



UNIVERSITY OF
MPUMALANGA

Creating Opportunities

HEFMA 2024 Conference COOs Panel Discussion

**Role of Operations Excellence & Resilience in
Campus Sustainability**

Tuesday, 15 October 2024

What is Sustainability?



- ‘Sustainability is the practice of using natural resources responsibly, so they can support both present and future generations.’

National Geographic Society, May 2022

- ‘Sustainability is meeting the needs of the present without compromising the ability of future generations to meet their own needs. The ‘Three Pillars of Sustainability’ conveys that sustainability consists of environmental, social, and economic factors.’

Earth.Org, Oct 2022

Sustainability – UN's 17 Development Goals



**SUSTAINABLE
DEVELOPMENT GOALS**





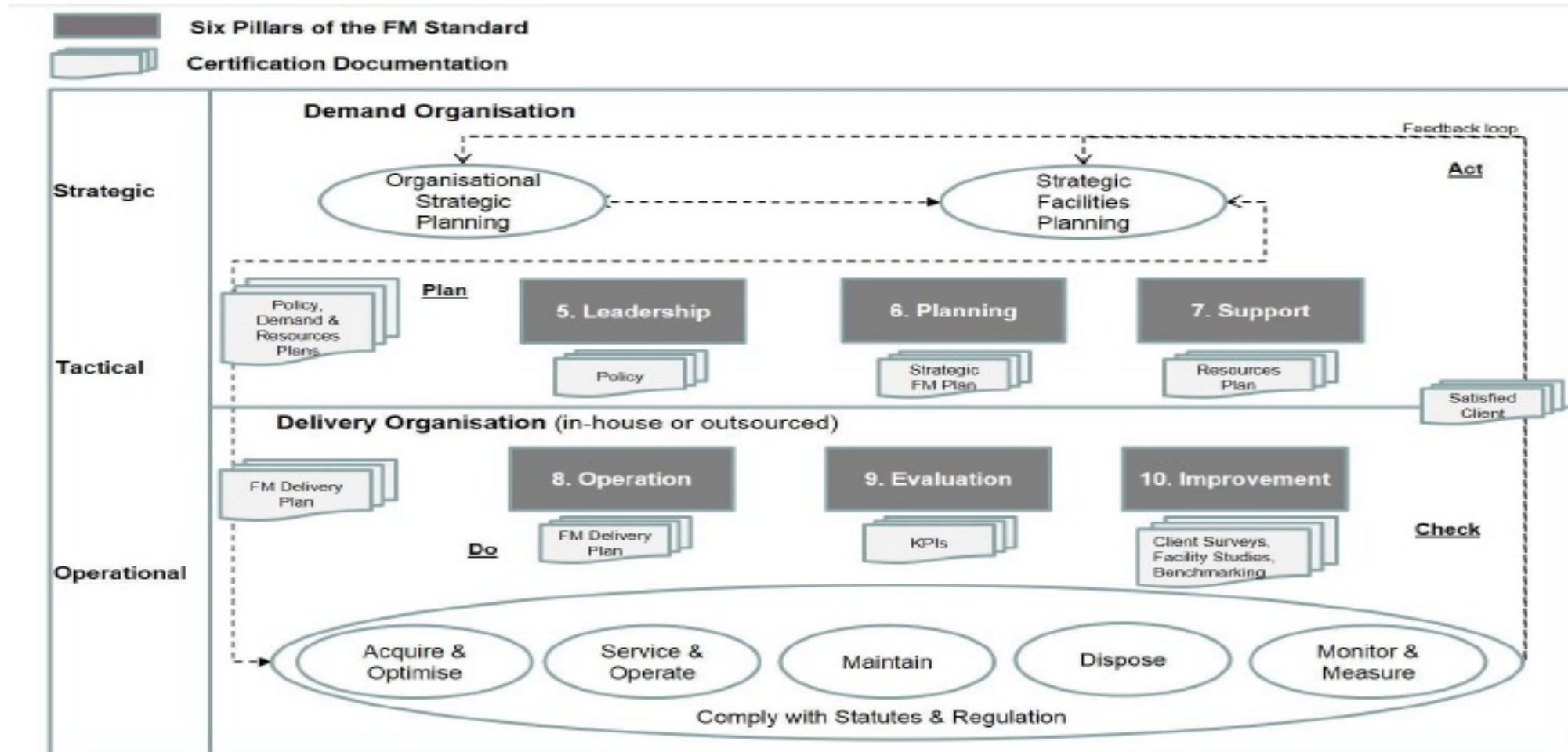
Sustainability – COP27's Sustainable Goal Plan

- **Sustainable organizations must:**
 - first, assess their climate risks and develop accordingly
 - examine supply chains for possible improvements, and build resilience
- **Sustainable Investment must:**
 - First be based sustainable business models
 - Encourage innovation and technological advancements that will aid comfortable living
- **Collaboration:**
 - Sustainable organisations are not made without the right partnerships
 - Organisations must collaborate with all stakeholders to ensure sustainable outcomes

PoRSA – TFM Practice Framework



Process Overview of a Strategic FM System (SANS1752:2017)



The Six Elements or Pillars of the FM Management System



The Six Elements or Pillars of the FM Management System

Leadership (see 5.) - Approving policies, and aligning facilities to these policies;

Planning (see 6.) - FM plans are aligned to strategic objectives;

Support (see 7.) - Financial, human and technological resources are in place;

Operation (see 8.) - Processes to deliver the various service lines in an integrated manner;

Performance evaluation (see 9.) - Monitor and ensure targets are being met;

Performance improvement cycle (see 10.) – Reviews, stakeholder surveys, facility studies; and

Benchmarking, shall be undertaken to identify and implement improvement initiatives.

