

Do you see what your Client sees?



Performance

- Buildings



- People



Research project

- Industrialised, Integrated, Intelligent Construction (I3Con)
- Aimed at ensuring European construction delivers ultra high performing buildings
- Targets include
 - 50% reduction in construction times
 - 25% reduction in construction costs
 - 40% reduction in life cycle costs

Buildings - Current measures

- Occupancy costs
- Space use
- Maintenance and energy costs
- Energy consumption
- Indoor air quality
- Cleanliness
- Lighting levels



What do stakeholders want?

- Customer orientation
- Energy Management
- Comfort
- Flexibility
- Life cycle costing
- Building process



What is important for building performance?

- Reliability
- Running costs
- Environmental impact
- Productivity of occupants
- Contribution to corporate image
- Flexibility of internal space



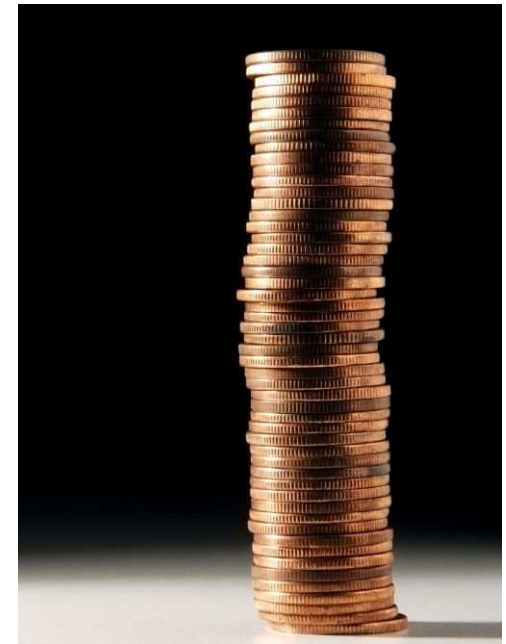
Important metrics?

Property Type	High	Low
Offices	Running costs Energy used	Sick days Remaining liabilities
Universities	Utilisation of space	Remaining liabilities
Manufacturing	Reliability Resilience	Flexibility Life cycle costs Remaining liability Sick days

What metrics get used?

- Energy, water, carbon
- Planned maintenance against reactive maintenance
- Total cost
- Utilisation

- Personnel productivity
- Life cycle costs



What do we want to measure?

- Personnel productivity
- Life cycle costs



Selection Criteria

- Ease of collection
- Usefulness of information
- Quality of data



Summary

- Current focus – Energy and Costs
- Future – Productivity and Life cycle costs?
- There is still work to do



Benchmarking?

- Reduce costs
- Improve efficiency
- Improve service
- Save energy



Industry Benchmarking

- Customer Satisfaction of Mechanical & Electrical Maintenance
- Energy Management Survey
- Total FM Client Satisfaction



Client Satisfaction

- Approach
- Understanding
- Frontline staff & Senior management
- Value, Overall satisfaction & Retendering
- Changes in personnel
- Wall Chart

