CMMS DEMYSTIFIED: TOOLS, TACTICS AND TRANSFORMATION*

*COMPUTERIZED MAINTENANCE MANAGEMENT SYSTEM

About Me

Why a CMMS?

Selection

Workflow and Processes

Data!

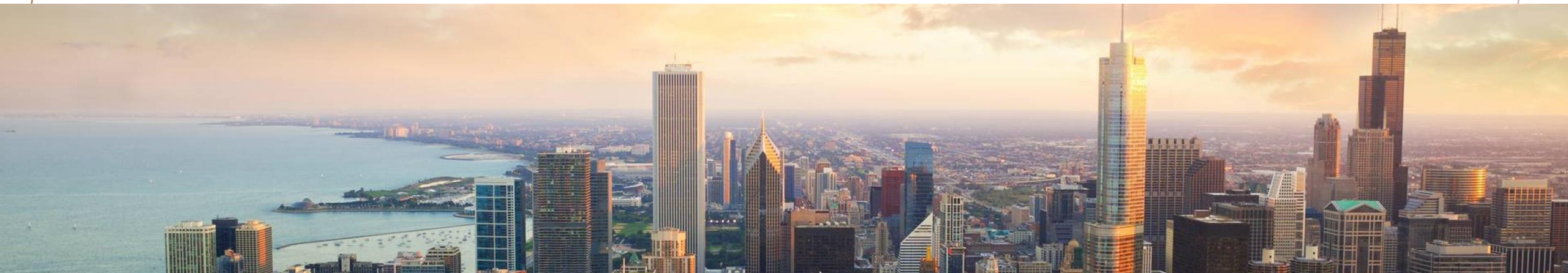
Implementation

Final Thoughts

ABOUT ME

- Industrial Mechanic/Millwright by Trade
- 13 Year Canadian Army Veteran
- Approximately 30 years in Facilities Management
- Past President Phoenix Chapter of IFMA, IFMA Fellow
- Senior Facilities Project Manager at Bell Bank; Principal at MacFacman Innovations
- Have managed portfolios of over 1,000,000 square feet
- Multiple CMMS implementations over my career
- In addition to FM, extensive experience in Security Operations and Emergency Planning
- Experience in manufacturing, tech, electrical engineering, higher ed, municipal government

WHY DO YOU NEED A CMMS?



THE FIRST STEP IS "WHY"?

CONFIDENCE IN PM'S

CUSTOMER SERVICE

ASSET HISTORY

RESOURCE PLANNING

TRAINING

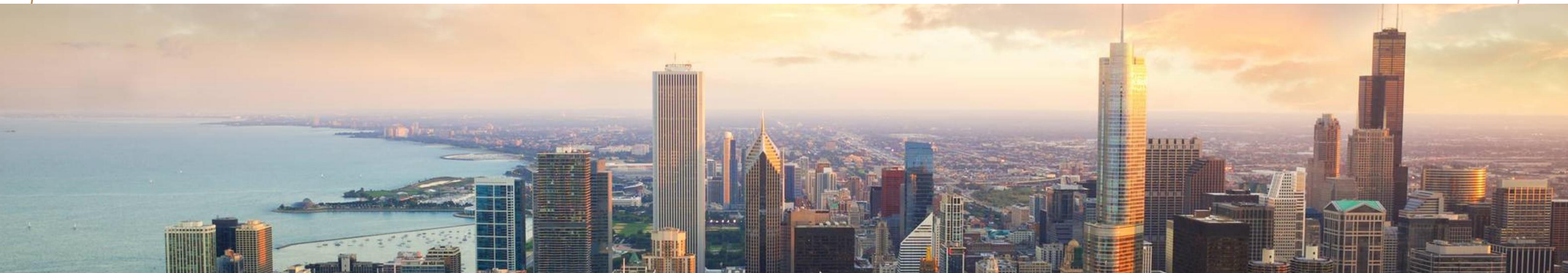
KPI'S

REGULATORY COMPLIANCE

A STRONG "WHY" ARGUMENT IS THE FOUNDATION FOR YOUR JUSTIFICATION

- Confidence in PM's – PM checklists, schedules, verification of completion
- Customer service – prioritization, no forgetting, follow ups
- Asset history – catalog, information (cost, date, vendor), history of repairs
- Resource planning – backlog, trades, sites, buildings, type of requests
- Training – repeat repairs, standard times, checklists
- KPI's – alignment with company goals, measurables
- Regulatory compliance – verification of completion, schedules, checklists

