

‘Next generation maintenance: challenges and opportunities’ in partnership with Wates

12pm, Wednesday 18 October

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Navigating turbulent times



Panellists



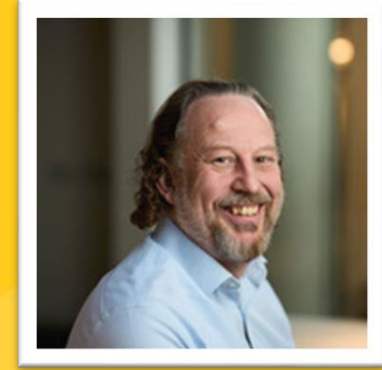
Host
Sofie Hooper
Head of Policy and
Research, IWFM



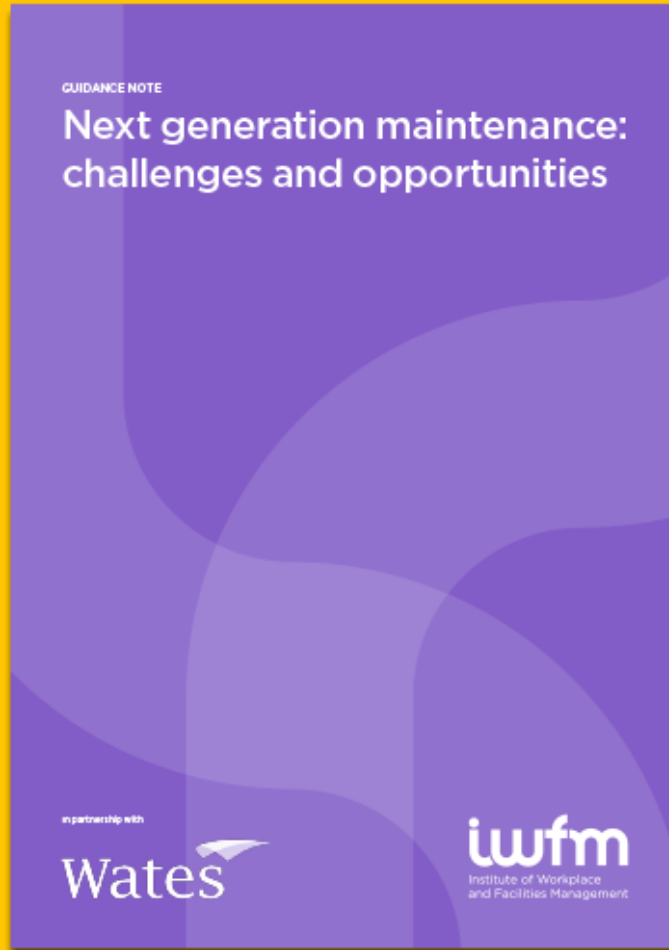
Antony Collett
Managing Director,
Wates FM



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



‘Next generation maintenance: challenges and opportunities’

A new IWFM Guidance Note

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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