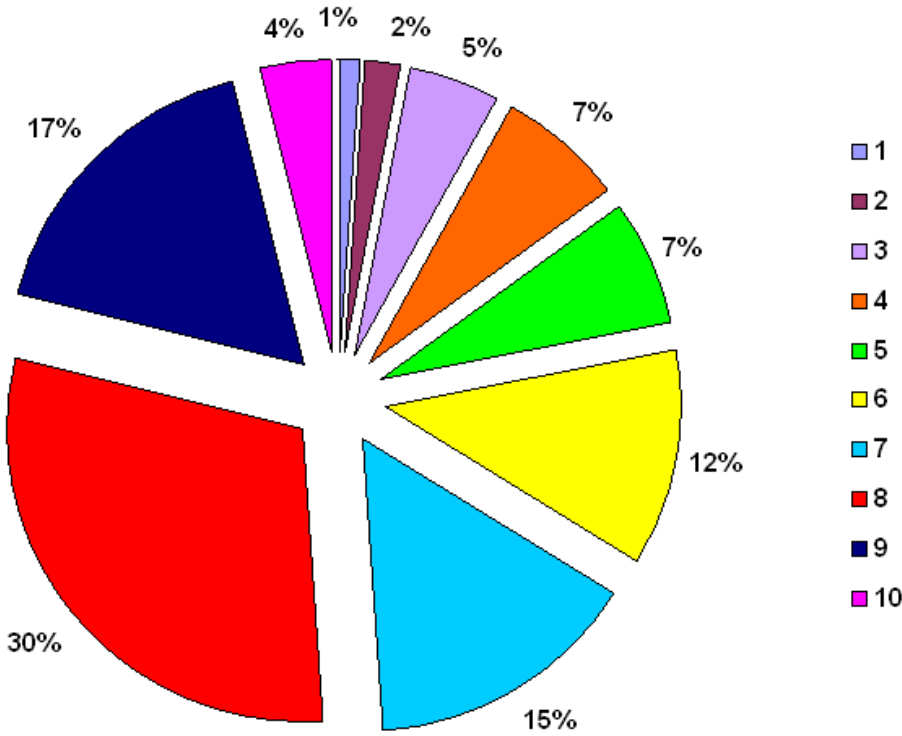


Approach

Very Dissatisfied		Mostly dissatisfied		Neither Satisfied or dissatisfied		Mostly Satisfied		Very satisfied	
1	2	3	4	5	6	7	8	9	10

