



IFMATM

International Facility Management Association

Empowering Facility Professionals Worldwide

Why I needed an FM consultant... an External Perspective



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International Facility Management Association

FM Consultants Council

November 20, 2014





Facility Management Journal: IFMA's award-winning bimonthly publication.



IFMA Insider: Informative weekly e-newsletter delivers the top stories in FM news and business trends.



The Wire: Biweekly e-newsletter keeps you updated on association news, events, courses, resources, and opportunities.



FM Knowledge Center: 24/7 FM education featuring courses, white papers, recording, webcasts and more.



FM Job Search: IFMA members have access to new FM job postings one week prior to the general public.



IFMA's LinkedIn Group: Engage in FM-related discussions with thousands of facility professionals all over the world.



FM Deals and Discounts: Members-only savings on IFMA courses and events, and from solutions providers.



Bookstore Discounts: Members-only savings on publications and reports.



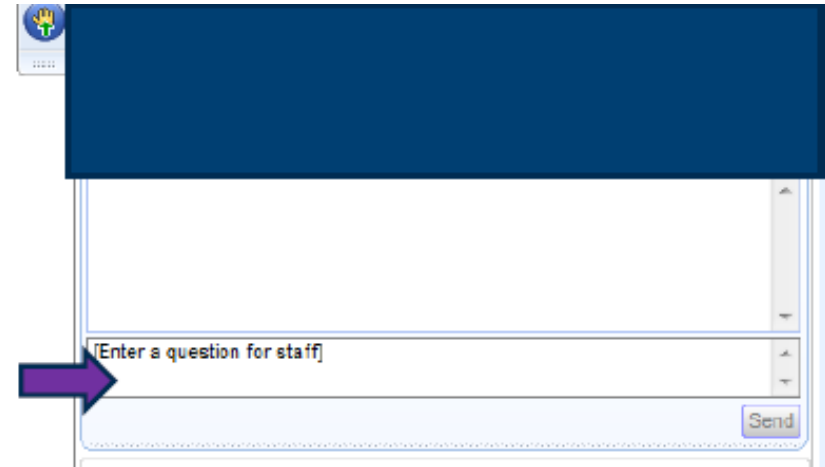
Local and Global Networking: Join one of 130 IFMA chapters and one of 17 IFMA councils to connect with colleagues in your city, state, province, or country who support similar types of facilities or business sectors.



FM Buyer's Guide: An online database of facility solutions providers.

In the last year, IFMA has further strengthened its value for members, log in to your My IFMA Page to learn more

- Have a question?
 - Enter your question and click send
 - Q&A session at the end
- Download the recording:
 - Links to the slides and recording will be available by logging in to your My IFMA account at:
<http://ifma.org/my-account/login>





Vision Statement

The FMCC is the resource and voice for Facility Management Consultants worldwide to leverage our collective expertise to benefit IFMA members, and the Facility Management profession.

Mission Statement

To serve as a global Facility Management consultants' resource and representative for Knowledge Sharing, Networking and Business Opportunities in support of our impact upon the built environment and value to their clients..



How We Can Help



*Online Educational
Resources*

fmcc.ifma.org



Ask the Expert



Locate a Speaker



*Find a Consultant by
Location & Expertise*

Platinum Sponsor



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Joshua.amos@ifma.org

Today's Presentation

Moderator:

John Ringness, SFP, MRICS

President FM Consultants Council

Presentation Title:

Why I needed an FM consultant...
an External Perspective

Introduction

Everyone knows the value of good working relationships and this webinar will highlight three specific such relationships.

The FMCC is proud to have the opportunity to share the success stories of three very different consultancy engagements.

In each of these instances a consultant was chosen by their client to enable them to increase bandwidth, offer expertise not currently available to them, act as the honest broker to bring technical expertise and unbiased decision support.

