



IFMATM
International Facility Management Association
Empowering Facility Professionals Worldwide




fmp
INTERNATIONAL FACILITY MANAGEMENT ASSOCIATION


Driving Success in Academic Facility Management: Fueling Efficiencies Through IFMA's FMP Credential



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www.ifma.org/fmp

IFMA-Vanessa: Welcome everyone and thank you for attending today's webinar: Driving Success in Academic Facility Management: Fueling Efficiencies through IFMA's FMP Credential.

Quick Housekeeping note-All lines have been muted. If you have a question you'd like to ask during the presentation, please type your question in the "Q&A" box, found on your screen and press "send". We will hold questions until the Q&A portion at the end of the presentation.

Meet the Presenters

Host:



Vanessa Koller
Components Liaison | IFMA

Host:



Karina Elizondo
Credentials Coordinator | IFMA

**SME/
Moderator:**



John Pivik, PE, CFM, SFP, LEED GA
Environmental Health and Workplace Safety Officer
GSDCR

We appreciate everyone joining us today. We would like to thank IFMA's Academic Facilities Council for hosting today's webinar. My name is Vanessa Koller, I am Components Liaison at IFMA, with me is Karina Elizondo, IFMA's Credentials Coordinator.

Joining us today in the role of credentials subject matter expert and moderator is John Pivik, PE, CFM, SFP and LEED Green Associate. John, practicing CFM for over 18 yrs and an SFP for 3 yrs, a Certified IFMA instructor for the FMP and CFM credential programs for over 12 yrs and is currently teaching FM related courses for George Mason University as well as Catholic University in Washington DC. John recently retired from The World Bank after 20 yrs of service, with 10 yrs as the Environmental Health and Safety Officer and 10 yrs as the Manager for Facilities Operations & Maintenance.

- Introductions
- What is the FMP[®] credential?
- Success stories from Academic Facilities
- Q&A



Karina: We are pleased to bring you this webinar as we take you through a brief overview of IFMA, the Academic Facilities council and IFMA's Global Facility Management Credentials. We'll focus on the FMP Credential and then hear success stories from leaders at the University of Houston and Sodexo Canada resulting from their commitment to IFMA's FMP training. After that we'll tell you how you can earn the FMP Credential and share a special offer for participants in today's webinar. Then open it up for questions.

About IFMA

Founded in 1980, IFMA is the world's largest and most widely recognized international association for facility management professionals.

- Mission: Advance the facility management profession globally by providing exceptional services, products, resources and opportunities.
- IFMA offers three global credentialing programs for FM professionals: FMP[®], SFP[®], CFM[®]

IFMA Members Worldwide



24,000+ members

94 countries

130 chapters

17 industry-specific councils

Vanessa- can read off the slide.



About AFC



Academic Facilities
Council of IFMA

The Academic Facilities Council offers resources for all levels of educational facilities as well as opportunities for vendors who provide a product or service to educational facilities.

- Spring and Fall Conference
- Spring Golf Tournament
- Webinars
- Quarterly Newsletter
- Sponsorship Opportunities

Visit our website www.ifma-afc.org
for more information or to join the council.

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Vanessa can introduce the AFC and then transition to the next slide by introducing John Pivik.

IFMA™
International Facility Management Association
Empowering Facility Professionals Worldwide

IFMA's Global Credentials

Competencies that define the facility management body of knowledge

Certified Facility Manager®

- The premier FM certification for experienced professionals
- Competency-based certification

Sustainability Facility Professional®

- The leading credential for the development of sustainable FM strategies
- Knowledge-based certificate program

Facility Management Professional

- The must-have credential in facility management
- Knowledge-based certificate program

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

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John, welcome. (JOHN TAKES OVER HERE)...Periodically, IFMA completes a Global Job Task Analysis to identify competencies and skills required for facility managers today. The most recent analysis identified 11 competency areas that define the facility management Body of Knowledge. From that analysis, results defined 3 global credentials offered by IFMA:

