

# Quality Assessment & Innovation

The issue of quality and continuous improvement is one that has always been somewhat a part of the facility managers' agenda. Only recently, however, as this concept taken hold in corporate board offices as a real program to be implemented in the work place.

Thus, it has become more important to facilities professionals that a formal approach to the assessment of practices and the search for new ways of thinking about our responsibilities.

There have been a number of formal disciplines that have been introduced to foster Quality Management- TQM, Edward Deming, Six Sigma, Walter Shewhart, to name a few.

We can find common denominators in these different disciplines, most notably the Plan Act Study model proposed by Deming is reflected in almost every approach- perhaps under a different name, but with the same parameters...plan something, do it, see how it works and then try to improve the process.

We, of course, also heard about “paradigm shifts” and “thinking outside the box”, both aimed at breaking from the “inertia status quo” (tradition) and trying new approaches.

Benchmarking and Best Practices are other ways in which we can gauge how we are doing and how we can do better based on others' success.

A good companion book to this competency is “Quality Facility Management’ by Stormy Friday & David Cotts



# Quality Assessment & Innovation

- Manage the process of assessing the quality of services and the Facility's effectiveness
- Manage the benchmarking process
- Manage audit activities
- Manage developmental efforts of facility services to make innovative improvements in facilities and facility services.



# Customer Focus

- Customer satisfaction
- Cost efficiency
- Performance Standards
- Best Practices
- Employee & Customer involvement
- Process improvement



# Mission Statement

- Clear & understandable
- Easy to remember
- Easy to translate into action
- Defines basic service provided
- Level of service
- Why service is provided
- Because, therefore, then...



# Manage the Assessment Process

- Assure surveys of customers are conducted
- Assure processes are documented
- Select methods to collect data
- Establish standards
- Analyze data
- Improve the facility and service delivery processes
- Monitor & promote the quality process



# Manage the Benchmarking Process

- Establish benchmarks
- (Comparing with best in class)
- Costs & processes
- Determine the potential for improved performance
- Integrate findings into the facility management function and business goals
- Plan Act Study (TQM)



# Manage Audit Activities

- Comply with laws and regulations
- Health, life, safety
- UBC, ADA, City Codes
- Conduct internal audits
- Safety inspections
- Conduct mandatory audits as required by regulation



# Innovative Improvements

- Investigate ways to improve facility services
- Assess risks and opportunities
- Conduct pilot tests when developing new procedures
- Continuous improvement
- (See- Plan, Act, Study)



# Questions

Who are facility manager's customers?

- A. Other departments managers
- B. Staff and other employees
- C. All building occupants
- D. Executive management



What process for forecasting space needs is most effective for a sales or retail facility?

- A. Department growth
- B. Percentage sales growth
- C. Period growth
- D. Employee growth



What process for forecasting space needs is most effective for a production or manufacturing facility?

- A. Department growth
- B. Production growth
- C. Period growth
- D. Employee growth



# What is a primary goal of benchmarking?

- A. Networking with peers
- B. Sharing ideas and issues
- C. Improving operational performance
- D. Developing management skills



What is the minimum fire rating for a main exit corridor in an unsprinkled building?

- A. 2 hour
- B. 1 hour
- C. 4 hour
- D. 3 hour



According to uniform building code, what is the maximum length of a dead-end corridor in a sprinkled building?

- A. 20 feet
- B. 50 feet
- C. 100 feet
- D. 85 feet



What is the minimum height of an electrical outlet according to the ADA?

- A. 24"
- B. 15"
- C. 36"
- D. 20"



What is the correct height for a light switch according to ADA?

- A. 36"
- B. 42"
- C. 32"
- D. 48"



What is the best way to assess the quality of services your department has been giving to occupants?

- A. Informal conversations with occupants
- B. Occupant surveys
- C. Surveys done after individual jobs are completed
- D. If you receive complaints



# Why develop office/space standards?

- A. No more disputes about space allocation
- B. To make office layout uniform
- C. More workers can fit in a given space
- D. Space needs are easier to calculate and project



# Answers

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