

Summary of Total Facilities Management Survey

A well managed building directly affects operating costs and ensures good staff health and morale, while in the long term keeping capital and revenue costs under control. In today’s environment, managers are searching for any edge that can provide them with success and outsourcing is one approach that can lead to greater competitiveness. It is considered that an outsourced contractor should bring vital fresh thinking to an organisation and can introduce savings and benefits including cultural change, controlled operating costs, access to specialised resources and risk sharing while enabling better management. Year-on-year demonstration of improvement becomes an important area of focus and adoption of KPIs (Key Performance Indicators) a powerful mechanism to monitor performance.

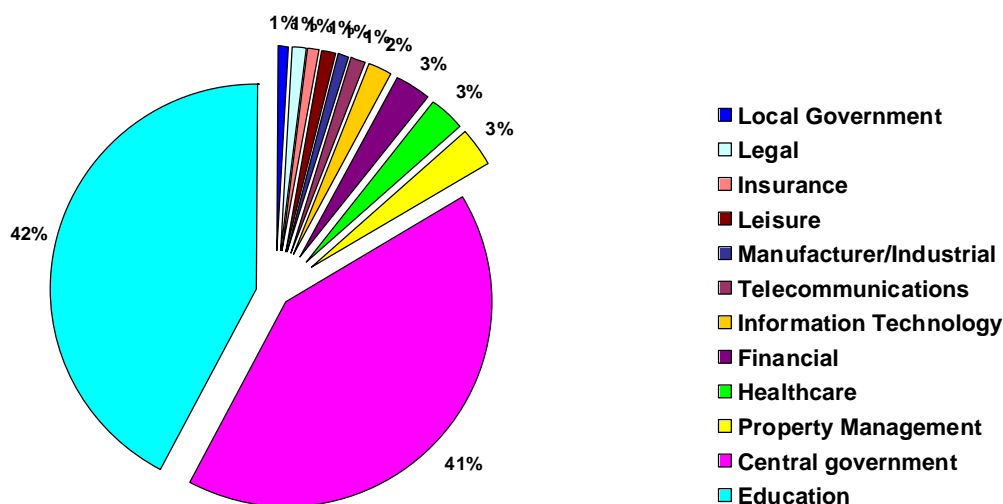
BSRIA launched a new Total Facilities Management survey this year. The survey analyses the Clients satisfaction with their total facilities management service provider. Questions were asked with regards to both frontline staff i.e. onsite staff and senior management, both onsite management and at head office level. The KPIs are displayed in a wallchart for easy comparison.

KPI’s are:

- *Quality of Planned Maintenance*
- *Environmental Management*
- *Legislative Compliance*
- *Documentation Management*
- *Onsite Management*
- *Regularity of Contact*
- *Performance Reporting*
- *Adherence to Budget*
- *Overall Satisfaction.*

A scale of 1 to 10 is used to score each question; 1 being the lowest score i.e. total dissatisfaction and 10 the highest i.e. total satisfaction and a score of 8 being considered a good score.

We had a varied response from industry sectors, heavily dominated by Central Government and the Education sector. Results from a similar public sector bespoke survey were incorporated in the results, consequently the public to private split was not as even as we would have liked.

