

Smithsonian Institution Facility Asset Management Consulting

*FEA has worked with the Smithsonian since 2005
for facility asset management and consulting*



Institution's Office of Facilities Management and Reliability (OFMR), FEA focused on coordinating actions and programs for greater efficiencies and effectiveness. The project provided an improved view of the total cost of facilities ownership and standardized O&M operations and service across the Smithsonian Institution, enabling informed O&M decisions with strategic planning initiatives.

Identifying functions that were not fully leveraged to benefit the Smithsonian, FEA built elements of current maintenance practices into a cohesive program, connecting O&M and capital planning by linking Key Performance Indicators (KPIs) to capital plans and building a balanced scorecard.

HVAC and Water Systems Maintenance and Contracts Evaluation

FEA analyzed the existing HVAC and water systems maintenance contract at National Zoological Park in Washington DC and Research Center in Front Royal, Virginia as well as the existing O&M service contract at the Udvar-Hazy National Air & Space Museum in Dulles, Virginia. We examined current conditions and schedules, conducted field investigations, collected and analyzed existing information and interviewed staff. Using this information, we completed a cost analysis, assessed each alternative as to their technical viability, provided a cost estimate for each alternative, and recommended the best alternative to reduce costs and increase service and response time.

Facilities Management Integration

To help the Smithsonian ensure quality facility maintenance services while maximizing the return on investment, FEA provided consulting services to inventory the Smithsonian Institution's major plant assets, capture data, prioritize assets, develop Reliability Centered Maintenance (RCM) job plans and perform analyses to support upgrading, aligning and integrating RCM practices into an existing facilities management maintenance program. The goal for the project was to improve the existing facilities



Smithsonian Institution

The Smithsonian Institution (SI) has turned to FEA for facility asset management consulting, education and training since 2005. SI consists of 19 world-class museums, galleries and a zoo, representing 8.2 million square feet. FEA has worked with SI's Office of Facilities Management and Reliability (OFMR) for several significant projects.

Comprehensive Maintenance Program

Developing a comprehensive maintenance and operations manual for the Smithsonian

maintenance plan through innovative strategic analyses and benchmarks. Objectives included establishing a partnership with the Smithsonian to gather data to complete accurate asset inventories, develop preventive and predictive maintenance job plans in support of the RCM program, populate the SI CAFM system, and perform maintenance labor needs analyses based on RCM components and APPA's maintenance guidelines for educational facilities.



Operations Training

To facilitate business-function education of key concepts, required skills and standard values, FEA helped develop a replicable, instructor-led training program for CMMS users. We designed the program to include interactive training modules, utilizing the User Productivity Kit (UPK) software. The training consisted of nine three-hour modules, and FEA developed

instructor guides, presentation materials, student manuals, learning activities and assessment materials. The program provided training to over 500 maintenance staff from the Smithsonian Institution's facilities management branch, OFMR. The training program enhanced worker knowledge and confidence, enabling accurate and consistent data reports to support decisions, justify resources and measure performance.

Performance Metrics Review and Development

Following years of measuring and monitoring performance, the Smithsonian reviewed KPIs to determine if they still met their goals. FEA met with key stakeholders, reviewed the strategic plan and goals to examine how OFMR was currently functioning and the KPIs and performance management metrics that should be tracked. The result was a tool that provided recommended metrics, answered how they were performing to meet a strategic goal, how it could be measured, and who would be responsible for it. In addition, we created a metrics dashboard that showed these metrics summarized at the different levels within SI.

PRIMARY CLIENT REFERENCE

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The combination of the FEA team's O&M experience, FM technology expertise, training capabilities, understanding of our culture and commitment to our goals has led to our success. I can think of no other firm with the right mix of expertise to get this job done for us.

**Nancy Bechtol, Director, Office of Facilities
Engineering and Operations, Smithsonian Institution**