- 8 or more considered a good score
- Frontline & Senior Management

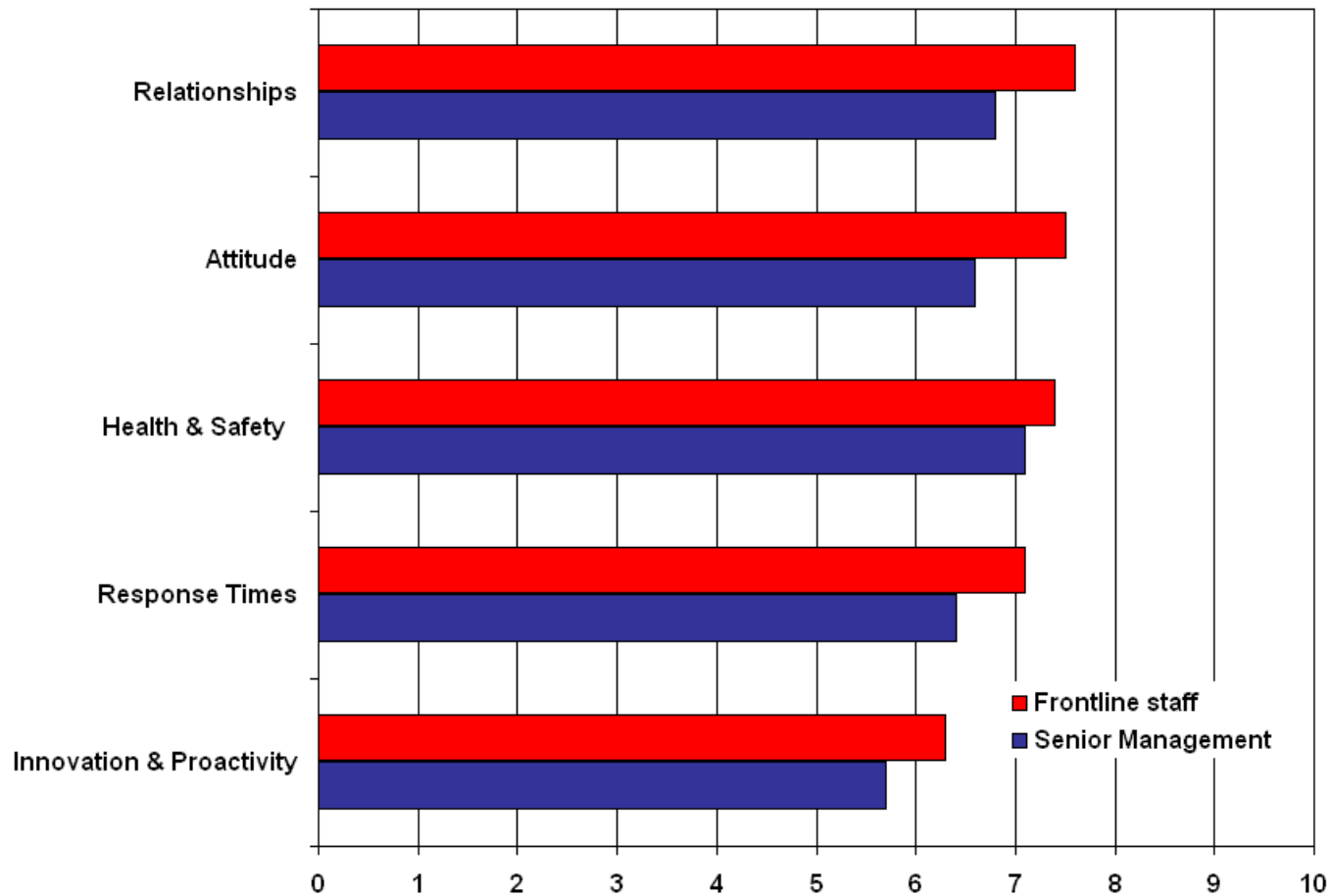
Understanding



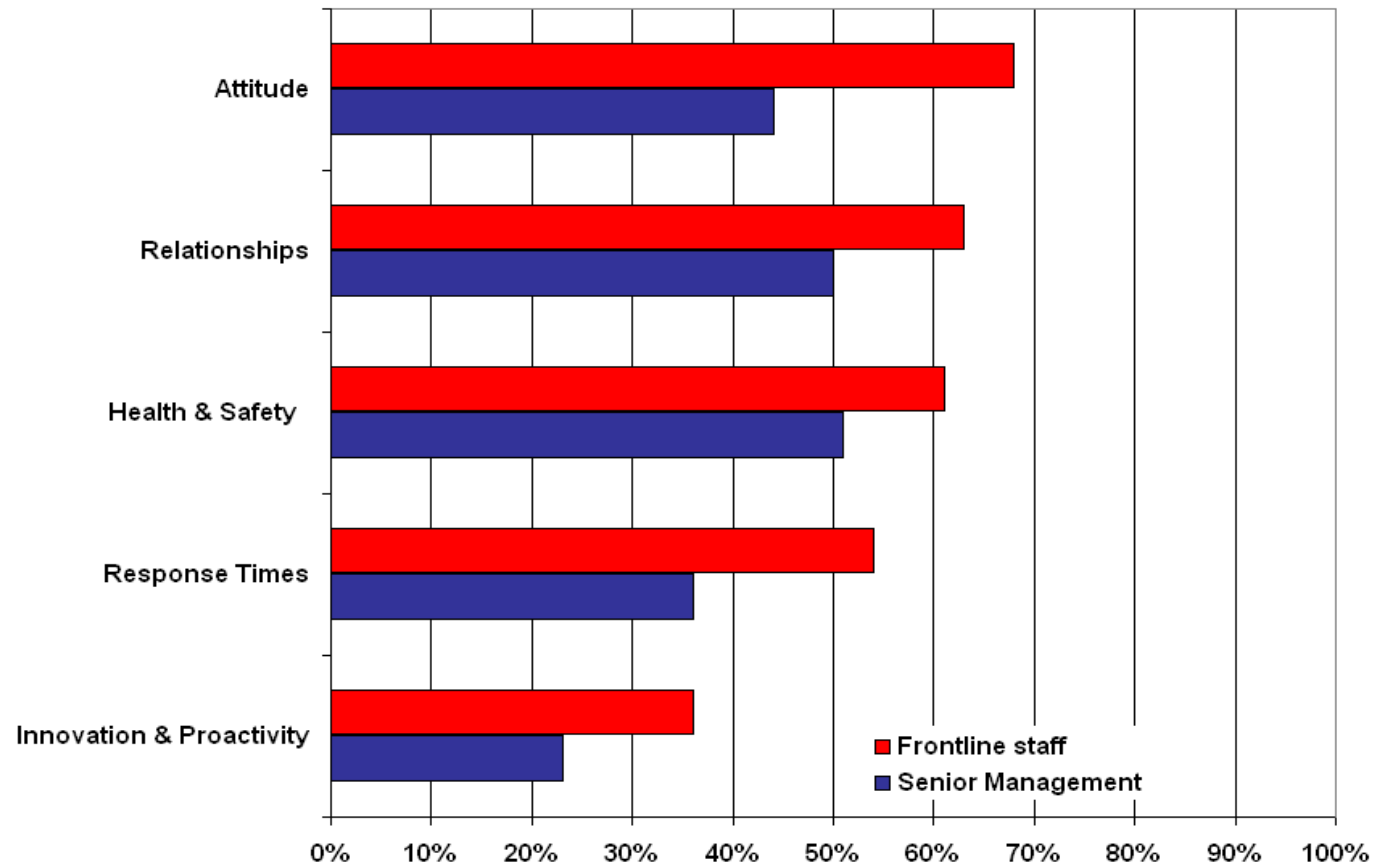
Frontline Staff & Senior Management

- Response times
- Attitude
- Health & Safety
- Level of innovation & proactivity
- Relationship with organisation

Mean Scores



Percentage scoring 8 or more



Frontline staff

- Quality of Planned Maintenance
- Environmental management
- Statutory & Legislative compliance
- Management of documentation

Front Line staff mean scores