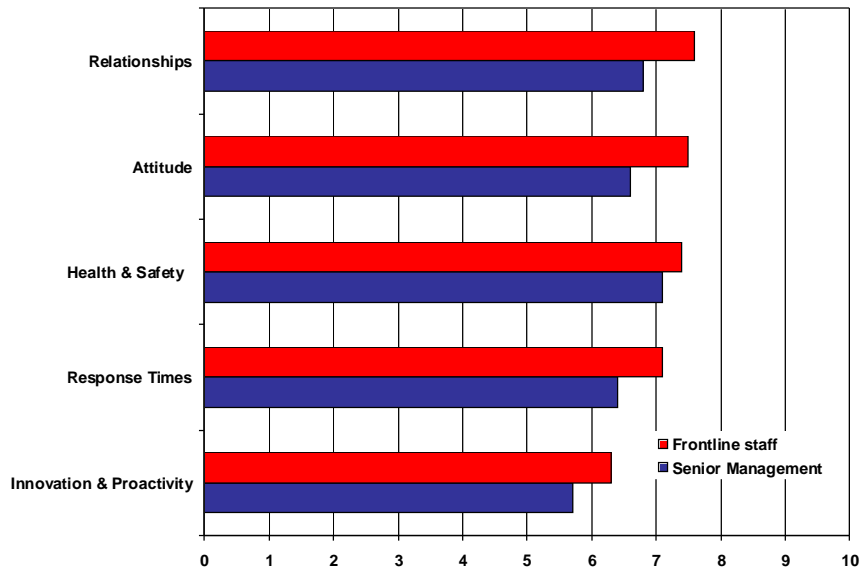


The survey asked clients to rate how well they felt the service provider understood their organisation. Marginally just over half the clients gave a score of 8 or more with a mean score of 7.

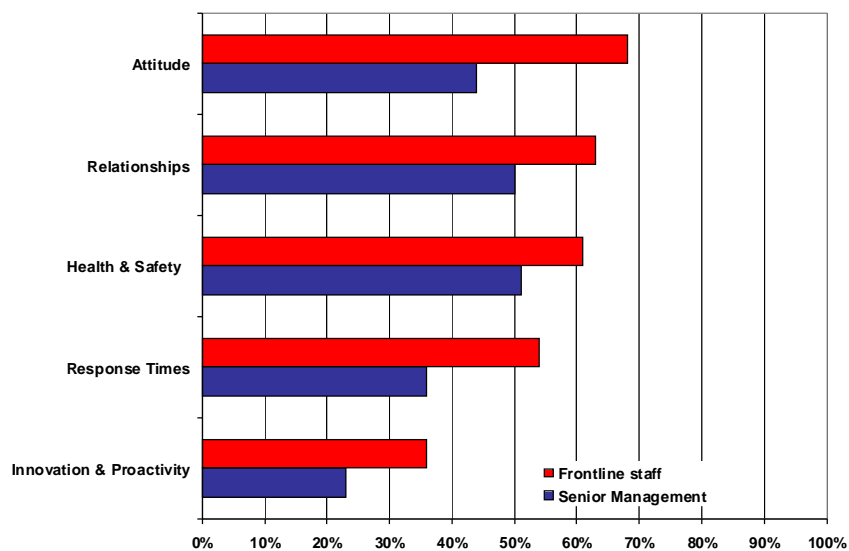
A number of the questions in the survey were asked of both the front line staff and senior management. These were:

- *Attitude*
- *Relationships*
- *Health & Safety*
- *Response Times*
- *Innovation & Proactivity*.

The frontline staff faired slightly better than senior management, but the scores followed a very similar pattern, with relationships having the highest mean scores and *innovation & proactivity* the lowest.



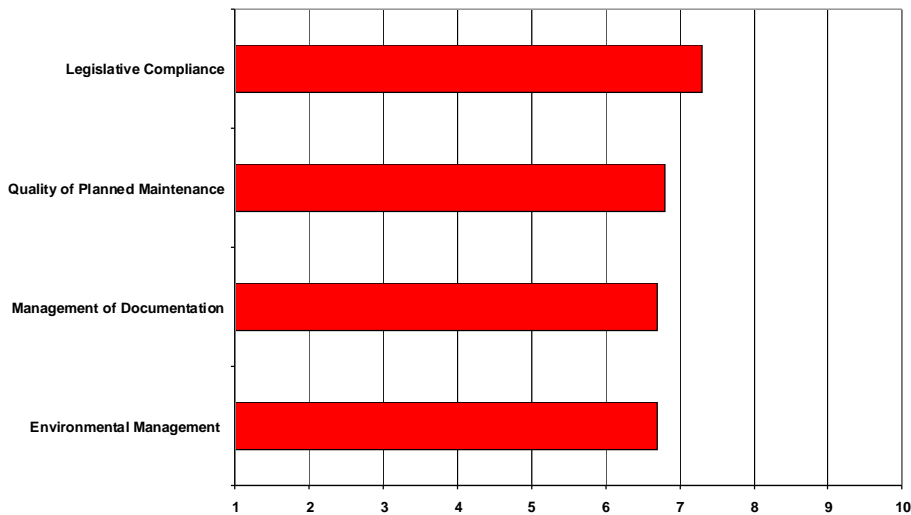
However when we analysed the percentage of scores scoring 8 or more, it was evident that although the pattern didn't change between the two staffing levels the difference between scores was far more extensive. Almost 70% of the frontline staff had good scores of 8 or more for *Attitude* whereas senior management had just over 40%. The weakest scoring area again was *Innovation & Proactivity*.