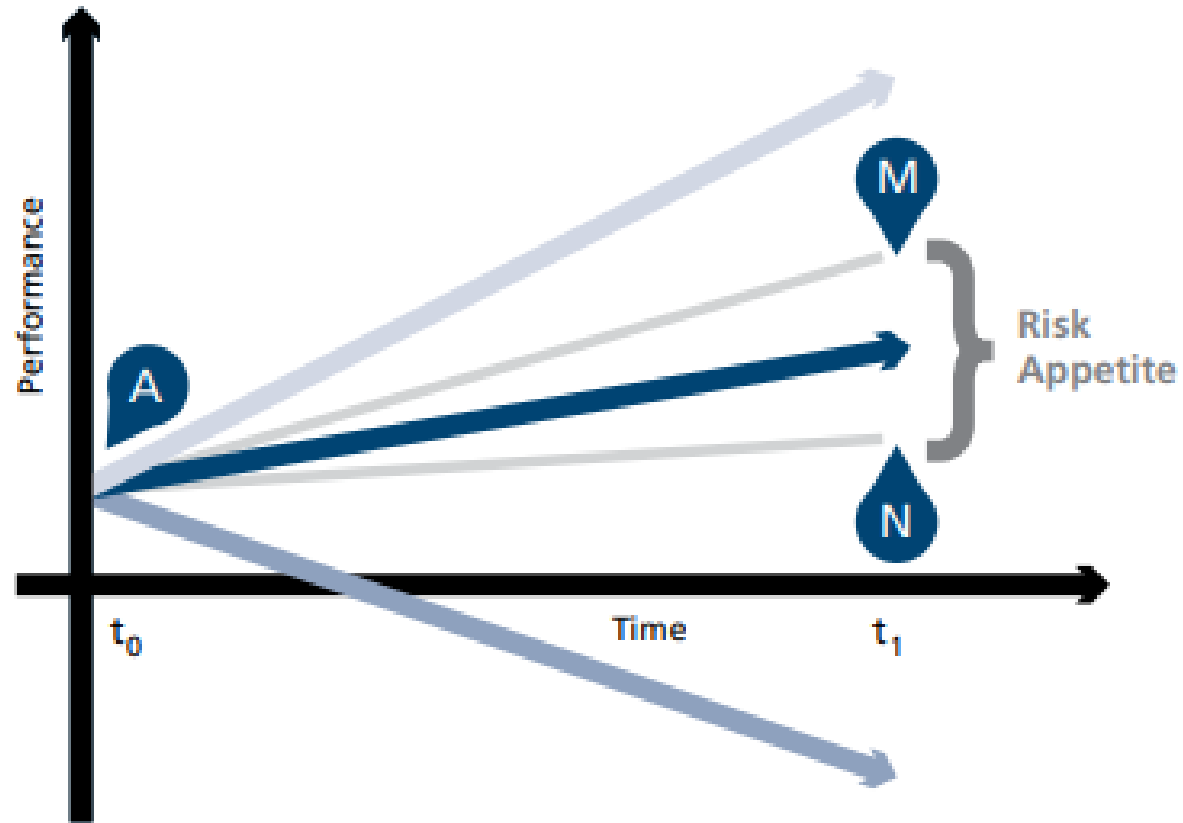


Figure 5 - Risk Appetite
Figure 2 - Possible outcomes

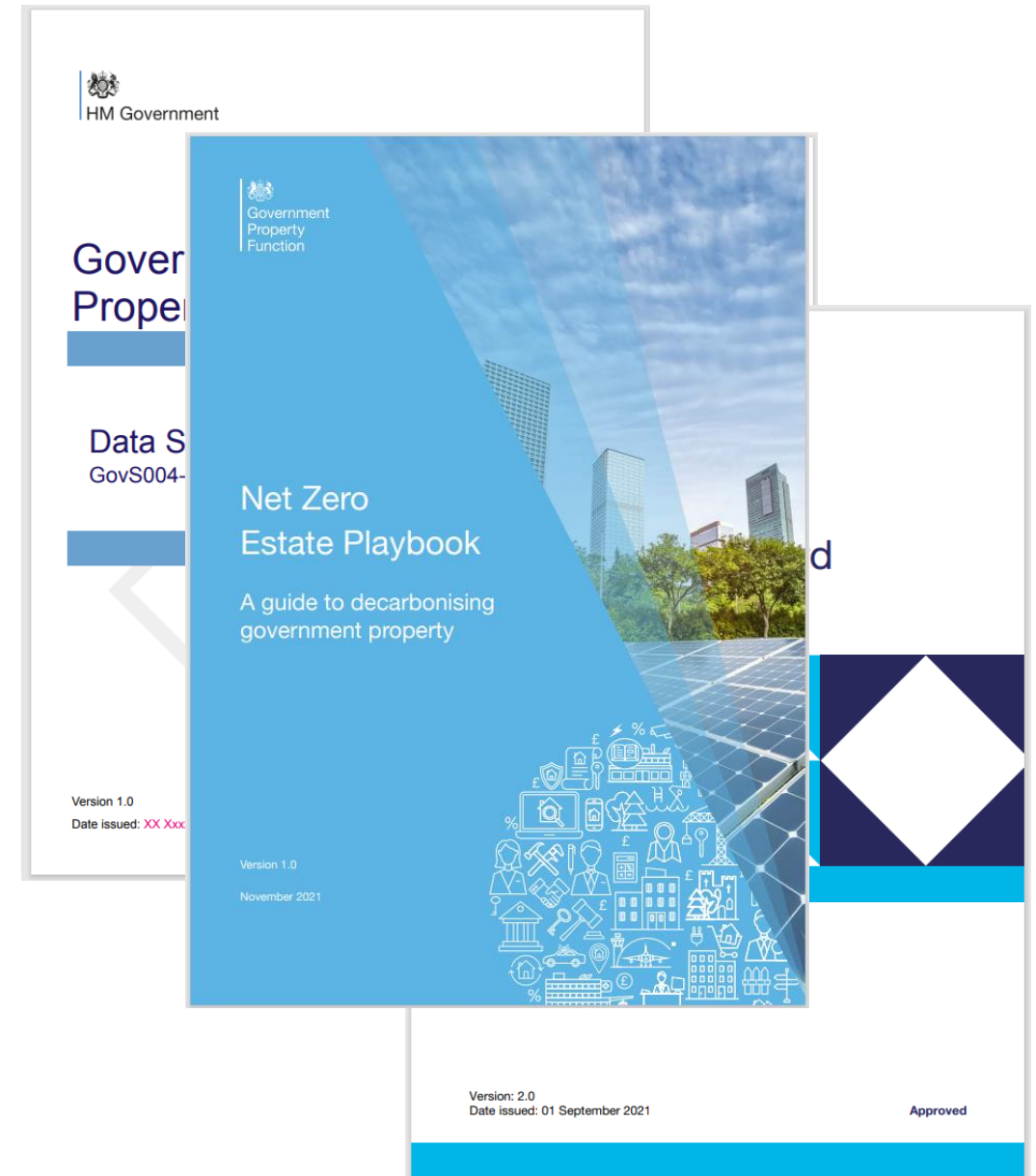
