



## Doing things Differently- how to develop a CMMS implementation plan that actually works!

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You remember that saying “less is more”? These days it seems that lesson is very visible. Everywhere you go people around you are doing more, with less. If that’s the case, then why are companies not reporting company efficiencies being at an all time high?

With the adoption of a CMMS system like HippoFM, you’re getting exactly that- more, with less. While I am confident that everyone in the facility maintenance industry is well aware of the benefits of a CMMS system, I believe the real confusion lies in the implementation of the system. Many companies struggle for an all-encompassing implementation plan and are therefore are unable to see the results of a system working at its full potential.

*Many companies struggle for an all-encompassing CMMS implementation plan*

We at HippoFM have developed an easy four step CMMS implementation plan that is not only simple to execute, but actually works!

### **Step One: An idea for Change**

It all begins with an idea for change, and the first step is to determine your needs. We already know you need a centralized software package but what else? To start, a set of defined business rules and a team of dedicated employees would be beneficial. These rules are necessary to ensure consistency, and to create a proactive approach towards maintenance.

### **Step Two: Reflection**

Step two calls for a little reflection. With any change, you should know what you currently do in terms of practices and processes so you can make an educated decision that maximizes the benefits to your organization. So what do you need to know?

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### **Tools**

*Get to know what software tools your locations use to input information*

Get to know what software tools you use to input information, and not only just for one location, but others as well. You would be surprised to know how many organizations use different formats for various facilities and locations within their portfolio, and then when it comes time to send reports to head office, each system provides a different type of report making this a very inefficient process. What's the point of reporting if you cannot measure your cost centers properly, not to mention what a nightmare it would be for the poor souls in the finance and accounting department.

### **Data Collection**

Data collection has to be by far the largest consumption of human resources for any company, and is not the most productive use of your employee's time. With HippoFM you can collect all your data into a central repository and share this information easily to all the affected departments. By standardizing your organizations data entry and collection methods into one program you can see immediate benefits that are both tangible and intangible. Efficiency will increase and employees will be motivated.

### **Benchmarks**

*If you are using different systems in different locations, you can be assured that your business practices will differ as well*

Next you need to determine some benchmarks, parameters if you will. You can begin by identifying your strengths and weaknesses. This can be done by thoroughly reviewing your maintenance practices. If you are using different systems in different locations you can be assured that your business practices will differ as well. So when reviewing your different practices, you will want to identify the required workflow and steps necessary to manage your emergency, preventative, and demand work orders. You should review each step of the process from the time the request for maintenance is made to the time the work is completed. Further, you should measure your time resources and materials used to complete a work order for each of the three categories. This will allow for a complete analysis for costs and materials used.

So now comes the tricky part, this all sounds great, but how do you get people to buy in?

### **Step3: Team Building**

As mentioned before, selecting a team of dedicated employees is an important element of your implementation plan. Once you have selected your team identifying the roles and responsibilities of team members would be a great start. Since you are centralizing your maintenance tools and you may be reconstructing some of your processes and practices, the affected department members need to be involved. Clerks, Financial officers, and operations managers all can be affected by a CMMS system.

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One “Department” to consider would be your customers. I know it sounds like a distant association, and you may wonder how your maintenance operations affect your end user (whether it is a service or a good you provide, both apply). In order to fully explain the truth behind this statement, let me ask you a few questions:

Do you agree that by ensuring that your maintenance department(s) is running efficiently you are streamlining your operations to be well-organized and as lean and possible? If so then you do agree that by streamlining your operations, you eliminate any wasted costs that you may have incurred otherwise? And if you reduce your operations costs then are you not increasing your profit margins without increasing your cost? And if you agree to that, then wouldn't you say that in an economy where prices are consistently rising, you would be setting yourself apart from your competitors by being able to maintain or even reduce your prices? And last but not least, do you agree that this simple differentiation of being a high quality provider with low prices will lead to happier loyal customers? Then you have your answer.

In a nutshell, you can see that the association between your maintenance costs and satisfied consumers are really not that far apart after all. Although I am not suggesting you ask one of your customers to be part of your implementation plan, just being aware that the decisions you make affect your consumers can offer a new perspective that may have been overlooked before.



An interesting element to consider is that your potential software vendor (yes, that's us at Hippo!) could have some vital input to the plan. Having your software vendor included in the team allows for an outside perspective to make recommendations and highlight alternatives. Lets face it, when CMMS systems are what we do everyday, it's safe to say that we probably have seen it all- and can give you valuable feedback.

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#### **Step 4: Goals and Objectives**

Once you team has been selected, you can set out your goals and objectives, and set the tone for what is expected. Basically you have identified your strengths and weaknesses, and after you define your objectives you can break down the implementation into manageable chunks. Paired with the intensive training and 24 hour technical support we provide at HippoFM, I'd say you just set yourself an implementation plan!

Lastly, I'd like to mention that a CMMS system and implementation plan is just one part of the equation. Paired up with the support of management and dedication of employees, the equation adds up to being a greater return on your investments. For more information about HippoFM and our CMMS solutions please go to [www.hippofm.com](http://www.hippofm.com) or you can reach us by phone at 866.956.2859 or by email at [info@hippofm.com](mailto:info@hippofm.com), we look forward to helping your organization reach its full potential!

#### **About The Hippo:**

Hippo Facilities Management is a Canadian owned and operated organization that provides a unique twist to common CMMS systems. Using your architectural floor plans in the graphical dashboard this all encompassing system is user-friendly, convenient, and fun.



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