

Benefits from the Quality Facility Management Service Provider



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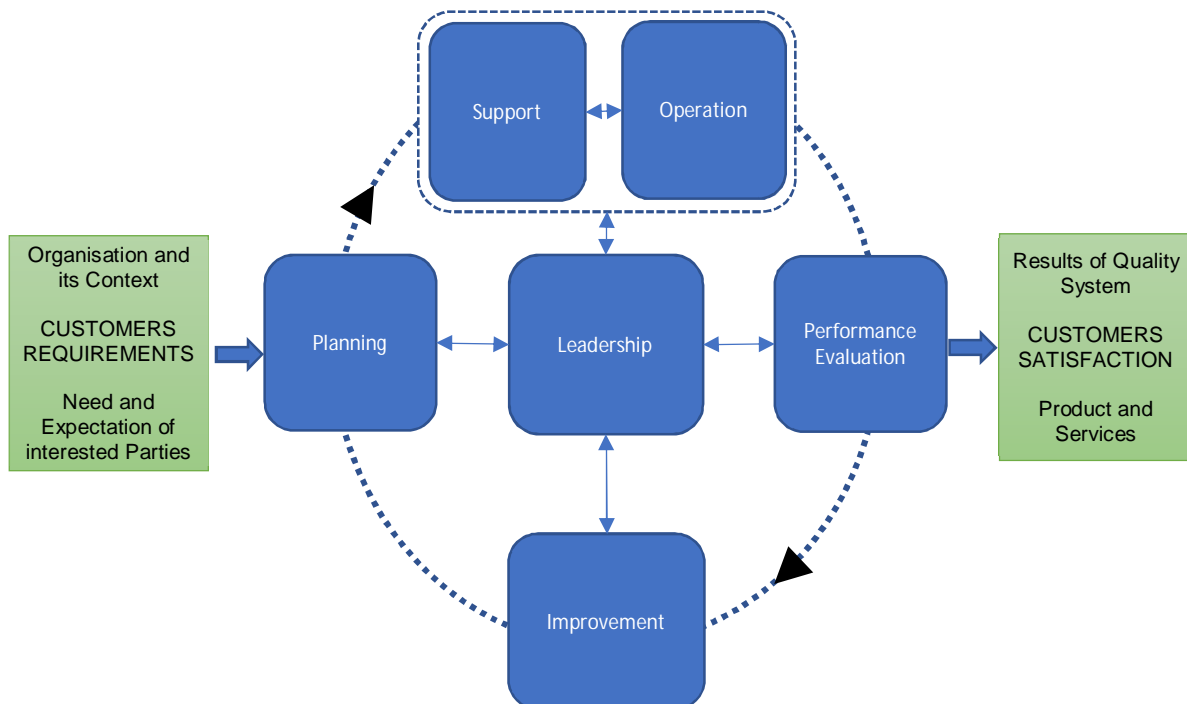
Facility Management (FM) is the practice of coordinating the physical workplace with the people and work of the organisation. Generally, Facility Management is defined as the following:

“The practice or coordinating the physical workplace with the people and work of the organisation; integrates the principles of business administration, architecture, and the behavioural and engineering sciences.” – *International Facility Management Association*.

Choosing the real quality service provider however is not always an easy task to accomplish. Here is what you can consider when selecting service provider as a genuine quality service provider should be able to demonstrate the following values.

1. Business Process and Procedure

A quality-oriented facility management service provider believes in the importance of standardised processes for consistent service delivery. With years of experience in facility management, a quality-oriented organisation manages to establish its own Business Processes and Standard Operating Procedures (SOP) in Facility Management delivery covering critical activities from setting up policies and business planning, resources management, safety and health, service delivery, right down to monitoring and improvement. At project level, a localised set of SOPs include a detailed step of each task, responsibilities, related procedures and documentation that complement the entire management system including consideration for quality, safety, health and environmental. Below is an example of a business process model which illustrates quality system with process and risk-based approach in service delivery of a quality-oriented organisation.



2. Leadership

Leadership and commitment, including customer focus

In a quality-oriented organisation, top management is actively engaged with the quality system that is embedded in the operational activities. Leaders ensure establishment of quality policy and objectives that are compatible with the context and strategic direction of the organisation in facility management. He/ She ensures quality in every aspect of the business processes and committed to the availability of the resources needed to achieve the business goals.

Policy establishment and communication

Implementation of a quality system will only be successful if members of an organisation are aware of how this system works and important aspects of quality are well understood. Leaders of quality-oriented organisation knows well their obligation to put in place the right policy, the right ways of communicating this policy and implementing quality programs for their employees.

Roles, responsibilities and authorities

As a quality provider, defined roles, responsibilities and authorities in every level of its organisation are clearly set out and established making communication between client and service provider more structured and transparent. With established processes related to administration and quality, doing business with them is easier, more structured and transparent.

