

The following rules are for the state contest only. Watch for contest updates sent from the Wisconsin SkillsUSA state office.

THE FACILITHON - Facilities Management Demonstration Event

PURPOSE

To evaluate the contestant's common-sense decision making skills and foster understanding of facilities management competencies.

GENERAL REGULATIONS

People entering this contest must follow all rules listed below as well as the "**General Regulations**" of the Wisconsin Skills Championships. The "General Regulations" can be found at: http://www.skillsusa-wi.org/wordpress/?page_id=130. You will be held accountable for knowing and following all rules and guidelines of the Wisconsin Skills Championships.

CLOTHING REQUIREMENT

For men: Official red blazer, windbreaker or sweater; black dress slacks; white dress shirt; plain black tie with no pattern or SkillsUSA tie; black socks and black shoes.

For women: Official red blazer, windbreaker, or sweater; black dress slacks or skirt; white collarless blouse or white blouse with small, plain collar that may not extend onto the lapels of the blazer; black sheer or skin-tone hose and black shoes.

OBSERVER RULE

No observers will be permitted to view the contest in progress.

EQUIPMENT AND MATERIALS - Supplied by Technical Committee

1. 50 question Multiple Choice Exam (Scantron)
2. Role Play Scenario sheet & scoring rubric
3. FM Challenge Scenario (live) and scoring rubric
4. whiteboard/flipchart or optional video appliance for FM challenge conveyance

SCOPE OF CONTEST

1. Contestants should prepare for The Faciliton contest by developing the following skills:
 - a. Comprehend the role play scenario elements and make meaningful recommendations to judges
 - b. use common-sense decision-making to answer Facilities Management-related questions
 - c. Ability to understand and convey building problem solutions
 - d. Demonstrate confidence, positive personal image and understanding
 - e. Be prepared for the unknown, responding quickly to emergency high-priority needs
2. The contest will be divided into three phases:
 - a. **50 question multiple-choice exam (250 points)**
 - b. **Role-play scenario (200 points)**
 - c. **FM challenge live role-play scenario response (50 points)**
3. The contestants will have 1 hour to complete a 50 question exam

4. The Role-Play Scenario will encompass three time periods:
 - a. **Preparatory period-** The contestants will be supplied the role-play scenario sheet and placed in a holding room for 30 minutes to read and create a recommendation
 - b. **Role-Play-** immediately after the 30 minutes expire, contestant will enter a room with 3 judges, who play the role of specified management personnel. Student will have 10 minutes to make their presentation to the judges.
 - c. **Questions-** the judges will have 10 minutes to ask follow-up questions
 - d. Scoring shall use the Facilithon Role-Play scoring rubric for accuracy.
 - e. Score represents average of all scores totaled and divided by # of judges.
 - f. Judges are encouraged to write notes on their rubric for contestant feedback
5. The FM Challenge represents a live emergency scenario that the contestant must respond to immediately. The exciting element of this portion involves the "what would you do in an emergency?". The contestant will be informed in advance whether the challenge will be presented together with the role play or separately prior to the competitive event in addition to the manner via which the scenario will be conveyed.
 - a. **Scenario Presentation-** The Scenario will be delivered via one of three methods- Paper/whiteboard, Video or Live, creating the situation to respond to. The contestant will be given three consistent questions to respond to:
 - *What action is first and foremost on your list?*
 - *What resources (people, place, things, services) will be used?*
 - *How can we prevent or limit its occurrence or impact in the future?*
 - b. **Student Review/answer Formulation-** Student is allowed 3 minutes to review the scenario and prepare to answer the three questions.
 - c. **Student Response -** The contestant has 2 minutes to present to the judges
 - a. Three judges have the last 5 minutes to follow-up questions and answers
 - b. Scoring will use the FM Challenge Rubric for accuracy
 - c. Score represents average of all scores totaled and divided by # of judges
 - d. Judges are encouraged to write notes for contestant feedback
6. Dissemination of completed event forms
 - a. Tests and answer sheets, role play and FM challenge rubrics shall be tallied by judges for preliminary scores and handed to technical team event coordinator
 - b. Technical Team event coordinator shall review the scores, averaging and ultimately ranking first, second and third place winners
 - c. Completed scoring sheets and judges' notes shall be made available by SkillsUSA technical team after conference awards event.