SELECTION



SELECTION CRITERIA AND METHODOLOGY

PROVIDES THE INFORMATION YOU NEED

EASE OF USE - CUSTOMERS

EASE OF USE - TECHS

EASE OF USE – SUPERVISORS AND MANAGERS

TRAINING & SUPPORT FROM VENDOR

REPORTING

COST

ENGAGING YOUR IT DEPARTMENT

- Engage them early
- They are the SME's when it comes to security
- Do not downplay the additional workload on their department

EVALUATION

Include representatives from all stakeholder groups

Work through demos

Understand the cost models

Understand the levels of training and support

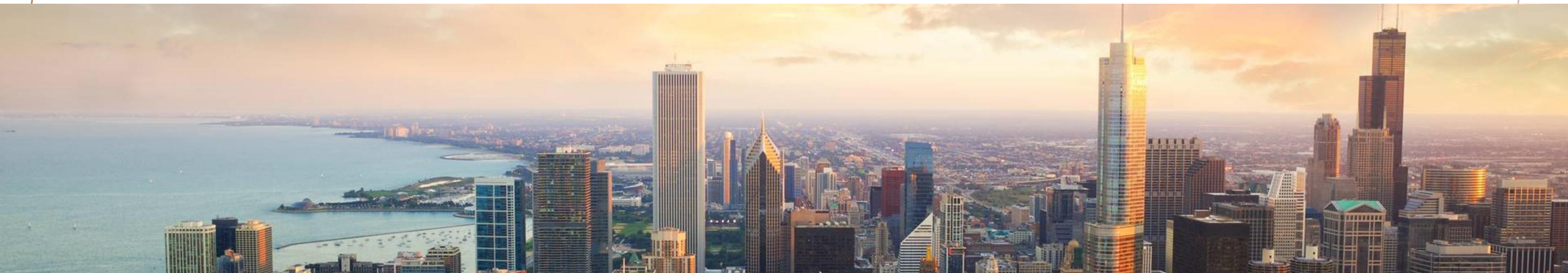
Look at live samples

Include front end and back end

IMPLEMENTATION – YOUR PROCESSES ARE CRITICAL

- Thoroughly discuss processes as a team
  - What happens when a WO is entered?
  - Who picks it up? How?
  - Who closes? Who finalizes?
  - Surveys?
  - Customer follow-ups?
  - "Breaks" in the process are the weak spot – parts ordered, new tech, outside resources

DATA



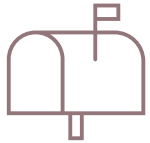
DATA

Need to have?

Nice to have?

Migrating data?

Reports – internal and external



Delivery method and cadence

Standard terms and nomenclature?

