'Next generation maintenance: challenges and opportunities' in partnership with Wates

12pm, Wednesday 18 October



WEBINAR SERIES

Panellists



Host Sofie Hooper Head of Policy and Research, IWFM



Antony Collett Managing Director, Wates FM



Stephanie Welch London Office Leader and Head of Workplace and Facilities Management, Arup London



David Hemming, Interim Director of Estates and Facilities Management, The University of Sheffield

GUIDANCE NOTE

Next generation maintenance: challenges and opportunities

<text>

'Next generation maintenance: challenges and opportunities'

A new IWFM Guidance Note

David Hemming, BEng(Hons) MSc CEng FICE MInstRE FCMI FIWFM Interim Director of Estates and Facilities Management, The University of Sheffield

Introduction

- Why write this guide?
- What this guide is, and what it is not?
- Themes
 - Risk
 - Maturity
 - Best Practice
 - Strategies
 - Workforce

'For time and the world do not stand still.
Change is the law of life. And those who look only to the past or the present are certain to miss the future.'
John F. Kennedy

Risk

- 'Risk' being the combination of the probability of an event and its consequences.
- A Risk can result in either a positive (opportunity) or a negative (threat) consequence
- Risk Appetite The pursuit of risk

Risk Appetite - Categories		Description	
Opposed	Averse	Avoidance of risk and uncertainty is key objective	
Minimalist	Minimalist	Preference for safe options that have a low degree of inherent risk	
Cautious	Cautious	Preference for safe options that have a low degree of residual risk	
Mindful	Open	Willing to consider all options and choose one that is most likely to result in successful delivery	
Enterprise	Eager	Eager to be innovative and to choose options that suspend previous held assumptions and accept greater uncertainty	

• Risk Tolerance - Organisational boundaries for risk

Risk Appetite and Tolerance

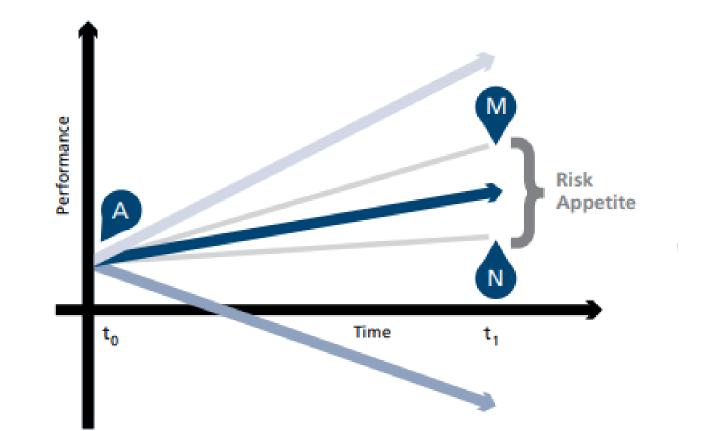


Figure 5 - Risk Appetite Figure 2 - Possible outcomes

Maturity Models

			4. MANAGED	Stable and
		3. DEFINED	Measured and	flexible. Organisation
	2. REPEATABLE	Proactive, rather	controlled.	is focussed on
1. INITIAL Unpredictable and reactive. Works get completed but are often delayed and over budget.	Managed on an asset level. Asset are managed, maintained, and controlled based on OEM guidance.	than reactive. Organisation- wide or industry wide standards provide guidance across asset classes and groups.	Organisation utilises data to drive performance improvement initiatives aligned to the needs of their stakeholders.	continuous improvement able to pivot and better respond to change.

Developed from the Carnegie Mellon University Capability Maturity Model (CMM)

iwfm

5. OPTIMISED

4. MANAGED

The Body of Knowledge

- Fundamental understanding of the statutory compliance requirement
- Access through Professional Body publication IWFM/BSRIA/CIBSE/BS(ISO)
- Public Sector Publication Free to access
- Continuous improvement is better than delayed perfection.



Maintenance Strategies

TYPES OF ANALYTICS H	HUMAN INPUT		
	Decision	Action	
Descriptive Analytics What happened?	Using the car analogy, it's the re dashboard, which tells you only but does not indicate possible	/ that a failure has happened,	
Diagnostic Analytics Why did it happen?	It's plugging the car into the wo you that oil dropped below the temperature rose steadily for a the engine seized.	necessary volume and engine	
Predictive Analytics What will happen and when?	This is your car telling you that it 1,000 miles and then after a few service interval, and telling you it choice whether you choose to b	short journeys, reassessing the 's now within 200 miles. It's your	
Prescriptive Analytics What should we do and why?	Decision Support Decision Automation		

Workforce

- Capabilities, Capacities and Competences
- Widening the Recruitment Pool
- Utilise the Apprenticeship Levy
- Attracting the 'digital natives'
- Encourage the more sustainability minded to get involved

Your questions





WEBINAR SERIES

The CPD number for today's event is 8896327



WEBINAR SERIES

GUIDANCE NOTE

Next generation maintenance: challenges and opportunities



'Next generation maintenance: challenges and opportunities'

IWFM Guidance Note

Download here



iwfm.org.uk/insight/webinars.html

WEBINAR SERIES