Standards and Competencies

Arrangement of Rooms

1. Testing area- room with tables, chairs, timer and technical team member
2. Holding room - a room furnished with a table and chair for the contestant to prepare their presentation, timer and technical team member

3. Role-play room - a room will be furnished with table and chairs for the contestant and interviewing committee of two to three judges and one technical team member
4. FM Challenge area - may be same room as Role-Play or separate area cordoned off for repetitive FM challenge performances, with timer and technical team member

Event documents


1. 50 question multiple choice exam & Scantron sheet
2. Role Play Case Scenario sheet
3. Blank paper
4. Role Play Scoring Rubric
5. FM Challenge Scenario Sheet W/ standard published questions
6. FM Challenge Video or actual replicable scenario
7. FM Challenge Scoring Rubric

Competencies (See appendix for expanded descriptions)


1. Communication
2. Emergency Preparedness and Business Continuity
3. Environmental Stewardship and Sustainability
4. Finance and Business
5. Human Factors
6. Leadership and Strategy
7. Operations and Maintenance
8. Project Management
9. Quality
10. Real Estate and Property Management
11. Technology

Appendix

SCORING RUBRICS:

 2015 Faciliton Scoring Rubrick					
SCHOOL:		Scheduled Start		Individual Score	
JUDGE:		Actual Start		Test	
PRESENTER:		Time Finished		Role-play	
				FM Challenge	
Role-Play Interview					
Category	Exemplary 40-32	Accomplished 31-20	Developing 19-12	Beginning 11-1	Score
Understand the problem	Presenter demonstrates an excellent understanding of the problem to be solved; demonstrating comprehensive understanding of the subject and task	Presenter demonstrates a good understanding of the problem to be solved; demonstrating knowledge of the subject and task	Presenter demonstrates a basic understanding of the problem to be solved; demonstrating minimal knowledge of the subject and task	Presenter demonstrates no or little understanding of the problem to be solved; seems to not fully grasp the subject and task	
Approach and analysis of the problem (process and tools)	Presenter conveys very strong, clear and concise approach to solving the problem; identifying a variety of processes and analysis tools that could be used to solve the problem	Presenter conveys a good approach to solving the problem; identifying good processes and a few analysis tools that could be used to solve the problem	Presenter conveys a basic approach to solving the problem; identifying limited processes and minimal analysis tools that could be used to solve the problem	Presenter conveys little or no approach to solving the problem; unable to identify reasonable processes and analysis tools that could be used to solve the problem	
Solution of the problem (creativity, realism, logical, critical thinking)	Solution has excellent feasibility, solution options are offered, demonstrates strong and sound reasoning, realism, logic, creativity and critical thinking	Solution has good feasibility, some options are offered, demonstrate good reasoning, realism, logic, creativity and critical thinking	Solution has merit but not fully complete; no or limited options are offered, demonstrate basic reasoning, realism, logic and creativity; limited critical thinking	Solution is not feasible or is incomplete, is missing key information, no options are offered, little demonstration of reasoning, realism, logic and creativity; no critical thinking	
Presentation Skills (poise, clarity, explanation, communication)	The presenter demonstrates excellent verbal skills, poise, confidence and clarity in communicating information	The presenter demonstrates good verbal skills, poise and clarity in communicating information.	The presenter demonstrates basic verbal skills, struggles with clarity of communicating information.	The presenter demonstrates limited verbal skills and is unable to communicate information	
Thinking on your feet	The presenter demonstrates an excellent ability to quickly answer questions thoughtfully, and meaningfully; enhancing their presentation	The presenter demonstrates a good ability to answer questions with some thought and meaning; provides good clarity of their presentation	The presenter demonstrates a basic ability to answer questions; provides limited new information about their presentation	The presenter demonstrates a limited ability to answer questions; provides no new information or clarity about their presentation	
TOTAL OUT OF 200 POSSIBLE					

FM Challenge					
	Exemplary 25-18	Accomplished 17-12	Developing 11-7	Beginning 6-1	Score
Decisive Action	The presenter immediately took action to determine the root cause of the emergency and begin the solution.	The presenter took some time to consider the likely root cause of the emergency and begin the solution.	The presenter took some time to consider possible causes of the emergency and consider possible solutions.	The presenter was uncertain how to begin to address the emergency but developed some ideas.	
Best Possible Outcome	The presenter followed logical steps to determine the most likely root cause of the emergency, quickly developed a feasible plan, and called upon available resources to solve the problem.	The presenter followed logical steps to determine some possible causes of the emergency, developed a sound plan showing some prioritization of actions, and began to work the plan.	The presenter considered some possible causes of the emergency and took some steps to address one or more of these.	The presenter was uncertain what path to follow or which possible cause to address first and/or failed to take some steps to solve the problem.	
TOTAL OUT OF 50 POSSIBLE					