Today's Presentation/Presenter(s)

Segment 1 - Moving from traditional RFP process to utilizing an industry expert and developing a trusted advisor relationship to deliver best value

Keith Tice, Chief Procurement Officer, Go Daddy

With Glenn Hodge, Vice President at ISS Facility Services A/S

Segment 2 - Facility Management and the Customer Experience.....Beginning with an End in Mind

Bud Jeffress, CFO, Heart to Heart

With Teena Shouse, VP, Facility Engineering Associates

Segment 3 - Setting The Foundation: A Strategic Plan

Geoff Williams, General Manager at Corporate Event Centre at CHSI

With Michel Theriault, Principal, Strategic Advisor FM Consulting



Learning Objectives

- Learn about the value these 3 professionals were able to achieve with their client
- Understand how to leverage your Team with your FM Advisor
- Find out how to benefit from your relationship with an FM Advisor
- Discover the value of a true 3rd party viewpoint and ideas

Segment 1 - Moving from traditional RFP process to Best Value Process: Utilizing an industry expert as a trusted advisor

Presenters:



*Keith Tice, Chief Procurement
Officer,
Go Daddy*



With Glenn Hodge, Vice
President at ISS Facility
Services A/S

Segment 1 Introduction

GoDaddy's mission is to radically shift the global economy toward small businesses by empowering people to easily start, confidently grow and successfully run their own ventures.

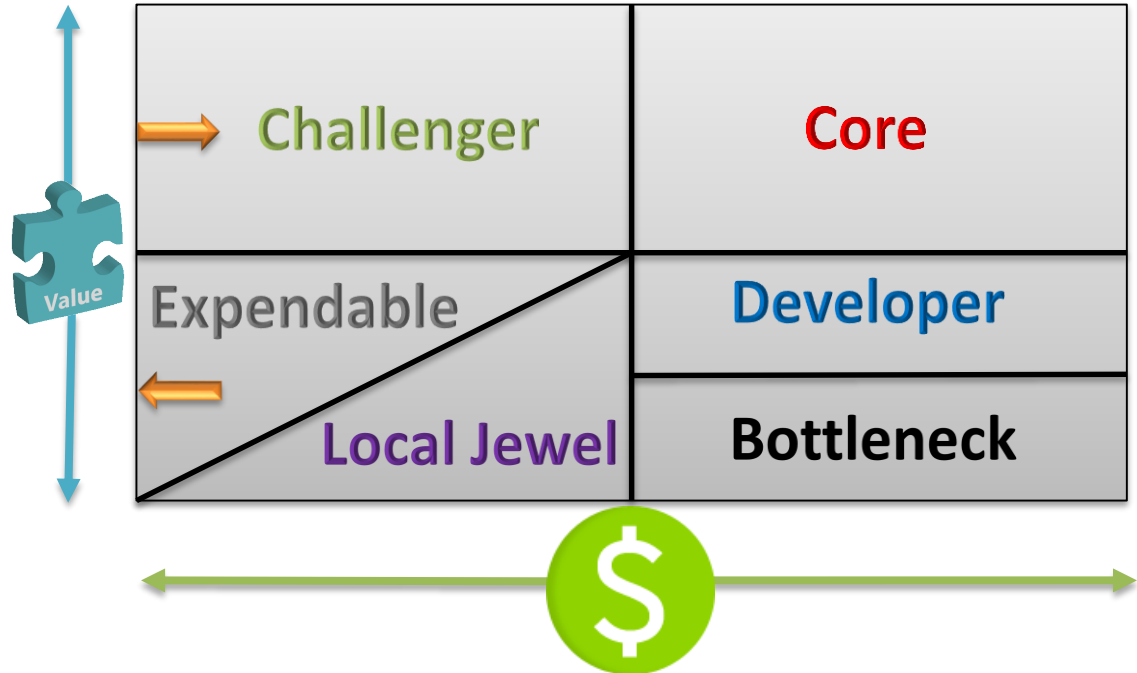
To compete for the “biggest brains” Go Daddy wanted to develop a “wickedly cool” facility solution. One that –

- Reduced over 150 facilities vendors
- Increased the Service Levels for all facilities services
- Delivered spend control
- Managed a baseline spend of ~\$8.5 - \$10M and delivered >8% savings



Procurement Process

- **F**ast
- **F**lexible
- **E**fficient
- **E**ffective



- **E**conomic\$



Client Solution - **NOSE**

- **N**eeds - Uncovering Customer Needs
- **O**utcomes – what will be achieved
- **S**olution - Recommending a Winning Solution
- **E**vidence - Proving Your Point



