Facility Management ROI Calculation Considerations
Topics

ROI Calculations for Asset Investment

Woolpert Strategic Consulting at a Glance
Facilities Management Investments

Facility / Assets

Goal:
- Modernize / Resiliency
- Meet Demand
- Replacement / End of Life
- Energy / Water Conservation

Investments are driven by risk

Business Process and Information System

Goal:
- O&M Efficiency
- Optimize Asset Life / Performance
- Risk Awareness and Continuity Planning
Analysis Cost and Benefits
Considering Baseline & Alternatives

- Customer satisfaction
- Employee engagement
- Job satisfaction
- Life Cycle Management
- O&M Efficiency
- Compliance

- Info. Tech Procurement
- Employee Time
- Consulting

Beware monetizing subjective (intangible) benefits
ROI for Business Process Improvement

- Align to organization’s strategic business objectives
- Monetize the business processes
- Communication
- Plan and justify budgets
- Understand reach of business process impact

Speak the language of your bosses – CFO, COO, and CEO
Implementing Business Process ROI Analysis

Define the intent / identify impacts
Engage user / consumer stakeholders
Set analysis approach
Build model
Calculate ROI
Incorporate indirect benefits
Finalize and communicate

Governance and validation build credibility
ROI and Change Management

- Employee reaction and understanding
- Adequate training and continuing education
- Proof of value and employee readiness

Investment in change is “always” underestimated
ROI and Facilities /Asset Management Plans

Explain, justify investment
Define measures of success
Inform asset management plans

And, don’t forget organization alignment

Validating investment benefits drives continuous improvement
Case Study: Mobile Work Order Management - LAWA
Case Study: San Diego Airport Sustainable Asset Management Initiative (SAMI)
Woolpert at a Glance

1911
Founded in Dayton, Ohio

25+
Offices across the nation

800+
Global employees
Strategic Consulting Summary

We deliver industry-leading *management, financial, business, technology,* and *operations advisory* services to owners, stewards, and developers of the built and natural environment.

We are trusted advisors and preferred partners to solve our client’s *challenging and complex problems.*
Strategic Consulting Service Offerings

Policy, Organization & Business
- Strategic asset management
- Asset management plans
- Financial planning/forecasting
- Process optimization

Portfolio Performance
- Inventory/condition assessments
- Asset priorities
- Renewal/replacement strategies
- Risk/resiliency management

Analytics & Decision Support
- Decision analytics
- Resource optimization
- Mission impact
- Performance measurement

Technology & Integration
- Technology architecture
- Enterprise solutions
- Systems integration
- IT portfolio optimization