
Putting Customers First: DFM's Unwavering Commitment to Detroit's Manufacturing Community

Detroit, a.k.a. the “Motor City,” has long been recognized as a hub for manufacturing, especially in the automotive sector. This industry – like others – relies heavily on efficient operations and robust support services to maintain productivity and competitiveness. Integrated facilities management plays a crucial role in ensuring the smooth functioning of manufacturing facilities, taking over activities such as maintenance, security, cleaning, waste management, and more. DFM has created a stand-out reputation in this industry, known for their unwavering commitment to customer satisfaction and their manufacturing mindset.

“Having a manufacturing background is very important because it brings credibility,” said Chris Johnson, DFM's Managing Director. “When you stand in front of the customer you can speak their language and talk in technical terms. But more importantly, you have empathy for them.”

Commitment to the Detroit Manufacturing Community:

Recognizing the unique needs and challenges faced by local manufacturers, DFM tailors their integrated facility services to specifically address the requirements of this vibrant industry. “Everything from the finish on the flooring to access to the building,” says TJ Couch, Operations Program Director for DFM. “Are they efficient? Are we able to access them to be able to sustain the lifecycle of the assets in the building. Every detail is considered.” By understanding the intricacies of the manufacturing processes and the importance of minimizing downtime, this company has become an invaluable partner to numerous manufacturers in Detroit, including General Motors, Ford Motor Company, and Stellantis among others.

Creating Job Opportunities:

An integrated facilities management company of this caliber also plays a significant role in creating job opportunities within the community. By expanding their operations and establishing a strong presence in Detroit, they have contributed to employment growth. “I want to improve people's lives – it's the honest truth,” said Lauren Rakolta, CEO. “I believe in employing folks with an incredibly fair wage. Improving their lives, improving their families lives.” Thanks to this positive mindset, local residents benefit from a range of job opportunities at DFM, from facility maintenance technicians to administrative staff, fostering economic stability and empowering the community.

Investing in Community Development:

This company understands the importance of giving back to the community it serves. Through various community development initiatives, they actively contribute to the betterment of Detroit. They support local organizations, sponsor events, and participate in community projects aimed at enhancing the quality of life for residents – like their signature Family Pre-Task Analysis Contest, teaching children to be safe above all else. By investing in community development,

this company showcases their dedication to not only their customers but also the well-being of the entire Detroit community.

Today, the company makes its mark on the community by prioritizing customer satisfaction and actively supporting the community. As Detroit continues to thrive as a manufacturing hub, this exceptional facilities maintenance company remains a steadfast partner in ensuring the success of businesses and the well-being of the community they live in and serve.

“We don’t just hire based on experience and competencies. We try to find individuals that really fit our company culture,” said Anthony King, People Service Director.