3. Planning

Quality-oriented facility service provider will have the following as standard feature in their management planning:

a) Addressing Risks and Opportunities

In addressing risks and opportunities, organisation that is well versed in quality system will plan the actions needed to address the risk and opportunities, integrate these actions into their management system and evaluate the action for effectiveness.

b) Setting Quality Objectives and Plan to Achieve Them

Quality Objectives as their measurable goals to enhance customer satisfaction and to complement the quality policy are established at service delivery planning stage and consistently reviewed throughout service operations.

c) Planning of Change

Quality-oriented organisation view changes as a need to achieve the benefits of addressing risks and opportunities. They will not stay still. They are aware that changes can be related to the processes, resources, employees, methods, controls measurements and many others considering that there might be new risks and opportunities in the business environment. When this become a core requirement of their system, the organisation continuously look for improvement in their process, information and knowledge, tools and equipment, employee competencies, supply change and many more.

4. Support

Quality-oriented organisation is known for being responsible and proactive in providing support to their business especially regarding resources, staff competency, awareness and documented information.

Resources

Resources may come in the form of people, infrastructure and the environment (social, psychological and physical) at which an organisation is operating. Quality-oriented organisation is known for putting high emphasis in the provision resources for service delivery. They are committed in ensuring the suitability of resources provision and in maintaining them over the course of service delivery period, giving assurance that services are to be delivered with minimum interruption and peace of mind to the customer.

Competence

Quality-oriented facility management service provider will have to go through a rigorous process of recruiting, managing and development of their staff. This has become a norm for organisation with high disciplines in the execution of quality management system. At the initial stage of on-boarding, staff will go through induction and awareness program. Throughout employment, they will undergo continuous training on related disciplines to ensure the employees are being effective in their jobs.

Awareness

Quality will come with experience. Provider that has years of experience in performing facility services are aware of their diverse activities. They have the knowledge and know-how when it comes to managing complex issues or projects within a facility. Whether it involves technical or financial agendas, you can benefit from an experienced service provider to reach your long-term goals and the quality that you are expected out of their service.

Documented Information

Customers who hires quality-oriented organisation will find that services are delivered objectively and with enough traceability. Information related to the services are always made available and accessible by both the provider and the receiver of the services for verification and validation. This way, disputes can either be minimal or avoided. Services providers are highly compliant in retaining documented information to support their operations and to give confidence that the services are being carried out as planned.

5. Operations

Planning and Control

A quality-oriented service provider establish method and set of actions that will be followed to create standardised administration and management system to support site management activities and coordinate related processes required for initiating service delivery, implement contract modifications, and/or update operating procedures. In planning for operations, the organisation will get their sales, human resources, finance, procurement, contract and operation teams to work together in ensuring successful project mobilisation and implementation.

Service Provision and Proactiveness

Understanding the service and establishing objectives for the service is a must for provider that implements quality management system in their business. They know the typical services to be undertaken to meet the requirements normally specified by the client which include:

- Operation and maintenance of the facility at the highest possible standards at optimum cost.
- Providing services that are responsive to the needs of the facility owner, users and visitors.
- Ensuring facility's compliance with the appropriate life, safety, environmental and aesthetic requirement.
- Creating perfect ambience and working environment for organisational excellence

Control of Non-conformity

Quality service organisation are taking steps throughout its operations activities to prevent nonconforming products or services from being used or provided to the customers. Nonconformities are identified, continually corrected, improved and reviewed for its effectiveness and improvement. All services performed by such organisation are guided by processes which address the need for control of nonconformities in the service. They established and maintains procedures to ensure that services that do not conform to specified requirements are prevented from being provided to or used by the customers.

6. Performance Evaluation

Monitoring, measurement, analysis and evaluation

Performance measurement is an important part in facility service operations management. By identifying suitable parameters to be quantified and assigning a target value to each, the standard of services delivery and overall performance can be quickly ascertained. Trending the results over a period will show how the performance varies over time. Using the performance measurement process as a management tool, decisions and necessary policy changes can be made or justified based on the information provided by the performance indicators. The indicators can also be used as a measure of how performance has been affected by a decision or policy shift already implemented. Quality-oriented service provider normally a master and subject matter expert in Service Level Agreement (SLA) and Key Performance Indicator (KPI).

Internal Audit

Internal quality system audit is a process to ensure compliance and appropriateness of Quality Management Systems (QMS). Internal audit is applied to all organization's business processes, which are within the scope of the QMS. Some quality-oriented organization even incorporate Safety, Health & Environmental (SHE) elements into their Management Systems and call it an Integrated Management System (IMS).

7. Improvement

Corrective action

A corrective action is an action to eliminate the cause of non-conformities to prevent recurrence. This procedure applies to all activities, processes, products and services within a quality-oriented organisation and it include the following sequence:

- i. Determining whether the service contract must be halted pending correction
- ii. Updating Issues and Concerns Log.
- iii. Determining the cause of the problem using available service data/ appropriate analysis techniques, if applicable.
- iv. Establishing and test a solution to the cause.
- v. Implementing the solution and monitor effectiveness.
- vi. Modifying any relevant processes/service documentation and communicate the changes to the relevant personnel.
- vii. Verifying and update the action status in the Issues and Concerns Log.

Continual improvement

While innovation has becoming a buzz word in today's business, not many organisations have been able to demonstrate their innovativeness in term of improvement in their service or product offerings. Working with quality-oriented organisation will allow you to benefit from their proactiveness and determination in ensuring their resources are being utilised to help you realise your vision on innovation. Quality-oriented facility service provider will stay up to date with the latest innovations and can help the client to decide on which innovative approach to be adopted for your facility.