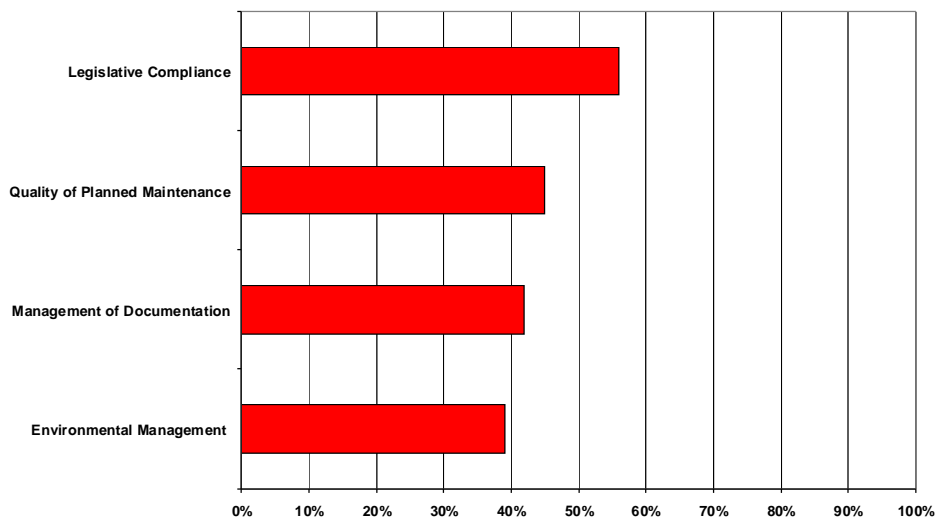
There were questions pertaining solely to the frontline staff. These were:

- *Quality of Planned Maintenance*
- *Environmental Management*
- *Legislative Compliance*
- *Documentation Management*

Legislative compliance has the highest mean score of 7.3 for frontline staff questions. *Environmental management* and *management of documentation* share the lowest score. There is not a huge difference between the scores, however there is room for improvement.



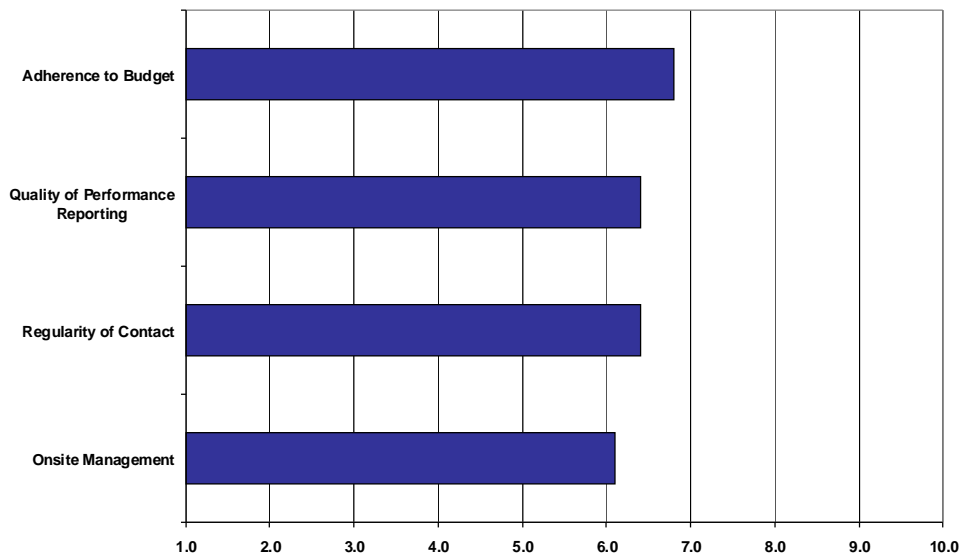
The frontline staff percentage scores of 8 or more again shows *legislative compliance* has the highest score of 56% and *Environmental* the lowest with 39%. It is apparent from the table below and represented by the mean score that a significant percentage scored 7, with a little more effort the percentage scoring 8 or more could be improved.