 2015 Faciliton Master Scoring Sheet					
TOTALS					Average Totals/3
Category	Possible	Judge 1 Score	Judge 2 Score	Judge 3 Score	Score
Role-Play	200				
FM Challenge	50				
Exam	250				
SUB-TOTAL OUT OF 500					
PENALTY POINTS-Inappropriate Dress -20 (ENTER AS NEGATIVE NUMBER)					

Competencies Defined © International Facility Management Association

1. COMMUNICATIONS

- a. Manage and oversee the development and use of the facility communications plan.
 - i. Develop and implement a facility management communications plan (messages, reminders, mission and vision).
 - ii. Select situation-appropriate media and techniques for communications with stakeholders.
- b. Prepare and deliver messages that achieve the intended results.
 - i. Promote FM information and recommendations to internal and external stakeholders (facility staff, public, senior management, customers and boards of directors)
 - ii. Prepare reports for stakeholders (facility staff, public, senior management, customers, boards of directors and so forth).
 - iii. Manage stakeholder perceptions and expectations

2. QUALITY

- a. The competent facility manager is able to develop and manage/oversee the creation and application of standards for the facility organization.
 - i. Develop, review and compare performance metrics for facility management services (benchmarking, measuring observable behaviors, service response, resolution times and so forth).
 - ii. Establish key performance indicators.
 - iii. Establish and maintain specifications (materials, equipment, furniture, finishes, fixtures, design criteria).
 - iv. Develop, implement and monitor best value practices.
 - v. Develop customer service level agreements.
- b. The competent facility manager is able to measure the quality of services provided.
 - i. Monitor customer satisfaction and service delivery performance and provide feedback to customers.
 - ii. Collect, verify, analyze and report facility management data from various sources (space plans, customer satisfaction, feedback mechanisms).
 - iii. Collect and verify, analyze and report internal facility management data (utilities, work orders, work history).
 - iv. Conduct assessment of third party providers (suppliers, contractors, consultants).
- c. The competent facility manager is able to manage/oversee the improvement of work processes.
 - i. Assess ways to improve workplace productivity.
 - ii. Develop and implement process improvements.
- d. The competent facility manager is able to ensure and monitor compliance with codes, regulations, policies and standards.
 - i. Audit and document compliance with codes, regulations, policies and standards.
 - ii. Ensure compliance with codes, regulations, policies and standards.

3. TECHNOLOGY

- a. The competent facility manager is able to plan, direct and manage/oversee facility management business and operational technologies.
 - i. Monitor and evaluate technology trends and innovation.
 - ii. Conduct assessments and/or collaborate on facility management technology needs analysis.
 - iii. Align facility management technology with organizational information technology.
 - iv. Assess the application of technology within facility operations.
 - v. Evaluate, implement and operate integrated workplace management systems (IWMS – combining CAFM, CMMS and BAS).

4. OPERATIONS & MAINTENANCE

- a. The competent facility manager is able to assess the condition of the facility.
 - i. Manage/oversee the assessment of building systems' condition.

- ii. Assess the condition of the facility's structure, interior, exterior and grounds.
- b. The competent facility manager is able to manage/oversee facility operations and maintenance activities.
 - i. Manage/oversee the acquisition, installation, operation, maintenance and disposal of building systems and structural, interior, exterior and grounds elements.
 - c. The competent facility manager is able to manage/oversee occupant services (parking, janitorial services, food services, concierge, facility helpdesk, security and safety).
 - i. Identify required occupant services.
 - ii. Decide/recommend the most appropriate way to provide occupant services (outsource, in-source),
 - iii. Manage/oversee the modifications to building systems, structural elements, interiors, exteriors and grounds.
 - iv. Monitor the performance of service providers.
 - d. The competent facility manager is able to manage/oversee the
 - e. Maintenance contracting process.
 - i. Develop maintenance contract specifications.
 - ii. Assure competent maintenance contractors are selected.
 - iii. Negotiate service level agreements.
 - iv. Monitor maintenance contractors' work.
 - v. Resolve contract disputes.
 - f. The competent facility manager is able to develop, recommend and manage/oversee the facility's operational planning requirements (temperature control, lighting, equipment replacement and so forth).
 - i. Develop policies and guidelines related to usage and maintenance.
 - ii. Determine life cycle costs.
 - iii. Monitor the usage and performance of all facility systems, equipment and grounds.
 - iv. Monitor occupant satisfaction.

