



Your Partner in Facility Management.....

Making Strategic Decision in Facility Management

When discussing forms of decision making, two distinct types exist: Strategic vs Tactical.

Tactical - "done or made for the purpose of trying to achieve an immediate or short-term aim"

Strategic - "displaying a sound plan of action"

Interesting! Do you find most of your time is spent making tactical decisions? Decisions just to get you through the day? Perhaps putting a temporary "Band-Aid" on a problem that's needs a more permanent solution? Unfortunately, in our zeal to keep up with our busy workload and increased demands by customers, most facility managers find it difficult to make strategic decisions.

This month's newsletter will help you to improve the strategic vision within your FM organization. . .

Developing strategic vision is indeed elusive for many organizations. Mired in the daily concerns of keeping the customers happy and the budget in check, most facility managers simply don't have the time to evaluate better ways to manage their portfolios. There must be a simple way to move from the tactical to the strategic. . .

When working with FM organizations, we often uncover a lack of strategic planning and it's not always an easy role to reverse. Not impossible to reverse but often difficult.

The key to reversing the bias toward the tactical is to change mindsets. Start by examine the situation in an unbiased fashion.

Facility managers are often faced with "repair or replace" or "lease or buys" decisions. The quick and often expedient decision is the tactical one. Instead of budgeting for a roof, let's just fix it. Instead of presenting a business case to management, let's make some minor repairs. Instead of writing specifications and identifying prequalified bidders, let's just patch a few holes. You get the idea! There exist many reasons for the tactical choice, everything from lack of time or expertise to lack of budget. In fact budget is the most common compliant we hear from our clients.

The best way to explain the fallacy in blaming budget for the root cause of bad decisions is changing oil in your car. What if I told you that based on my expensive car payment and the rising price of petrol, I could no longer afford to change the oil in my car. I quit doing regular scheduled maintenance because I can't afford it! You'd think I was insane. If I don't maintain the vehicle now, the cost of replacing a blown engine will be much more expensive. A pretty simply yet effective analogy that can be used whether we talking about roofs, parking lots, furniture, carpet or any other asset.

Options - we always have them, yet we don't always explore them appropriately.



This 270+ pages resource is provided to discuss the strategic facility planning process and provide added value to the corporation. The book provides you with tools and skills to be proactive to the needs of the company, incorporate the strategies of the facilities into the corporate plans and support the short and long-range plans for the future.

[click here for more details.](#)

Issue 18 : May 2010

Upcoming FM Workshop in Singapore

- **Customer Service Strategies for FM**
29 - 30 June 2010
- **The Business of FM**
22 - 27 July 2010
- **IFMA Competency: Finance**
29 - 30 July 2010
- **Operations & Maintenance**
16 - 17 August 2010
- **IFMA Competency: Quality Assessment & Innovation**
26 -27 August 2010

[Click here for more details](#)