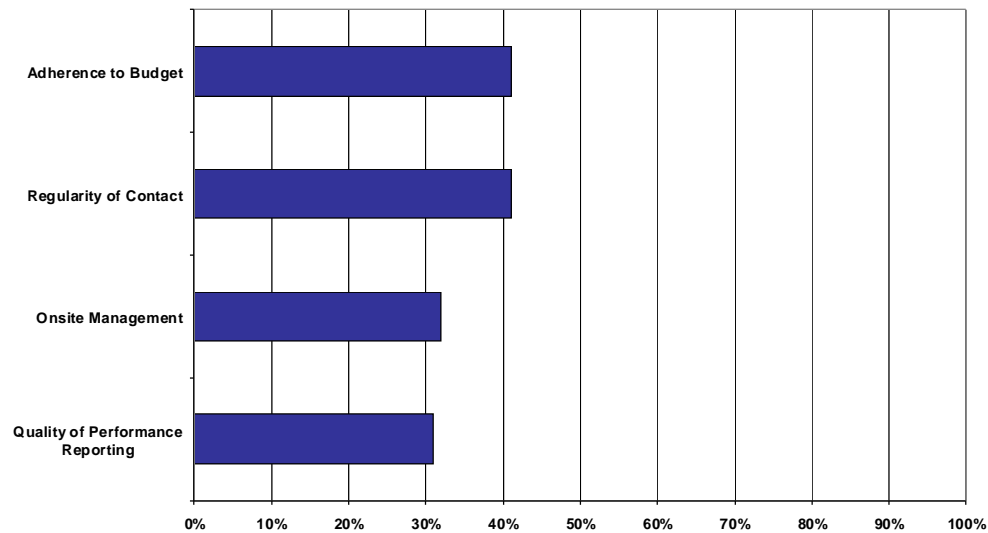
There were also questions asked only of senior management. These were:

- *Adherence to Budget*
- *Quality of Performance Reporting*
- *Regularity of Contact*
- *Onsite Management*

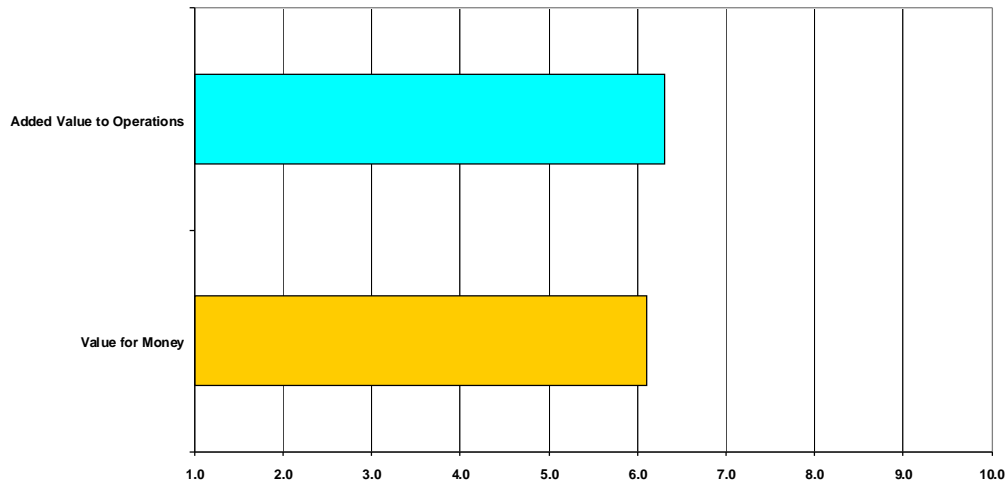
Adherence to budget had the highest mean score of 6.8. The lowest was *onsite management* with a mean score of 6.1. Again there was not a huge variance between the scores.



The highest percentage score of 8 or more of 41% is shared by *adherence to budget* and *regularity of contact*. *Performance reporting* has the lowest score of 31%. All areas have room for improvement.