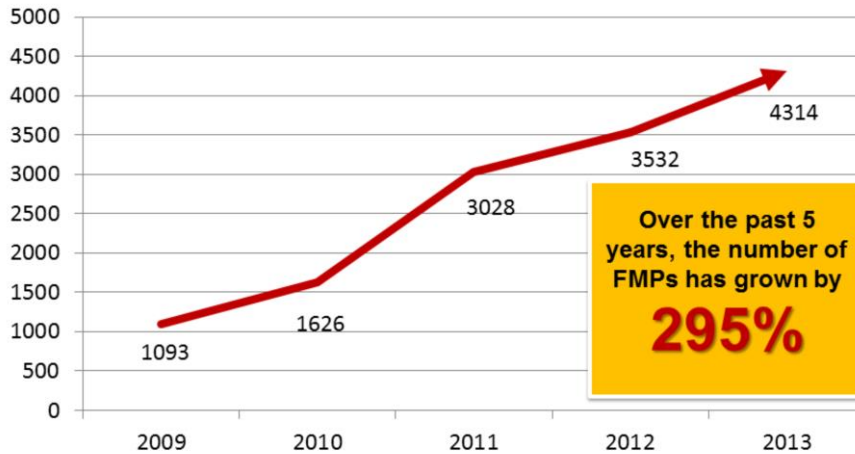
First is the FMP, Facility Management Professional Credential, which we will focus on today. The FMP is a knowledge-based certificate program focusing on four critical core competencies and is considered the “must have” credential in facility management.

2nd, is also a knowledge-based certificate program. The Sustainability Facility Professional or SFP Credential, is the leading credential for the development of sustainable FM strategies centered around the competency area of Environmental Stewardship and Sustainability.

The 3rd is the CFM or Certified Facility Manager which a premier FM certification for experienced professionals. This is a competency based certification focused on all 11 competency areas and how that knowledge and experience applies to these competencies.

The FMP is the **MUST HAVE** credential in FM

FMP Credential Holders 2009-2013



JOHN: Importance of FMP- The FMP Credential is the “must have” credential for facility professionals globally and its success shows it as the # of FMPs has grown by 295% over the past 5 years.



What is the FMP Credential?



The must-have credential for facility professionals to enhance and demonstrate their knowledge of the core FM topics deemed critical by global employers.

- Content based on IFMA's Global Job Task Analysis
- Develop and test your competence by completing coursework and final assessments contained in the *IFMA FMP Credential Program*®
- No prerequisites
- No renewal/update required

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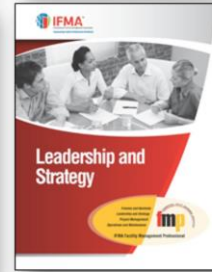
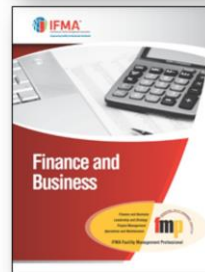
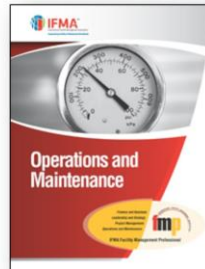
www.ifma.org/fmp

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JOHN: FMP overview: As noted, the content is based upon IFMA's Global Job Task analysis. Completing the FMP will help you "develop and test your competence by completing coursework and final assessments contained in the FMP Credential Program". Unlike other IFMA credentials, there are no prerequisites to pursue the FMP, nor is any renewal or maintenance activity required to keep your FMP once earned.

What Will You Learn?

The FMP program consists of 4 courses with content deemed critical to the foundation of knowledge required of facility managers



JOHN: Overview of the value of the content. The FMP Credential is earned by completing four courses within the program and final assessments focused on four competencies deemed as critical foundation of knowledge required by facility managers or industry professionals working with facilities teams.

Meet the Panel



Sameer Kapileshwari, FMP, SFP
Interim Executive Director, Facilities
Management
University of Houston



Avinash Rahrurkar, MS, MBA, FMP, SFP
Interim Associate Director, Facilities
University of Houston



Jason Bates
Senior Director, Strategic Marketing &
Business Development
Sodexo

John: Today we feature two different perspectives on academic facilities and the impact FMP training has had on these organizations. First we will hear from the University of Houston, as we are joined by Sameer Kapileshwari, FMP, SFP. Sameer is Interim Executive Director, for the Facilities Management Department and his colleague, Avinash Rahrurkar, MS, MBA, FMP and SFP, Interim Associate Director of Facilities. Then we will hear from the service side of academic facilities, from Jason Bates, FMP, Senior Director, Strategic Marketing & Business Development at Sodexo. Jason is also the current president of IFMA's Toronto Chapter.