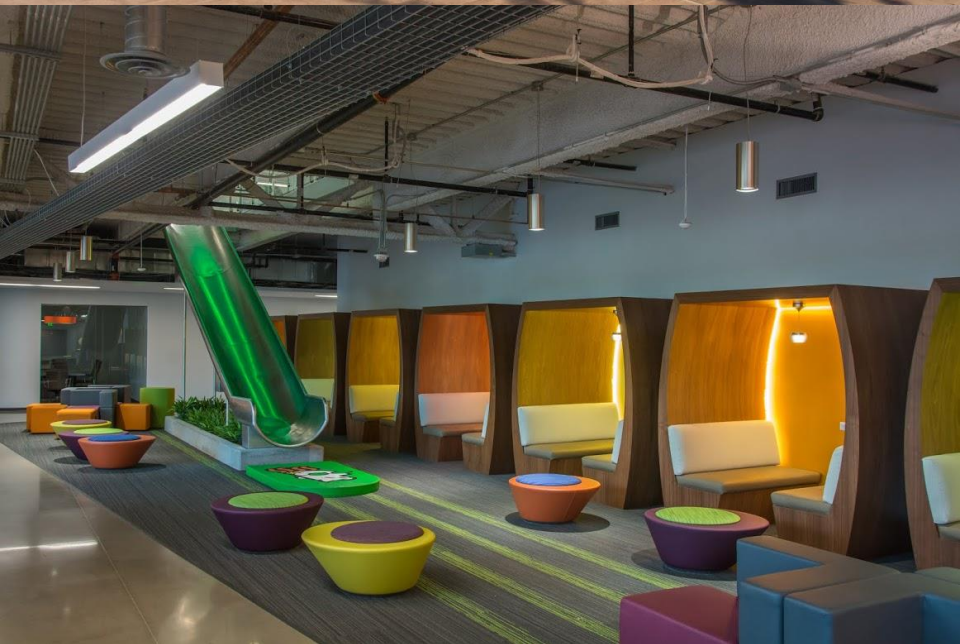
Outcomes – 8 months later

- Upgraded facilities – Vested Partnership to manage asset value and increase value delivered to the employees
- Café participation more than doubled
- Cleaning level enhanced – in Iowa “looks like we already completed asset refresh”
- On time start up of [Tempe Technology Center](#)



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Segment 2 - Facility Management and the Customer Experience.....Beginning with an End in Mind

Presenters:



Bud Jeffress, CFO , Heart to Heart



*With Teena Shouse,
CFM, IFMA Fellow
VP, Facility Engineering
Associates*

Segment 2 Introduction

The Vision Statement for the Kauffman Center for the Performing Arts is ***To enrich the lives of everyone in our community through extraordinary and diverse performing arts experiences.*** Bud and Teena worked in tandem to create a facility management plan to do just that. Together they focused on direction, commitment, and alignment in making facility related decisions and developing the FM operational programs. By offering the needed bandwidth and FM expertise Teena became part of the team Bud needed to fulfill the mission of the KCPA.



Facility Management Consultant

The Client

and the

Customer Experience...

Beginning with An End in Mind

Kauffman Center for the Performing Arts





In the Beginning





The Journey

CORT

The Center is a must see!
Just as beautiful as the day it
opened!

**Best of its
kind
anywhere!**

Aligning Perceptions, Standards, Expectations

Kauffman Center is our
place...an asset to our
community

Segment 3 - Setting The Foundation: A Strategic Plan

Presenters:



*Geoff Williams, General
Manager at Corporate
Event Centre at CHSI*



With Michel Theriault,
Principal, Strategic
Advisor FM Consulting

Segment 3 Introduction

To support his organization's goals, Geoff needed a strategic plan for his facilities responsibilities. Busy managing the facility and juggling many responsibilities, Geoff knew he needed help to develop the plan and get a fresh and objective viewpoint. Through stakeholder interviews, current state assessment, a facilitated session with his Board of Directors and a detailed look at objectives and performance needed to support his organization, Geoff and Michel developed a strategic plan that got board approval and has been implemented.



