

Integrated Facility Management

Management Approach

Integrated Facility Management (IFM) philosophy – people, process and systems are geared toward delivering the best total facility results. The approach is focused on the self-performing of core management competencies that drive total value, transformation and service re-engineering along with and sourcing and contract managing the commodity services which are best delivered by the market. IFM is a systematic approach to outsourcing maximizes the value of outsourced facility management services and includes the following elements:

- **Business Objectives** – A clear understanding of the project detailed goals and objectives for the outsourcing initiative. The clients are always looking to reduce costs while maintaining quality and ensuring consistent service delivery throughout the contract term. Other common objectives include using best-in-class technology applications, leveraging best practices and innovations and providing a transition with zero business interruption.
- **Service Levels** – Provide document Service Level Agreements (SLAs) for use throughout the service term. SLAs allow us to consistently support the facility needs and effectively source contracted services at the best possible cost. IFM seeks to establish the right balance between cost and service quality.
- **Processes and Practices** – Moving into the tactical phase by applying the appropriate processes and practices, IFM brings standard operating procedures, industry best practices and innovative practices to the project.
- **Organization** – Critical to delivering services is having the right organization in place. IFM seeks to transition good quality professionals from the client's existing Facilities Team (if any) and compliment them with experienced managers.
- **Procurement** –A specific sourcing and procurement plan for the project using benchmarks and industry knowledge. IFM sets targets across the portfolio and systematically source to meet or exceed these targets in order to deliver overall total cost savings to the project.
- **Workflow Management** – Implement a centralized helpdesk and works order system. A workflow management process streamlines and enhances work request intake, dispatch and follow up. The process is to increase customer satisfaction by improving the quality of customer interaction, work order definition, online status reporting and effective follow up.

- **Infrastructure** – Draw on deep resources in areas such as Information Technology, Risk Management, Finance, Audit and Compliance, Legal Services and Human Resources to support the on-site team and ensure that people are well supported to deliver holistic solutions that provide maximum value to the client.
- **Performance Measurement** – Put in place measurement systems for customer and client satisfaction to align with project overall objectives. These systems include a Key Performance Indicator (KPI) scorecard and the use of Individual Performance Management Programs (IPMP) to align our activities and compensation directly with the goals.
- **Cost-Savings Track Record**