- Why were you initially interested in the FMP credential and training program
- What challenges were your facilities facing and what was your solution?
- What results came from your training program?
- What are your future plans?
- Do you have advice for other academic facility management professionals?

John: Our presenters today will share their experiences with IFMA's FMP, giving insight as to : (then briefly read the bullets).



John: At this time we would like to turn it over to Sameer and Avinash from the University of Houston.



University of Houston

The University of Houston is the leading public research university with

- more than 40,750 students
- 120 majors and minor bachelors programs
- 139 master's and 54 doctoral programs



UNIVERSITY of
HOUSTON

Facilities Management at UH consists of 400+ employees serving 12million gsf and 135+ building.

With a mission to:

Provide responsible and quality stewardship for the long term preservation and growth of the University's physical assets through the unified delivery of planned work, while remaining cost effective and competitive.

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Sameer

Sep 2011, all five facilities groups were centralized under the umbrella of UH FM

Need of new FM

- To get our team aligned and break silos
- To provide consistent and third party training to the new centralized team Improvement of the teams understanding of the organizations strategic goals
- To offer career advancement management training to the employees.



Sameer

Challenges for FMP implementation

1. Pushback from the staff since there was a test involved.
2. Cost and necessary time commitment
3. Completion in specific time period



Sameer

1. The decision was made at the Executive Director level
2. There was no leadership pushback
3. There was a pushback from the staff since there was a test involved. We overcame that by making it mandatory for supervisors and above management team to complete the training and pass the test. Cost and necessary time commitment was a challenge.



Implementation of FMP

1. Training was rolled out in phases
 1. First phase: pilot for executive director, directors, assistant directors to get the training.
 2. Second Phase: Project managers and managers.
 3. Third Phase: Supervisors and administrative assistants and few key stake holders from other departments.
2. Training was provided with instructor led 2 week course (4 days per week) on site.
3. Phased approach also allowed for mentoring opportunities between the trained and the staff getting trained.
4. Deadline for completion: An achievable yet strict self-imposed deadline of 3 months was imposed to complete the necessary tests.

Avinash

Outcome and results of FMP training

1. Higher staff motivation level and improved morale
2. Sense and purpose of becoming something greater
3. Enhance cross functional collaboration and appreciation for all areas.
4. Recognition and appreciation of investment in staff. Staff feeling part of management.
5. Creation of programs and champions of programs based on individual passion and expertise.
6. Networking within and outside the organization.



Avinash

Future plans

1. Continue ongoing FMP, SFP and essential training for frontline staff.
2. Offering FMP certification to the greater Houston area.
3. Partnering with local IFMA chapter



Avinash,

When Avinash is done, John should ask one question of U of H team and then let them briefly respond. Then on to Sodexo.



John, next we invite Jason Bates to talk about Sodexo's experience with IFMA's FMP and results achieved today.

Why Change?

In 2008...

The outsourcing market
was changing



sodexo

**Ambition
2015**

20 – FMP Certification Class of 2013 - April 3, 2013

sodexo
QUALITY OF LIFE SERVICES

Clients were asking for Integrated Facilities Management solutions, providing “one-stop-shopping” for their important non-core services

Ambition 2015 – Double Revenue & Triple Profit

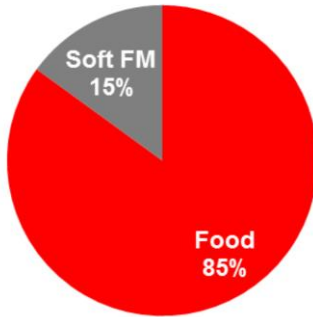
Achieving our objectives and aspiration will require targeted investment as we confront an expanded array of FM competitors in the context of a much larger market opportunity.

