



## Driving Efficiencies in the Workplace

### 1-day course

#### Aim

FM costs varies in different organisations but usually the mean cost is around 10% of the organisation's total revenue budget. Depending on the activity and size of the organisation this percentage can vary plus or minus significantly.

Always and constantly, FM managers are under pressure to justify expenditure by justifying the benefit that this expenditure brings to their organisations Core Business.

The course will enable the Facilities Managers to better articulate the make up of FM costs to their organisation and demonstrate true value for money. To enable this Facilities Managers need to understand what costs are within their control, which costs can be altered without adverse impact on quality of services and determine costs that are essential to the effective managing of the whole organisation.

#### Objectives

By the end of this course, you will be able to understand:

*How the specification affects costs*

*How to determine what is truly important to your organisation*

*Control specification creep whilst dealing with competing user demands*

*Confidently manage service delivery & control costs*

*Key cost drivers*

*How to justify or reduce costs*

*Develop cost plans that are both realistic & sustainable*

#### Description

This 1-day course explores 3 key areas to help with this key Management challenge.

##### 1. The Specification.

Understanding how the specification affects costs. How to determine what is truly important to your organisation. How the Facilities Manager can control specification creep whilst dealing with competing user demands.

##### 2. Contract Management.

FM Services whether delivered in-house, outsourced as a single or bundled contract, TFM or PFI arrangement need to be managed. How can FMs confidently manage service delivery & control costs under different contracting scenarios.

##### 3. Key cost drivers.

In financially challenging times FMs are increasingly being tasked by their organisations to justify or reduce costs which can lead to a decline in quality of service & customer

satisfaction as well as low staff morale. This course looks at the key issues which drive FM costs. With this understanding FMs can develop plans which are both realistic & sustainable.

This course is delivered by a trainer who is hands on with excellent track record of delivery in operational & strategic FM services with experience across multiple sites in culturally & politically challenging environments.

## **Programme**

### **09:30 Introduction**

- Course objectives
- Overview of typical FM costs, fixed and variable
- How much does FM cost now and what do we mean by value for money
- How is FM viewed by your organisation, an enabler or a necessary evil?
- Are there savings to be made or can you add value to the organisation by increasing the FM spend

### **11:00 Break**

### **11:15 The Specification as a cost driver**

- Setting the correct standard
- Who should determine standards of service?
- Getting it right: In house or outsourced how do you get the most from your FM services
- Reducing unexpected expenditure
- Specification workshop: demining essential and desirable criteria in Hard and Soft FM services

### **12:30 Lunch**

### **13:30 Outsourcing or in house provision**

- How the tendering process impacts costs
- How to effectively lead or contribute to the tendering process
- Contractor selection and negotiation

### **15:00 Break**

### **15:15 Contract Management**

- How to measure in a meaningful way to ensure you are getting what you are paying for
- Building positive relations with your outsourced provider
- Managing specification creep and contract drift
- Meaningful measures of performance in FM
- Team exercise: Development of key useful measures in FM

***The sustainability and Corporate Social responsibility agenda: an opportunity for FMs.***

### **16:45 Workshop Summary**

- Key learning points
- Workshop evaluation

### **17:00 Workshop Close**

**How do I book?**

**Telephone: 020 7469 1398**

**Email: [info@quadrilect.co.uk](mailto:info@quadrilect.co.uk)**