Statutory & Legislative	Management of documentation	Environmental management	Quality of planned maintenance
7.3	6.7	6.7	6.8

Frontline staff percentage scores 8+

Statutory & Legislative	Management of documentation	Environmental management	Quality of planned maintenance
56%	43%	39%	45%

Senior Management

- Adherence to the budget
- Quality of performance reporting
- Regularity of contact
- Onsite strategic management

Senior Management mean scores

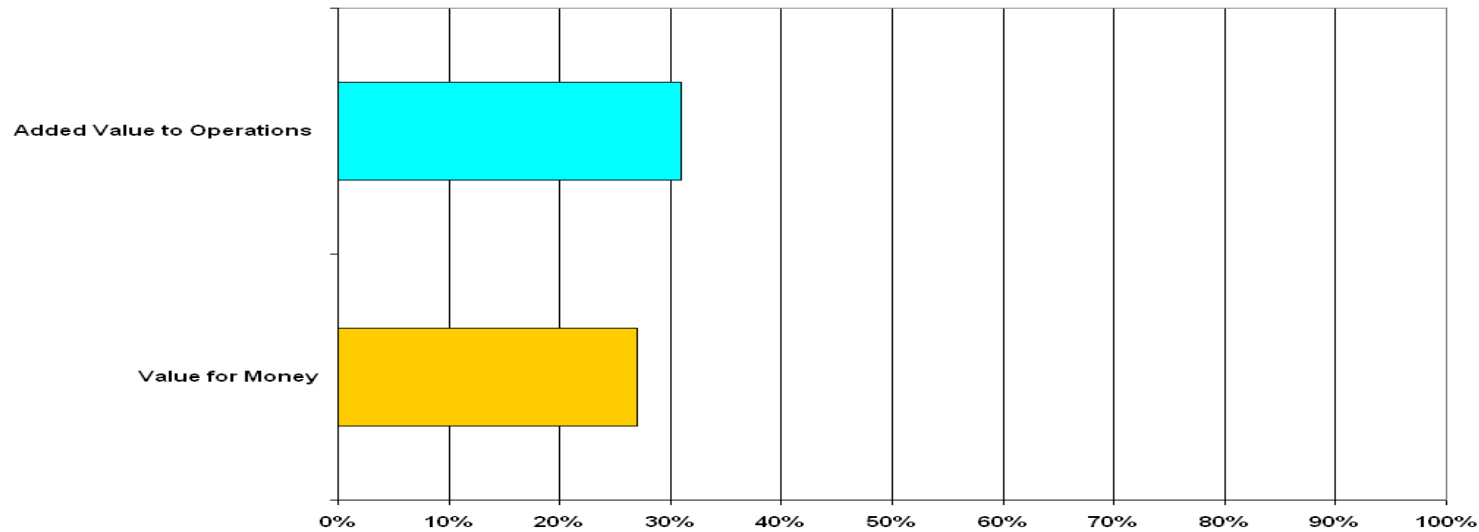
Regularity of contact	Quality of performance reporting	Onsite strategic management	Adherence to the budget
7	6.8	6.7	6.6