Maturity Models



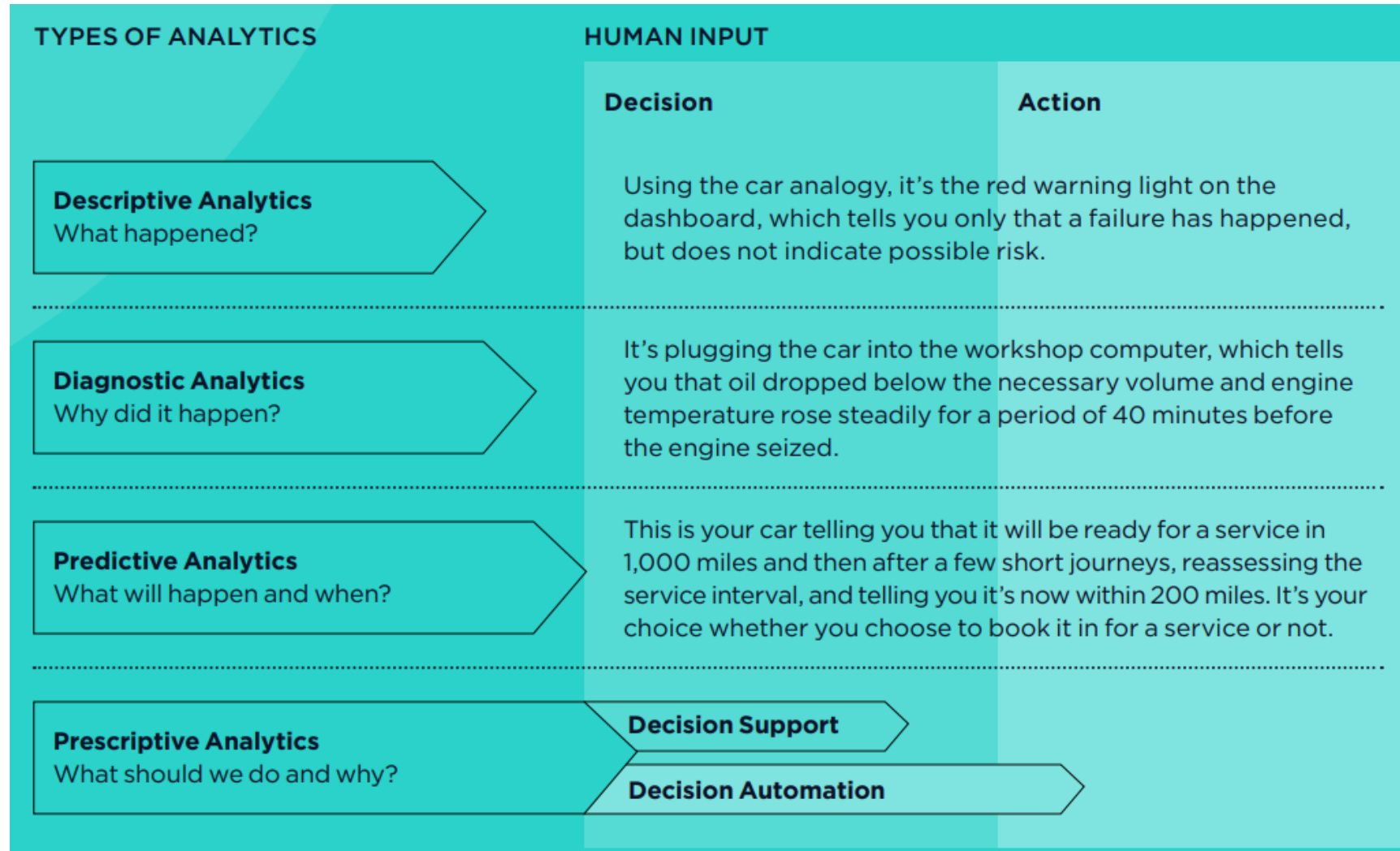
Developed from the Carnegie Mellon University Capability Maturity Model (CMM)