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CORPORATE
event
CENTRE
AT CHSI



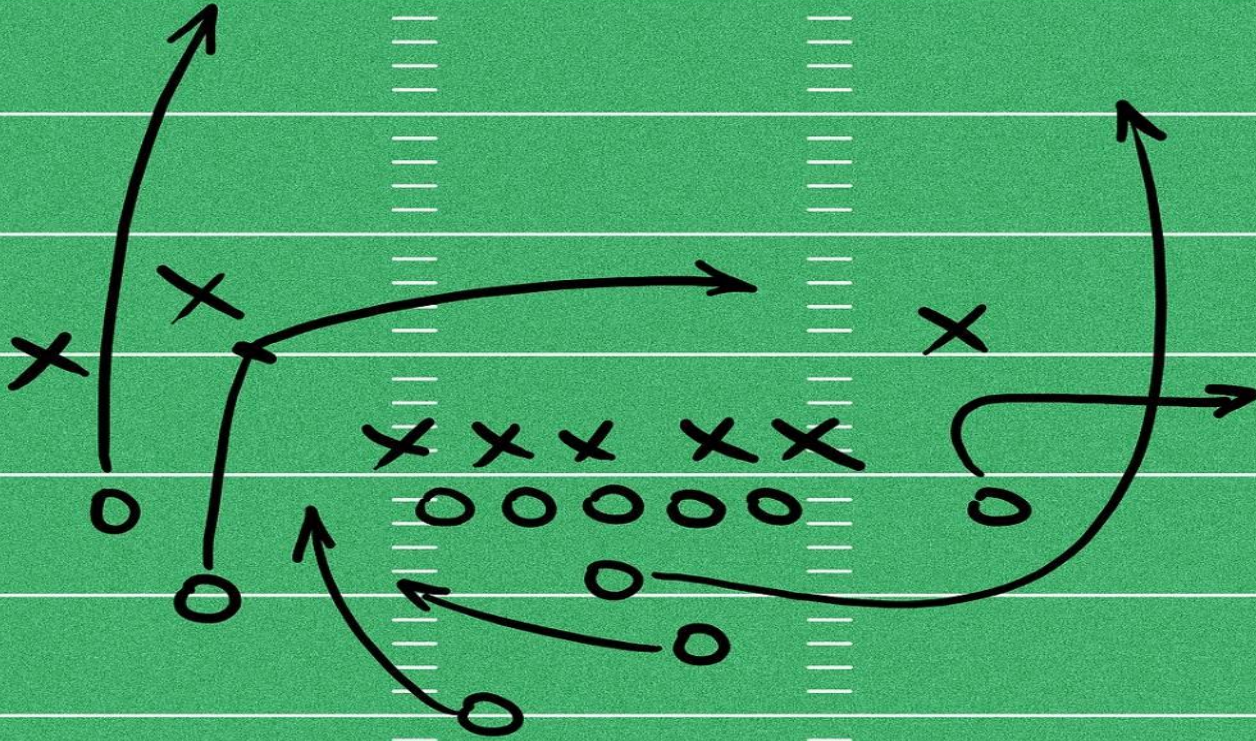


What Was Needed?





30
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Why a Consultant?





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What Was Done?





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What Was The Result?





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Michel Theriault
michel@strategicadvisor.ca

Q&A

Don't forget to register for the upcoming webinars:

Date at 1pm EST	Presenters	Title & Core Competency	Registration
11.12.2014	Daniel Goldsmith, Principal, Daniel M. Goldsmith Consultancy, LLC	Consultancy Best Practices Strengthening Your Value Proposition: Relationships	https://www4.gotomeeting.com/register/289246303
08.01.2015	Christopher Hodges, Principal, Facility Engineering Associates, PC & Mark Sekula, President, Facility Futures	Environmental Stewardship and Sustainability: Managing the Building Life Cycle With Sustainable Facility Management	<p>To learn more visit</p> <p>http://fmcc.ifma.org/events</p>
22.01.2015	Ryan Darnell, Executive Director - Facilities Management, Khidmah LLC	Human Factors / The Middle East: Wax On Wax Off: Balancing Innovation and Operations in the United Arab Emirates FM Market	
05.02.2015	Robert Ellis, President, Corporate Real Estate Council, Nike & Olivier Da Silva, Associate Director - Corporate Solutions, JLL	Highlights 2015 - FMCC meets CREC Real Estate and Property Management: An American in Paris – A Guide to European Real Estate	
19.02.2015	Paul Carder, Researcher & Tutor, University of the West of England & James Ware, Executive Director, The Future of Work...Unlimited	Real Estate and Property Management: Blessed are the Placemakers, For They Shall Inherit the Real Estate Market	
05.03.2015	Teena Shouse, Vice President, Facility Engineering Associates	Quality: Benchmarking: It's Much More Than Just a Bunch of Numbers!	
19.03.2015	Lloyd Richards Jr., President, JLR Events and Logistics LLC	Project Management: The Coveted Operations & Project Manager Positions: You Got There; How Do You Measure Success & Advance Your Career?	