IMPLEMENTATION – TRAINING AND ROLLOUT

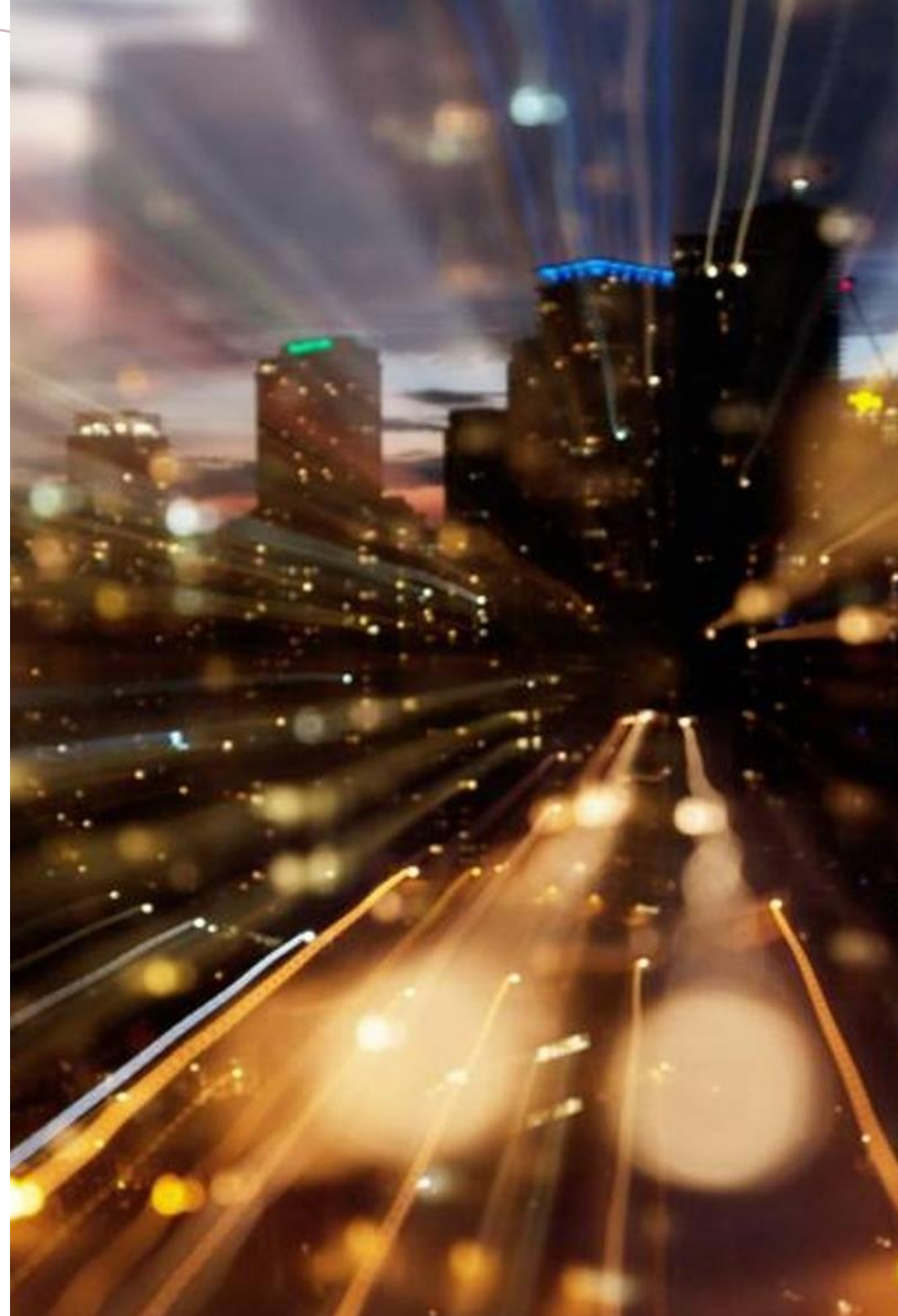
- Training is critical – for customers, users, techs
  - Engage your marketing team – QR Codes, tabletops cards, messaging
  - It has to be easy for customers
  - It has to be easy for technicians
  - Engage the vendor
  - Set the tone – the less compliance you have, the less reliable your data
  - Simultaneously roll out reporting

FINAL THOUGHTS

THREE DECADES OF EXPERIENCE

HODGE PODGE

- A tool. A force multiplier. Do not let the tail wag the dog
- New to CMMS? There is usually value to proving what is NOT getting done
- Tablets and phones? What is your team's culture
- A Change Management exercise
- "Garbage in, garbage out"
- Any modern Facilities organization needs this. Should not be considered a luxury by management
- The processes should be continually improving
- Customer Service!



QUESTIONS?

THANK YOU

Marshall MacFarlane

480-993-7445

mmacfarlane@bell.bank

macfacman@gmail.com