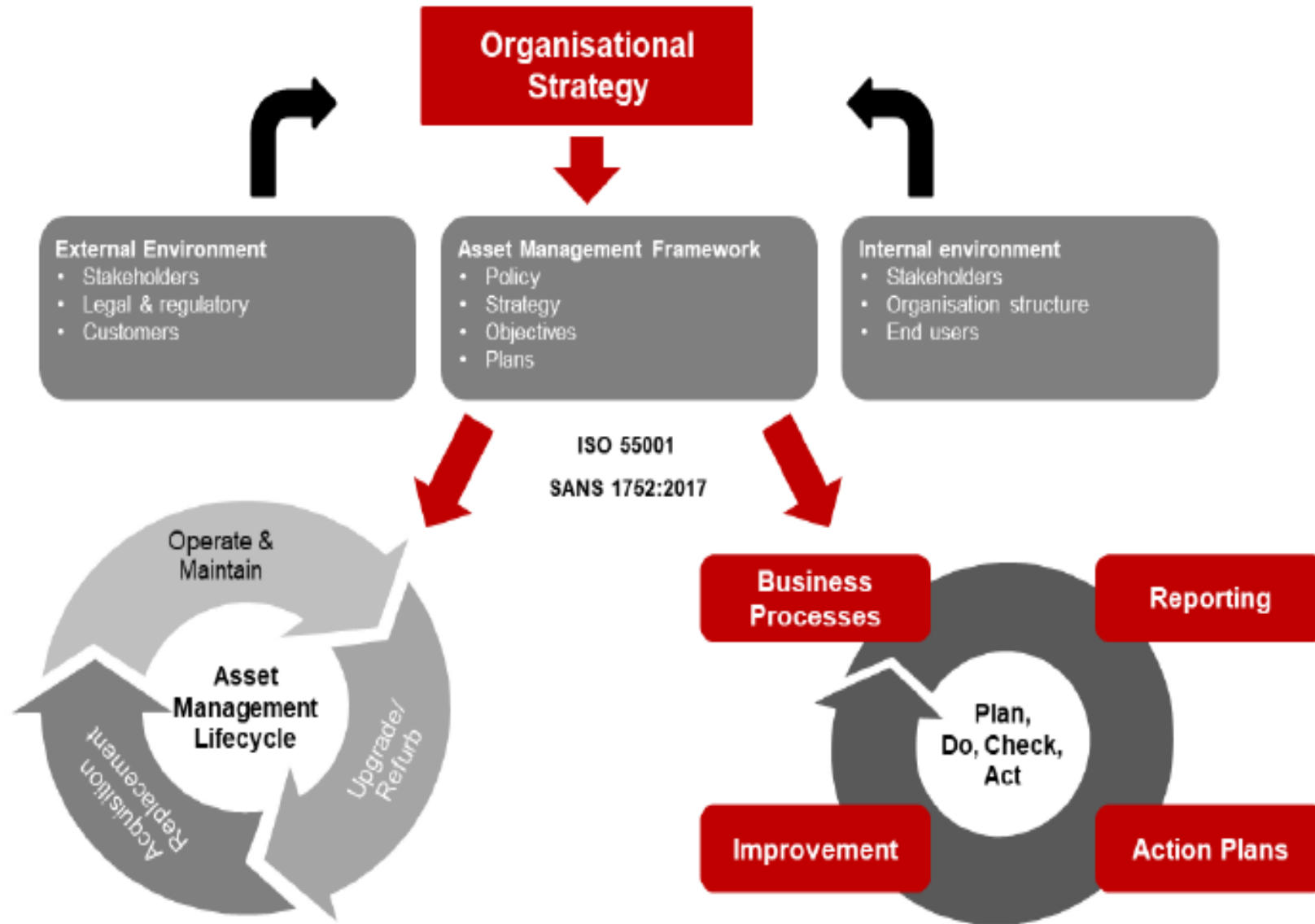


Figure 3: Organizational Strategy

Sustaining Innovation and Operational Excellence



Figure 2. The EFQM 2020 model. Reprinted with permission from [33]. ©EFQM 2021. The EFQM Model is a registered trademark of EFQM.

Sustainability: Criteria and Sub-Criteria



1. Purpose, Vision and Strategy
2. Organisational Culture and Leadership
3. Engaging Stakeholders
4. Creating Sustainable Value
5. Driving Performance and Transformation
6. Stakeholder Perceptions
7. Strategic and Operational Performance



Thank You