Don't forget to register for the upcoming webinars Q2:

Date at 1pm EST	Presenters	Title & Core Competency	Registration
02.04.2015	Already scheduled	Consultancy General Waiting for confirmation by speaker	To learn more visit http://fmcc.ifma.org/events
16.04.2015	Ted Ritter, Managing Partner, Verdecom & Dr. Joachim Hohmann, Managing Partner, Consultants Circle	Highlights 2015 - FMCC meets ITC Technology The Future of FM Technology, From the U.S. to Europe	
30.04.2015	Paul Doherty, President, the digit group inc.	Technology The Velocity of Workplace Innovation: Smart Buildings, Smart Cities & Infinite Data	
14.05.2015	Already scheduled	Emergency Preparedness and Business Continuity Waiting for confirmation by speaker	
28.05.2015	Already scheduled	Consultancy General FMCC – IFMA Benefit of the Month → Your Webinar???? (Applications to: markus.groll@isar1.de)	
03.06.2015	Already scheduled	World FM (Consultants) Day Let's celebrate together with EFMC 2015, Glasgow & celebrations around the globe by FMCC (Applications to: markus.groll@isar1.de)	
11.06.2015	Already scheduled	Emergency Preparedness and Business Continuity Waiting for confirmation by speaker	

IFMA Councils

- Academic Facilities Council
- Airport Facilities Council
- Banking Institutions & Credit Unions Council
- City & Country Clubs Council
- Corporate Facilities Council
- Corporate Real Estate Council / W.E.
- Environmental Health & Safety Council
- FM Consultants Council
- Food Service & Restaurant Council
- Information Technology Council
- Legal Industry Council
- Manufacturing, Industrial & Logistics Council
- Museums/Cultural Institutions Council
- Public Sector Facilities Council
- Religious Facilities Council
- Research & Development Facilities Council
- Utilities Council

To learn more visit <http://ifma.org/community/industry-councils>

- The webinar was recorded and will be accessible by logging into your My IFMA account: <http://www.ifma.org/my-account/login>
- You can access the member benefits from the previous months by logging into your MY IFMA account.



assessing risks.

SEPTEMBER BENEFIT OF THE MONTH

Please join us on **Wednesday, September 24 from 12pm-1pm CDT** for the live webinar: **FM Perspectives on Emergency Preparedness & Business Continuity**. Join IFMA and speakers: Mark Sekula, IFMA Fellow, CFM, FMP, LEED AP, President of Facility Futures Inc.; Nick Bettis, Director of Marketing for RLE Technologies; and Laverne Deckert, Manager, Research & Standards of IFMA as they discuss the strategic value of business continuity and emergency preparedness planning to your organization, the challenges and benefits of quantifying downtime and a review of important aspects of

[Register Now](#)

AUGUST BENEFIT OF THE MONTH:

IFMA and Executive Director of Business & Channel Strategy at Lencore, David Smith, presented on: **(Un)Intelligibility in Workplace Design**. In this engaging webinar, David discussed:

1. The perspective and the definition of "intelligibility" in workplace design.
2. The cost impact of the unproductive employee
3. Criteria for making a space unintelligible through sound
4. Criteria and considerations for making a space intelligible for mass notification and emergency communications (MNEC)

Download the [presentation slides](#)

Download the [Recording](#)

[See Previous Membership Benefits of the Month »](#)

THE VALUE OF BELONGING

Your membership relationship with IFMA provides a myriad of offerings for learning, growth, community and professional success. Explore your



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Member Benefit of the Month

Thank you for joining us!

