



# The HK Chapter of IFMA Presentation & Workshop on Friday 5 Nov 2010

SUPPORTING ORGANIZATIONS:



PRESENTATION TOPIC:

## *FM Triage for Quick & Credible Repair/Replace Funding Decisions*

Triage is a French word meaning "sorting." It commonly describes a process used by emergency medical personnel to ration limited medical resources when the number of injured needing care exceeds the resources available so as to treat the greatest number of patients possible. As a result of medical triage, some injuries receive immediate care, some injuries are treated later, and some injuries receive no care at all because the injured person is unlikely to survive. This process clearly has ethical implications as treatment is intentionally withheld from people who have little chance of survival so that others with a better chance are more likely to survive.

The idea of medical triage can be adapted to help facility managers apportion limited financial resources when the number of building components needing repair or replacement exceeds the resources available so as to yield the optimum utility. The process can also be used to screen-out projects that should be deferred if they have little or no relevance to an organization's mission.

Facilities Management Triage (FM-Triage) identifies and ranks projects that should be funded before others, as well as projects that should receive little or no funding (abandonment). This process also has ethical implications since unstudied abandonment would be contrary to the principles of stewardship.

Two key metrics used as the basis for a credible FM-Triage are Mission Dependency Index (MDI) and Condition Index (CI).

*Albert Antelman, RA  
Senior Fellow,  
Institute for Responsible Infrastructure Stewardship  
Washington, DC USA*

Albert Antelman is a Senior Fellow with the Institute of Responsible Infrastructure Stewardship. The Institute is a not-for-profit "think tank" that conducts research and promotes responsible stewardship of existing infrastructure assets as a way to safeguard public safety and limit service impairment caused by failure of aging infrastructure. Mr. Antelman is a Registered Architect in the State of California, holds both a Bachelor and Master of Science degrees in architecture and has worked for 34 years as an architect, facility manager researcher, business executive, government official and private consultant.

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**WORKSHOP THEME:**  
**CREATIVE BRIEFING**

Facilities Managers really can make a difference in getting comprehensive briefs developed for building projects. A good brief makes all the difference to success for the stakeholders. However, FM's voices need to be much more clearly heard. They know the full implications of long term decisions, and this knowledge needs to reach the critical players in the building design and construction team. FMs also need to ensure that the client - end user or developer - has the full picture before providing instruction.

A short interactive session on 'Creative Briefing' could be immensely valuable to our members / friends. Santa Raymond has been running creative workshops and individual coaching sessions for many high profile firms in HK and the UK. Improving communication skills has often been a fundamental element of these. The knowledge and creativity of FMs is an essential ingredient of exceptional developments.

**SANTA RAYMOND, RIBA**

Santa Raymond is an architect and interior designer, who now facilitates communication between the building design, construction and management teams, and their clients. As an RIBA CDA – Client Design Advisor, she is champion for the workplace sector. She is a facilitator for DQI – Design Quality Indicator - process, and works with a network of experts, balancing the practicalities of the performance of buildings over time with aesthetic, human, environmental and branding, considerations. Solutions are thus achieved that are beautiful and uplifting, work well in context, support user needs, are delivered on programme, and cost the right amount to construct, service and maintain.



Author of the section on offices in 'The Architects' Handbook, Santa co-authored the definitive 'Tomorrow's Office – creating effective and humane interiors', and guides for Facilities Managers. She has taught at the Universities of Westminster, Hong Kong, Greenwich and Kingston, and also at the Architectural Association.

Apart from the UK, Santa has worked in France and China, and speaks French fluently. She is used to consulting, lecturing, and running creative seminars in countries where English is not the first language. She is able to appreciate and communicate with people from most backgrounds and cultures, and enjoys this challenge.

**EVENT DETAILS**

DATE: 5 NOV 2010 (Friday)

TIME: 18:45 (Registration)  
19:00 - 19:30 (Presentation)  
19:45 - 20:45 (Workshop)

VENUE: Classroom 1018, Hong Kong Productivity Council,  
78 Tat Chee Avenue, Kowloon Tong

CHARGE: FREE for HKU SPACE Students/ IFMA /  
CIWEM members  
HK\$100 for Non-members

ENQUIRIES: Terra Tse, Chapter Administrator  
Tel: (852) 2512 0111

CPD Available for collection at the end of the seminar  
CERTIFICATION: **(2 CPD Hours)**

Payment Method: 1. Issue cheque with payable to "International Facility Management Association Hong Kong Chapter" and mail to Rm 1301 & 03, 13/F, Leighton Centre, 77 Leighton Road, Causeway Bay, HK.

2. Deposit the fee to our Bank Account, A/C No: **222 - 005340-001 (Hang Seng Bank)**. Please keep the bank-in slip and sent it to us by fax: (852) 2512 0555 or via email: [hk-ifma.administrator@ifma.org.hk](mailto:hk-ifma.administrator@ifma.org.hk)

**REGISTRATION**

Please complete the form below and return it to the Chapter Administrator by fax: (852) 2512 0555 or via email: [hk-ifma.administrator@ifma.org.hk](mailto:hk-ifma.administrator@ifma.org.hk)

Surname: \_\_\_\_\_

Given Name: \_\_\_\_\_

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Membership \_\_\_\_\_

Membership No: \_\_\_\_\_

Please tick if you require a CPD Certificate.

Please tick if you require a Receipt.

1. Places for this event are limited, so you are recommended to make your advance booking.
2. Cancellations must be made at least 48 hours prior to the event. Otherwise, full price will be charged for your late cancellation.