5. HUMAN FACTORS

- a. Develop and implement practices that support the performance and goals of the entire organization.
 - i. Oversee the work environment to support staffing, recruitment, retention, motivation and productivity.
 - ii. Create an environment conducive to innovation (investigate trends and conduct pilot tests).
 - iii. Provide a healthful and safe environment.
 - iv. Provide security that meets the facilities' needs (physical site security, access control and information).
- b. Develop and implement practices that support the performance of the facility organization.
 - i. Provide personal and professional growth and development opportunities (coaching, mentoring, training, education and career paths).

- ii. Encourage diversity.
- iii. Utilize performance appraisal systems (goal setting, performance monitoring and evaluation).

6. FINANCE & BUSINESS

- a. Manage and oversee the financial management of the facility organization.
 - i. Develop, recommend, manage and oversee the facility's budget requirements (expense, operational, capital).
 - ii. Prepare business cases, supporting documentation and financial reports.
 - iii. Analyze and interpret financial documents (budget, financial statements, ratios and so forth).
- b. Administer and manage the finances associated with contracts.
 - i. Develop and manage contracts.
 - ii. Administer and monitor contracts.
 - iii. Interpret financial contract elements (lease agreements, service contracts, cost statements and so forth).
 - iv. Resolve vendor conflicts.
- c. Administer procurement and chargeback procedures.
 - i. Define, justify and apply chargeback procedures.
 - ii. Administer procurement procedures for outsourcing products, services, contractors, designers and whole buildings.

7. EMERGENCY PLANNING & BUSINESS CONTINUITY

- a. Plan, manage and support the entire organizations emergency preparedness program.
 - i. Develop risk management plan
 - ii. Develop emergency management plans and procedures.
 - iii. Assist in the design of simulations or exercises to test the emergency management and business continuity plans.
 - iv. Manage the execution of simulations or exercises to test the plans.
 - v. Secure technology systems and services.
- b. Manage and oversee and support the entire organization's business continuity program.
 - i. Develop a business continuity plan.

8. LEADERSHIP & STRATEGY

- a. Lead the facility organization.
 - i. Lead, inspire, and influence the facility organization, search for best practices, manage change, promote continuous improvement, and provide tools.
 - ii. Advocate for facility management needs and priorities.
 - iii. Develop, implement, and evaluate policies, procedures, and practices for the facility organization.
 - iv. Clarify and communicate responsibilities and accountabilities.
 - v. Resolve conflicts (organization and personnel).
 - vi. Organize and staff the facility organization.
- b. Provide leadership to the entire organization.
 - i. Promote, encourage, and adhere to a code of conduct.

- ii. Develop and manage/oversee relationships (supplier, community, government, tenants, business partners, occupants).
- iii. Ensure compliance with the organization's social responsibility policies.
- c. The competent facility manager is able to plan strategically.
- d. Align the facility's strategic requirements with the entire organization's requirements.
- e. Develop and implement a strategic planning process.
- f. Assess what services are needed to meet organizational (business) requirements.

9. REAL ESTATE & PROPERTY MANAGEMENT

- a. The competent facility manager is able to develop and implement the real estate master plan.
 - i. Develop and implement a real estate master plan.
- b. The competent facility manager is able to manage/oversee real estate assets.
 - i. Determine and evaluate real estate requirements (space utilization, management, highest and best use).
 - ii. Acquire and dispose of real estate (commercial, institutional, industrial, residential, leased and owned).
 - iii. Manage/oversee the real estate portfolio (owned, leased, subleased, co-owned and contract managed).
 - iv. Prepare and administer the service charge budget and allocate among co-owners or tenants.

10. PROJECT MANAGEMENT

- a. The competent facility manager is able to plan projects.
 - i. Define and program projects (purpose, size, scope, schedule, budget and user needs).
 - ii. Plan projects (resources, schedule and sequence).
 - iii. Develop contract specifications and solicitations.
- b. The competent facility manager is able to manage/oversee projects.
 - i. Administer contracts (implement, monitor service level).
 - ii. Manage/oversee projects (construction, relocation, renovation, organizational change).
 - iii. 3. Evaluate project outcomes.

11. ENVIRONMENTAL STEWARARDSHIP & SUSTAINABILITY

- a. Plan, manage and support the entire organization's commitment to protecting the environment.
 - i. Manage, oversee and safeguard the natural environment.
- b. Manage and oversee the entire organization's commitment to sustainability of the natural and built environments.
 - i. Develop and direct sustainability programs.
 - ii. Provide data to support facility evaluation.
 - iii. Evaluate and manage the asset life cycle process.