Senior Management percentage scores 8+

Regularity of contact	Quality of performance reporting	Onsite strategic management	Adherence to budget
54%	39%	47%	38%

Value for money

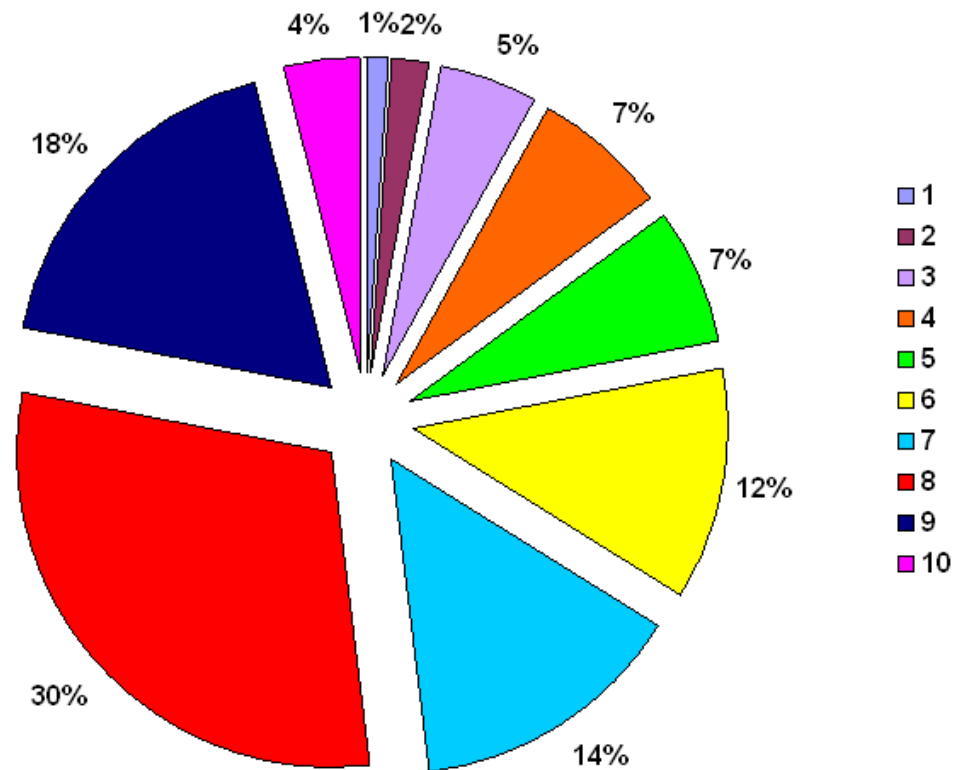
% scoring 8+