Please take a moment to answer our brief survey at the conclusion of the webinar.

Follow IFMA and the FM Consultants Council On:





Keith Tice is Vice President, Chief Procurement Officer at GoDaddy.

Nearly as old as the Internet itself, GoDaddy was born to give people an easy, affordable way to get their ideas online. Today, GoDaddy has more than 12 million customers around the world, but our goal is much the same. We're here to help people easily start, confidently grow and successfully run their own ventures. In short, to help them kick ass, online and off!

Prior to GoDaddy, Keith spent 16 years with The Dial Corporation, A Henkel Company managing Procurement activities for consumer and industrial product portfolios around the globe.



Glenn Hodge is Vice President, Client Solutions, ISS-North America.

The ISS Group was founded in Copenhagen in 1901 and has grown to become one of the world's leading Facility Services companies. For the second year in a row (2013 & 2014), ISS has been ranked the global #1 outsourcing provider by an independent industry panel for The International Association of Outsourcing Professionals (IAOP).

Glenn is a chemical engineer with over 25 years of industry experience working at Honeywell, Medtronic and Intel including roles in engineering, manufacturing, facilities and finance. He currently leads the ISS-NA Client Solutions group which is responsible for designing and implementing solutions to deliver Integrated Facilities Management results to the client.



Bud Jeffress is currently Chief Financial Officer of Heart to Heart International, Inc. a disaster relief and human services NGO based in Lenexa, Kansas.

Prior to his position with Heart to Heart, he was Vice-President Operations and CFO for Kauffman Center for the Performing Arts, second-in-charge of Kansas City's newest performing arts center and civic asset. Before his tenure at Kauffman Center, he was Chief Financial Officer of Union Station Kansas City, Inc., home to Kansas City's science center, regularly occurring historical and contemporary exhibits, and retail venues and private office space.



Teena Shouse, CFM, IFMA Fellow, VP Client Services Facility Engineering Associates

Teena has more than 27 years of facility management experience. Her primary expertise includes Project Management, Business Process Improvement, Sustainability in Facility Management, staff development, outsourced contract governance, capital planning and budgeting, and operations & maintenance.

Before joining Facility Engineering Associates, she was Vice President of Strategic Partnerships with ARAMARK, where she oversaw collaborative strategies.

Prior to ARAMARK, Teena was the GM of Employee Services at Sprint for 18 years. She was part of the design and construction team that researched, planned and built the 4.2 million SF campus in Overland Park, KS. As GM, she was involved in all aspects of campus operations from day-to-day operations to retail services.

She creates and teaches Facility Management and Sustainability courses for IFMA and FEA, and is a guest speaker at numerous North American and International conferences and universities.

From 2005-2007, she served as the Chair of the IFMA Board of Directors. She is the immediate Past Chair of the Global FM Board of Directors, a global federation of FM organizations based in Brussels, Belgium.



Michel Theriault has been in FM for 25 years, working in-house, with an outsource provider and as an FM consultant for the last 7 years. He is an award winning author, international speaker and a certified IFMA FMP instructor. His award winning book, “Managing Facilities & Real Estate” emphasizes strategy, management and leadership in the FM role.

As Principal of Strategic Advisor, an FM consulting firm, Michel focuses on management and strategic issues, helping Facility Managers in a wide variety of industries analyze, justify, plan and implement their initiatives with a strategic approach.

He can be reached at +1-519-803-5401, email to michel@strategicadvisor.ca or at his website at <http://www.strategicadvisor.ca> or his Blog at <http://thebuiltenvironment.ca>



Geoff Williams is the General Manager at Centre for Health & Safety Innovation in Mississauga, Ontario, Canada, where he is responsible for day-to-day operations, business development and corporate strategy development.

Prior to joining CHSI, he oversaw the development, implementation and marketing of a Web-based CAFM solution that is currently assisting the daily operations of a wide variety of health care facilities in managing more than 10 million square feet of property. Geoff is on the IFMA board of directors, is the past president and current secretary of the I.T. Council of IFMA, and the past president of the Toronto Chapter of IFMA. In all of these roles, he supports the FM industry at large.

He is a graduate of the University of Waterloo’s School of Architecture, holding degrees in both architecture and environmental studies.