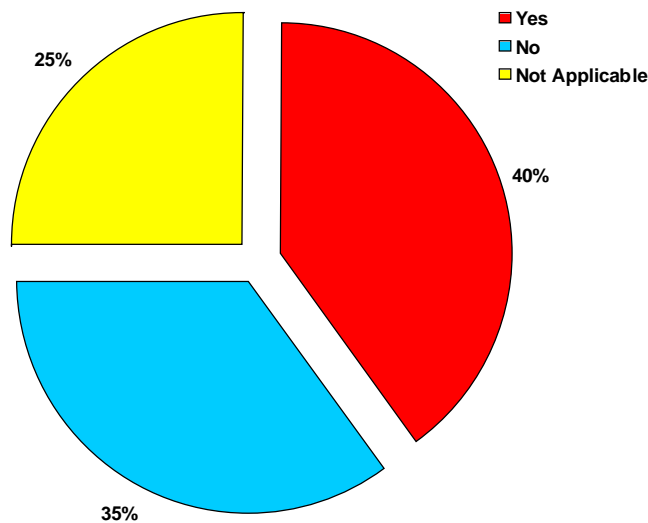


We looked at the client’s opinion of the contracts *value for money* and *added value* to the operation. This is a subjective question and relates the client’s feelings at this present stage in the contract and may not reflect how the client may rate the contract as a whole. The means scores are very similar at just over 6.



We asked clients if their contract were to be retendered would they be happy to accept a tender from their current service provider. Of the 95 clients who answered this question, 84% said they would be happy to accept a tender.

The only literal question asked in the survey focused on key changes in personnel. We asked if this had affected the quality of service delivered. 60% thought that either there had been no change or had they had not been affected.



