ongoing updates on the collaboration.