Profitable growth will be fuelled by 3 primary drivers:

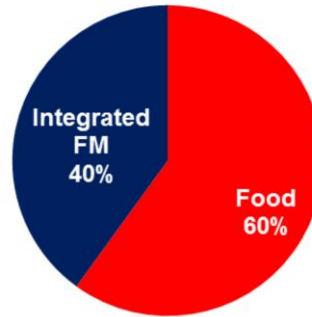
- Development of a turnkey Remote Sites capability
- Committed IFM strategy implementation
- Capacity building for Public-Private Partnerships

Shift in Focus to Integrated Facilities Management

2009 Service Mix



Desired Service Mix



21 – FMP Certification Class of 2013 - April 3, 2013

sodexo
QUALITY OF LIFE SERVICES

To achieve our Ambition, we knew we had to shift our focus from a Primarily Food organization with a little bit of soft FM, to a majority food service group with an extremely strong Integrated Facilities Management capability.

By Properly executing Sodexo's IFM strategy, we could provide the catalyst to double revenue and triple bottom line performance by 2015. But we needed help to do that.



Our vision is clearly defined and the FMP Certification would support our vision. And, as an employer of choice, we knew that we had to get our whole organization on board with the change to an IFM delivery model. Further, We recognized that by leveraging the vast experience of our teams at a client’s facility, we provide our employees with greater career and personal growth opportunities while leveraging our services & skillsets to provide greater client satisfaction.

We began to search the market for an organization that could best help us achieve our goals. CoreNet, BOMA, BOMI, and others were all considered, however IFMA’s FMP Certification provided the best possible platform to help us achieve our employee training goals while raising our overall brand awareness objectives in the FM Industry.

Sodexo's Partnership with IFMA

- **Professional certifications – FMP, CFM, SFP**
- **Memberships**
- **Best practices & benchmarks**
- **On-going education / professional development**
- **Brand recognition**



Partnership with International Facilities Management Association (IFMA):

Sodexo has partnered with IFMA to provide professional certification training for our front-line FM employees and our leadership (including District Managers, Directors, Vice Presidents, and Senior Vice Presidents) such designations as Certified Facility Manager (“CFM”) and Facility Management Professional (“FMP”). This training focuses on the delivery of facilities management solutions providing a greater ability to drive cost effective solutions and service enhancements across the managed client portfolios through an increased knowledge network, sharing of best practices, and global benchmarking initiatives.

- Establish a common foundation of knowledge and vocabulary.
- Build practical skills that one can apply to the job immediately.
- Earn professional credibility and recognition with clients, employers, peers and other professionals.
- Develop stronger brand awareness within the FM community
- Develop strong baseline for those who wish to pursue the SFP or

eventually sit for the CFM.

Our Partnership in Numbers

- **3 FMP Cohorts since 2010**
 - 4th Cohort beginning in June 2014
- **113 Employees**
- **65 FMP Certifications in Canada**
- **5 CFM Certifications**
- **2 SFP Certifications**
- **1 Chapter President (Toronto Chapter)**
- **3 Chapter Board of Director positions held**
- **100's of participants in local IFMA Chapter educational sessions, building tours, networking events**

24 – FMP Certification Class of 2013 - April 3, 2013



To date, all our Senior Vice Presidents, Vice Presidents of Operations, Sales team, and District Managers have been through Sodexo's FMP program. We are now moving to the account level and beginning offering the opportunity to front line teams.

-

Advantages & Challenges

Advantages of FMP Certification Program Implementation:

- Self-paced learning
- Development of best practice – Peer Working Groups

Our Greatest Challenge:

- Procrastination, Procrastination, Procrastination!

Testimonials



The FMP training provided me with the tools, terms and competencies to interact with clients in the IFM world, understand their challenges, speak the same language and ultimately meet their expectations.

Cyrille Collin
District Manager, Remote

Testimonials



The course material was familiar and reinforced previous learning. The addition of the credentials to my resume will lend weight to future proposals and discussions with respect to Facilities Management. Our clients have shown interest in opening up other opportunities and have been supportive and are paying attention to this initiative. I am proud to be a Facility Management Professional!!

**Bryan Harvey
District Manager, Healthcare**

Testimonials



This program has allowed me to speak to Facility clients on an even footing in regards to segment specific speak and a basic knowledge.”