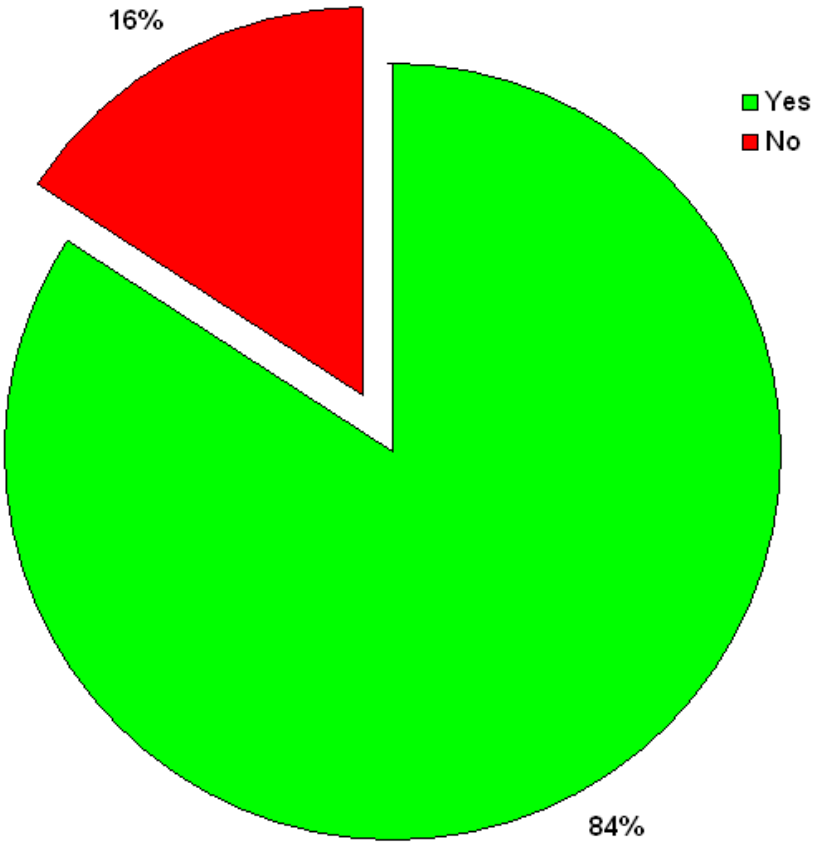
Mean scores

Added value to operations	6.3
Value for money	6.1

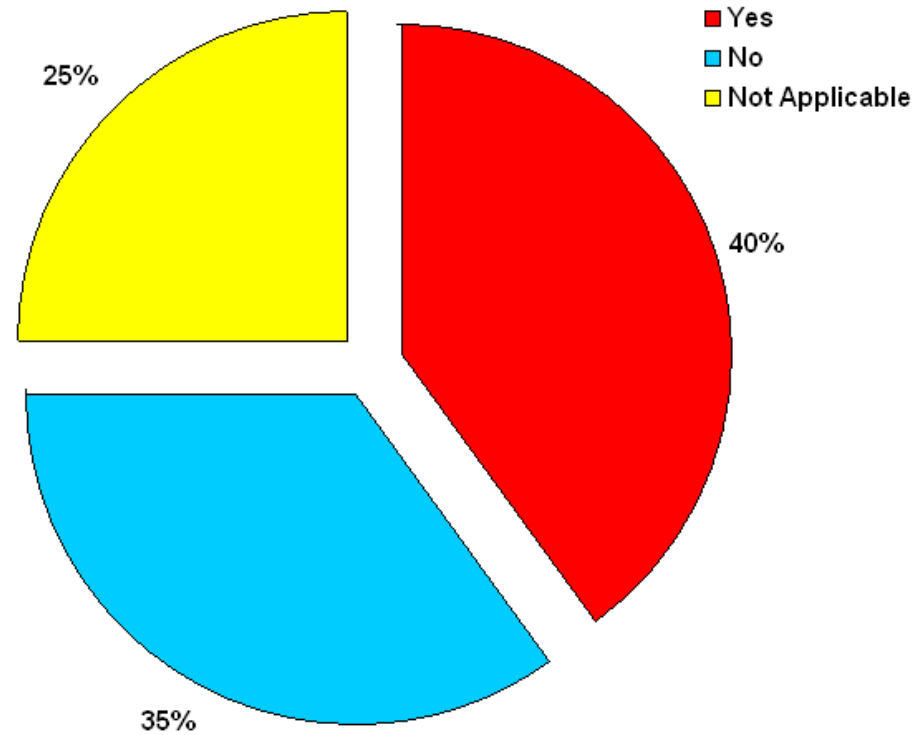
Overall satisfaction



Retendering

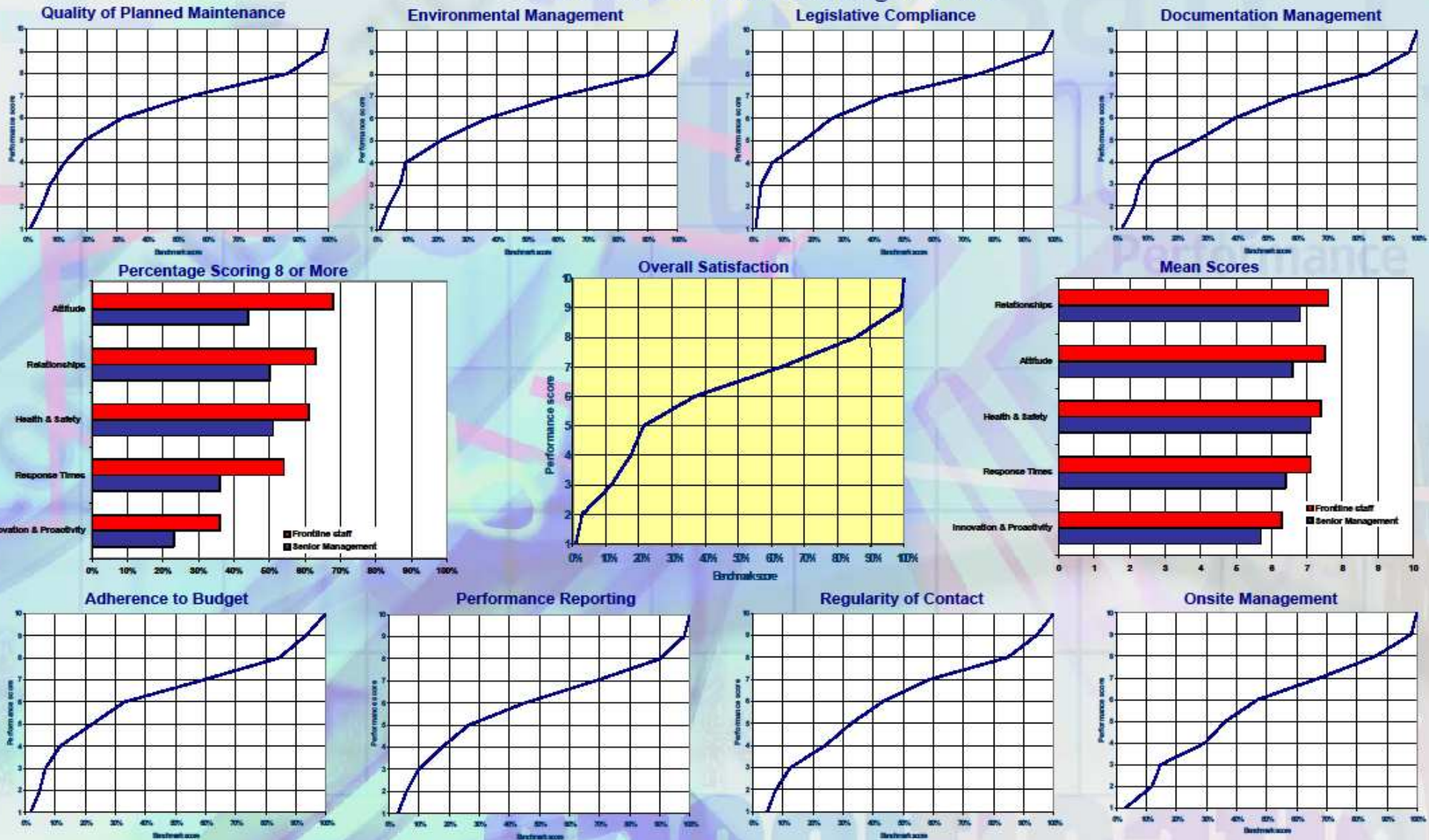


Changes in personnel



Total Facilities Management Client Satisfaction Key Performance Indicators

BSRIA O&M Benchmarking Network



How do you compare?





Thank you

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