

Factual Approach to Decision Making



A factual approach, or data-driven decision-making, is essential both in life and at work. This practice is often taken for granted due to routine and practical norms. Asset and Facilities Managers, in particular, are encouraged—if not required—to use facts when making decisions. Here are some scenarios and examples where a factual approach can be applied in the workplace:

1. Attending to Work Orders & Requests

- Present clear problem statements and with illustrations, in some cases.
- Identify root causes and associated risks if issues are unresolved.
- Recommend solutions and highlight the benefits of corrective or preventive measures.

2. Recommending and Agreeing to Matters from Stakeholder Meetings

- Present facts on the issues at hand.
- Clarify responsibilities of parties involved.
- Consider contractual obligations and their impact on resolution.
- Assess the impact on all interested parties.

3. Deciding on Asset Life Cycle Replacements or Capital Investments

- Present facts on asset condition and functionality.
- Consider asset life span from operational data and manufacturer perspectives.
- Evaluate life cycle costs, maintenance costs, total cost of ownership, and investment recovery.
- Highlight the pros and cons of carrying/delaying asset replacement, including tangible and intangible benefits of the exercise..

4. Designing Optimal FM Service Delivery

- Present facts on outsourcing vs. in-sourcing strategies.
- Define work scope, required skills, statutory requirements, and learning needs.

5. Selecting and Choosing Service Partners

- Present facts on outsourcing vs. in-sourcing.
- Evaluate capability, controls, client relationships, reputation, track record, and delivery efficacy.

6. Evaluating Team Members' Performance

- Present facts on targets set, measurement, tasks assigned, support provided, review checkpoints for any deviation and mitigation required, and discuss rewards/ incentives, if any.



7. Preparing Budgets

- Present facts on expenditure trends, profit/loss, target setting, and budget components.

8. Preparing Management Papers for Approval

- Present facts on objectives, authorizing parties, background, business impact, and resources involved.

9. Setting Organizational/Individual Goals and Targets

- Present facts on objectives, key targets, measurement criteria, and timelines.

10. Carrying Out Projects

- Present facts on objectives, project scope, feasibility, cost benefits, pros and cons, timelines, and impact on stakeholders and the environment.

These examples illustrate how a factual approach can be applied by managers and teams in managing assets and facilities. There are many more instances where data utilization in decision-making is crucial.

Key Take Away

This article emphasizes the importance of a factual, data-driven approach to decision-making in asset and facilities management. It outlines various scenarios where presenting clear, fact-based information is essential for effective decision-making. From handling work orders to selecting service partners and preparing budgets, the article provides practical examples of how facts and data can guide decisions, ensuring efficiency and reliability in facilities management.

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