

# Facilities Management Improvement Planning

An improvement master plan for your facility, fit for purpose and cost-sensitive.

Our approach to facility management is simple. Facilitate a safe, efficient environment, fit for purpose and offer an excellent end-user experience. We understand not all facilities are the same - a retail outlet and manufacturing facility will have vastly different requirements. However, the starting point for any organisation's facility management journey will be the same – a thorough understating and agreement of your current FM performance and maturity.

Pragma's FMIP (facilities management improvement planning) executive assessment evaluates the current facilities management structures, processes and systems benchmarked against industry best practices and standards.

Based on the outcome of the assessment, the client is provided with a report detailing the high-level opportunities for improving the maturity and performance of its facility in a sustainable manner.

The information derived from this assessment is essential to develop the FM policy and strategy in line with the organisation's objectives. This way specific business challenges are addressed and technology is applied according to an improvement master plan. The aim of which is to optimise the daily activities associated with the facility, and its assets and increase the longevity of the facility and asset base.



## The benefits of the FMIP executive assessment

- A structured analysis of the current state of your organisation's facility management practices.
- Internal alignment and consensus about your current maturity level and goals.
- The prioritising of your improvement actions will be based on your FM Policy and in support of your corporate business strategy.
- Performance measures ensure quantifiable performance improvement opportunities and potential savings.
- Potential obstacles are identified and can be managed to avoid disruptions during project execution.
- Your budget planning requirements for the short to medium term will be clear.
- Different plants in a multi-site environment can be compared and aligned to reach a common end state.
- Progress on your maturity growth can be measured year on year with follow-ups.
- Recommended improvement actions will be prioritised.

## Do these concerns sound familiar?

- We have different opinions about how good our facility management is.
- We know our facility and the management of its assets need a lot of work, but we do not know where to start.
- We have a good IWMS (Integrated Work Management system) for our facility, but suspect we do not use it to its full potential.
- We are trying our best to do proper facility management, but we are not getting the expected results.
- We do not know if we have the right resources and tools to support facilities management.
- We are doing well, but there are some concerns about the sustainability of facilities management.
- We hear and see technology being used to improve the efficiency and effectiveness of our FM service, but we do not know how to start a digitation initiative.

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A maturity assessment provides a comprehensive foundation from which to work.



## How does it work?

**Executive Assessment** | The assessment involves a short facility evaluation, an on-site tour and interviews with role players. Our consultants use the FMIP Executive Assessment framework to facilitate and moderate several workshops with all role players, ensuring consensus regarding the current maturity level, successes and shortcomings. Verification by the consultants is performed to mediate significant issues.

**Feedback report** | We prepare a concise report based on information gathered during the assessment phase and give feedback on the gaps between your current and ideal state. The report includes benchmark comparisons with industry or organisational peers where appropriate.

## 17 key performance areas

**01 FM Policy & Strategy** | The organisation should apply a strategic planning process for defining all its asset management activities, aligned and supportive of the business strategy, future demand patterns, stakeholder concerns and asset-related risks.

**02 Risk Management & Business Continuity** | The organisation should manage asset and facility related risks through a formal process.

**03 Maintenance Plans** | The organisation should establish a structured process to develop and improve appropriate tactics for all its assets, in order to improve reliability, prevent costly, dangerous and disruptive failures and extend asset life where possible.

**04 Budget & Cost Control** | The organisation should have effective systems and processes to manage all facility-related costs and to accurately reflect the value of assets in the balance sheet.

**05 New Infrastructure** | The organisation should develop and apply a structured process to manage the acquisition of all new assets through the application of project management and system engineering best practices.

**06 Service Delivery** | The organisation should clearly define the required FM services and respective service levels that are required (for both soft and hard services).

**07 Sustainable Operations** | The organisation's AM and FM practices and systems should strengthen its ability to be sustainable - operating legitimately, accountably, and with social and environmental responsibility, rather than just complying with legal or regulatory requirements.

**08 Space Utilisation** | The organisation should establish and maintain an effective process and system to manage the utilisation of all facilities and spaces.

**09 Maintenance Work Management** | The organisation should establish and maintain an effective process and system to manage all maintenance work, covering both tactical and non-tactical tasks.

**10 Safety & Health Management** | The organisation should incorporate into its facilities management system structured processes and supporting systems to address all asset and facilities related safety and health requirements.

**11 Measuring & Managing Performance** | The organisation should select and deploy facility management performance measures and improvement targets throughout the organisation.

**12 Focused Improvement** | The organisation must have a process to drive performance improvements, focusing on the areas with the biggest impact.

**13 Asset Information** | The organisation needs to keep up-to-date technical information and documentation about its assets, such as an asset register, maintenance manuals, technical drawings and operating procedures.

**14 Technology & Information Management** | The organisation needs to implement and maintain appropriate systems, processes and technology to manage asset-related information.

**15 Material Management** | The organisation should establish structured processes, facilities and systems to ensure the availability of the required MRO items in a cost-effective manner.

**16 People Management** | The organisation needs to establish an asset management organisational structure with clear responsibilities and sufficient resources to achieve the FM & AM strategy and objectives.

**17 Contractor & Service Provider Management** | The organisation must have a structured process to manage all contracts and contractors involved in facility and asset management activities in an effective, cost-efficient and safe way.