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



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



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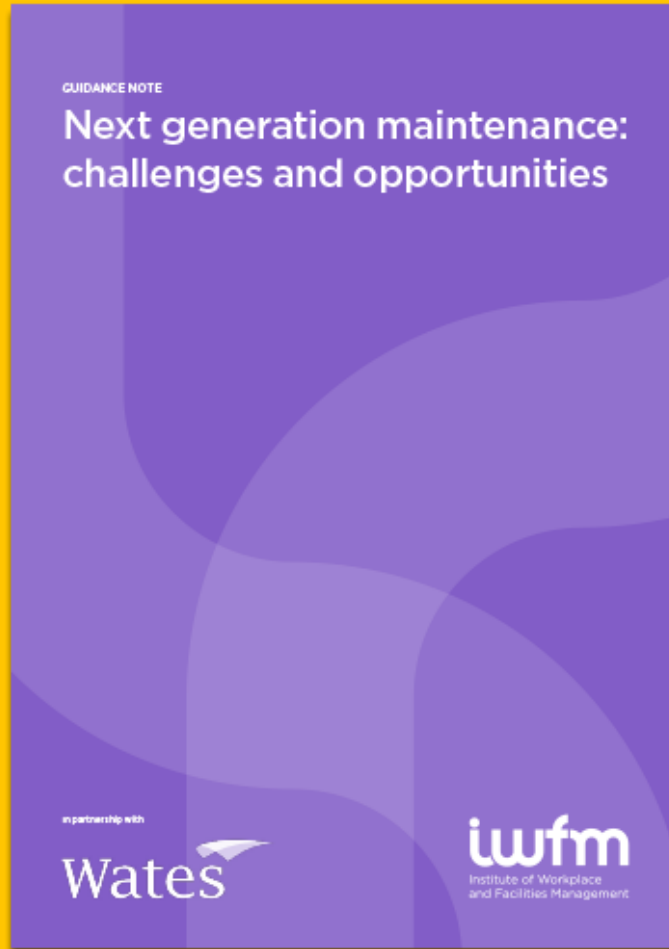
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