Martin Baron
Director of Operations

Testimonials



My experience with IFMA was very positive. The 4 FMP modules have improved my knowledge, enhanced my skills, and given me immediate credibility with existing/new clients and peers

I must say that the knowledge gained on this certification was a great stepping stone for my ongoing formal skill development in the world of facilities management.

Antoine Lorent

Vice President, Client Relations

IFMA FMP Credential Program®

Everything you need to gain core knowledge and earn the FMP credential in one program.



- **Comprehensive reading Materials**
 - Four books teach the 4 FMP courses
 - Printed & e-reader formats
- **Interactive online study tools**
 - Pre- and post-tests identify strengths & weaknesses
 - Apply concepts with quizzes, e-Flashcards, case studies
 - Gauge progress with online reports
 - Access online tools for one year (individual courses) or two years (4-course program)
- **FMP final assessments**
 - Timed multiple choice tests included in the online program
 - Earn 75% on the 4 final assessments to qualify
 - Can be repeated if unsuccessful

Karina: So now let's focus on how to Earn The FMP Credential. Everything you need to earn the FMP is included in IFMA's FMP Credential Program. The program consists of comprehensive reading materials for the four courses that make up the FMP, along with suite of interactive study tools that are available 24/7 through the website for learners across the world. These activities include pre and post tests to identify strengths & weaknesses, the application of concepts through quizzes, e-Flashcards and case studies. Learners can gauge progress through online reports and for groups, there are optional group reports available to help manage the initiative.

Finally, the FMP Final Assessments are also included in the online component. These are four separate multiple choice tests, timed at 65 minutes each and can be repeated if unsuccessful. The FMP is earned with the learner has passed all four assessment exams with a score of 75% or better and submits their application and fee to IFMA to validate and issue their FMP Credential.

Delivery options to match learning style and budget:

Individual Self-Study Program

- Study where and when your schedule allows
- Begin today! Visit www.ifma.org/fmp

Instructor-Led Courses

- Combine self-study materials with expert instruction
- Discuss topics with your peers
- Classes offered by IFMA, colleges/universities, chapters

Corporate/Group Delivery

- Volume discounts for 2 or more
- Choose self-study or instructor-led format
- Track group progress

Karina: Learning Options: IFMA offers a variety of delivery options to match learning styles and budget for individuals and for groups. Individual Self-study is self-paced, with 24/7 access you study when and where you have access to the internet. Instructor-Led courses combine self-study materials with expert instruction, and the opportunity to discuss topics and best practices with peers. Classes are offered by IFMA at conferences (the next opportunity will be in September at World Workplace in New Orleans), colleges and university partners, chapters and global training partners. For corporate groups, you can choose from self-study or instructor-led formats, benefitting from volume discounts on orders of 2 or more. As mentioned, optional Group Reports capability allows for tracking group progress.



Resource Links

Webinar Special Offer **Save US\$100!**

Order a full, 4-course FMP kit by **June 30, 2014** and provide discount code **AFC614** upon checkout to save!

Order online at www.ifma.org/fmp or call +1-651-256-2822.

PRICING	Individual Course	Full Kit (4 Courses)
IFMA Member	US \$495	US \$1495
Non-Member	US \$595	US \$1795

Join IFMA and Save!

By joining IFMA, you'll save up to US\$300! The cost of membership is only US\$271!

Volume/Group Discounts

Save on orders of 2 or more full 4-course kits!

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Karina: As a thank you for participating in today's webinar, IFMA is offering a special discount of \$100 off the purchase price of the program based upon your membership status. Order a full, 4-course FMP Credential Program by June 30th, and provide the special discount code of **AFC614** upon checkout. This discount will also be applied on group volume orders as well. Just go the website or call and place your order.

Questions?

*Please submit your questions through the chat box
on the right-hand portion of your webinar screen.*

Vanessa: At this time, we would like to open it up for questions for IFMA or our presenters. Please submit your questions via the chat box on the right hand portion of your webinar screen.



Contact Information

Learn more at:

www.ifma.org/fmp

Or contact us directly:

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CP: Contact info and closing