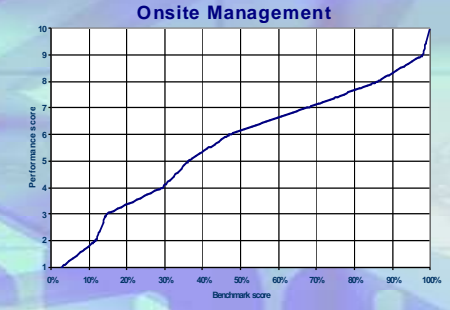
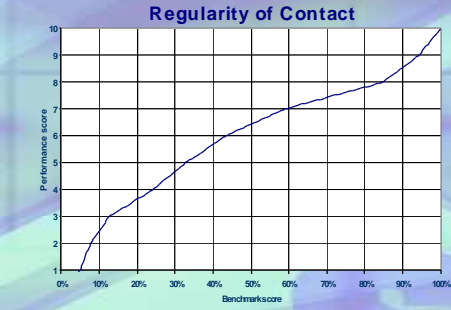
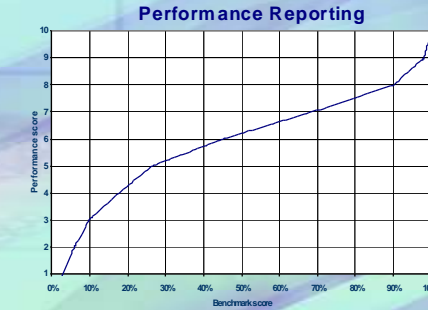
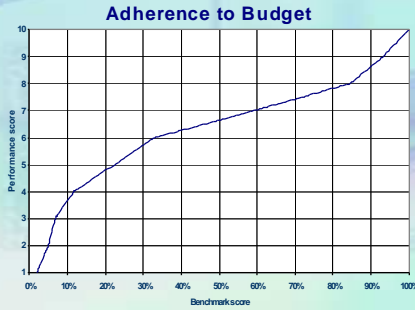
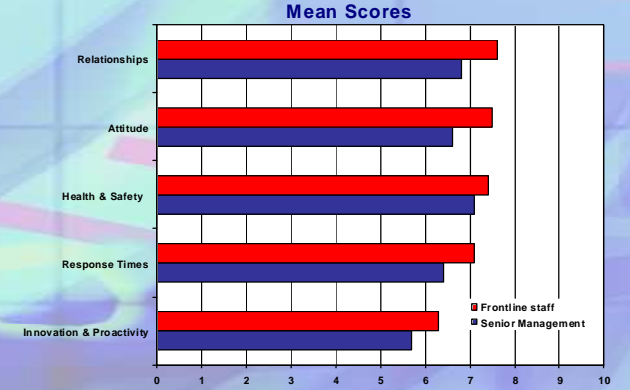
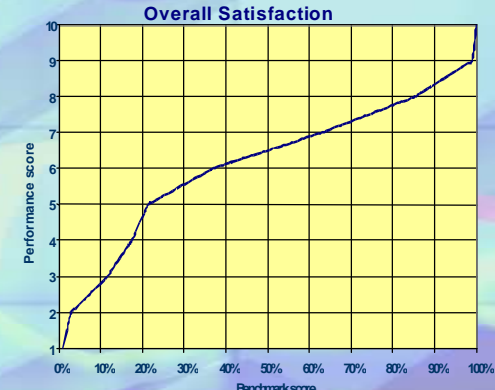
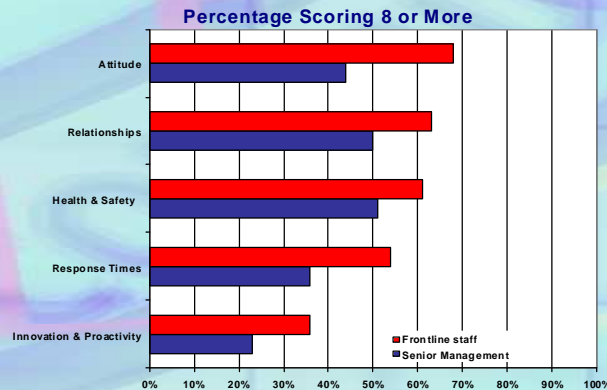
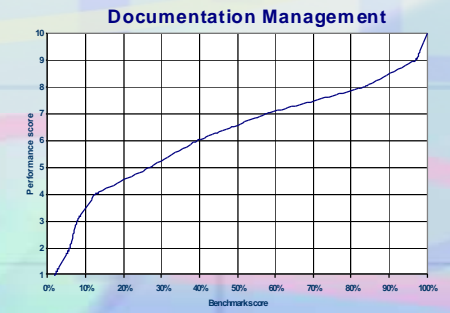
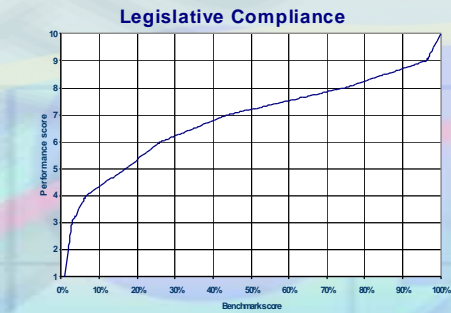
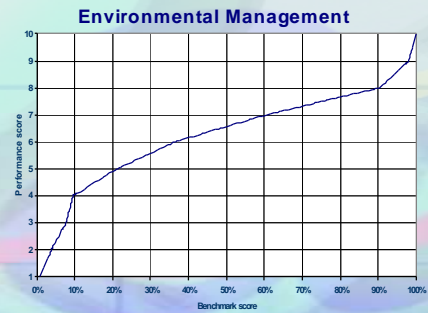
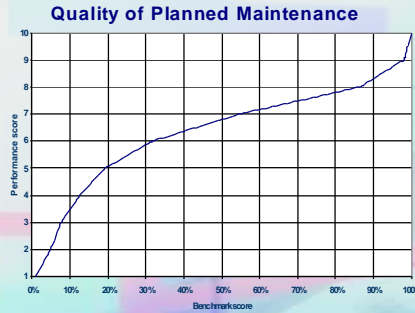
Two thirds of Client comments were very positive, however some Clients were not complementary about recent changes in key personnel.

This survey has been launched again this year. To complete the survey please follow this link: http://www.bsria.co.uk/content/survey/total_facilities_management_client_satisfaction/

All those who complete the survey and supply a contact address will receive a copy of the results as illustrated in the following wall chart, of the 2009 results, for measuring their providers against the industry benchmarks.

Closing date for survey responses 31st July 2010.

Total Facilities Management Client Satisfaction Key Performance Indicators BSRIA O&M Benchmarking Network



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