

EuroFM Award Entry - Euro FM of the Year 2008

Peter Bäckström

Customer Business Director, Johnson Controls



March 2008



My presentation today

The challenges in our business

Our mission

The journey

The next step

An idea....

Q&A

Client

Customer

Out tasking

Out sourcing

Function deal

Peter Bäckström, Customer Business Director

“Consistent Service delivery in a multi country environment”

Global Customer, responsible in EMEA:

500 000 m²

170 buildings

22 000 End users

10 countries

Technical and soft services

Some Real Estate services

Since 2004

Support the business
outside EMEA

“European FM Manager of the year 2008”

Demonstrate Management experience in an international environment;

Understanding of:

- Language
- Culture
- Technical and
- Business differences across the countries (s)he is responsible.

Present the solution implemented to overcome these challenges and the added value for the customer.

Our clients challenges

Cost drivers

- Reduce costs per person
- Streamline sqm
- Maximize usage of sqm
- Reduce down time

Constant change

- Recruit and develop existing personnel
- Speed and continuity in business
- Needs of effective change
- Consistent work policies

Cultural changes

- Demographical changes
- Way of working changes quickly (flexibility)
- Handling different cultures
- Organisational inheritance

Competitive in business

- Maximize usage of assets
- Short planning period
- Globalization
- Increase employee productivity

Increased demands and new demands on the FM unit will radically change the way FM is conducted

Authorities

- Increased demands
 - Environment
 - Energy
 - Work Environment
- Increased Accounting

End User

- Consistent delivery
- Speed
- Information about range and levels
- New services
- Service minded FM personal



Head of FM

FM-Employee

- Variation
- Education
- Responsibility
- Affect
- Career paths

Clients/Management

- Create creativity, comfort & a good work environment
- Show competition
- Show a positive business case
- Information and statistics
- No worries
- Standardization
- Flexibility

Challenges for a consistent delivery

Maturity of Out tasking- Out sourcing- Function deal

Lack of standards in EMEA

Culture differences; Mgt behaviour, technical usage, communication, HR legislation

Delivery of Function vs delivery frequencies of services

Energy focus; cost and environmental reason



The mission (2004-2008)

Reduce excess portfolio and make active portfolio more effective

Implement consistent workplace models in all premises covering:

Design	Corporate branding
Administration	Smart solutions
Future needs	Future work patterns
Proactively help the client detect/develop	



Ensure premises are:

Cost effective

Productive

Attractive

Ensure all suppliers have an active role in achieving the goals

Our Commercial Model: Fixed price with monthly changes due to m2 and HHC. All savings in day 1. Closed books. Payment terms agreed centrally. Functions deal.

Our journey to Aligned Global Model Implementation

$$1 + 1 = 3$$

Implementation of the global model

Fixed price

Closed books

Additional Savings

Payment terms

Master or Manage

Scope definition and Measurement

Service Level

Technical Systems

Involvement of End user

Change Management

Global experience

Corporate ownership

Local adjustments

Mutual understanding

Usage of 3 angle measurement and EPOS for right service level

No technical system – output focus

Same customer and same target

Output solution

General description of function P4. Cleaning and waste

Function: P4. Cleaning and waste – work place model, local variation 4				
Service	Requirement	Criteria	Measurement	Acceptance level
Cleaning	Clean areas utilized	Maintain agreed cleanliness and durability on the premises, fixtures and fittings. Ensure that the premises meet expectations on freshness and cleanliness.	<ul style="list-style-type: none"> Performance assessment Number of noted failures 	<p>[To be defined]</p> <p>[To be defined]</p>
Internal waste handling	Provide possibility for separation of waste.	Waste handling with environmental awareness.	<ul style="list-style-type: none"> Number of faults Response time Resolution time 	<p>[To be defined]</p> <p>[To be defined]</p> <p>[To be defined]</p>
External waste handling	Provide possibility for separation of waste.	Waste handling with environmental awareness.	<ul style="list-style-type: none"> Customer satisfaction 	<p>[To be defined]</p>

Standardization



“To develop and promote knowledge, standards and education in the Facilities Management profession. Using one voice, collaborate on the development and means to share the progress of Facilities Management, knowledge and standards.”

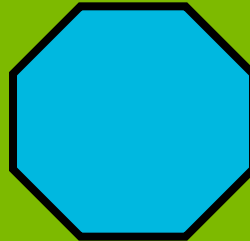
3 Angle analysis



+

Out put

Response time
Resolution time
Faults
Failures



+

Internal processes

Walk around (EPOS)
Follow up on action is done
Check list
Peer reviews



End user

Perception

End user surveys
Reference group meetings
Client surveys

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Mutual understanding

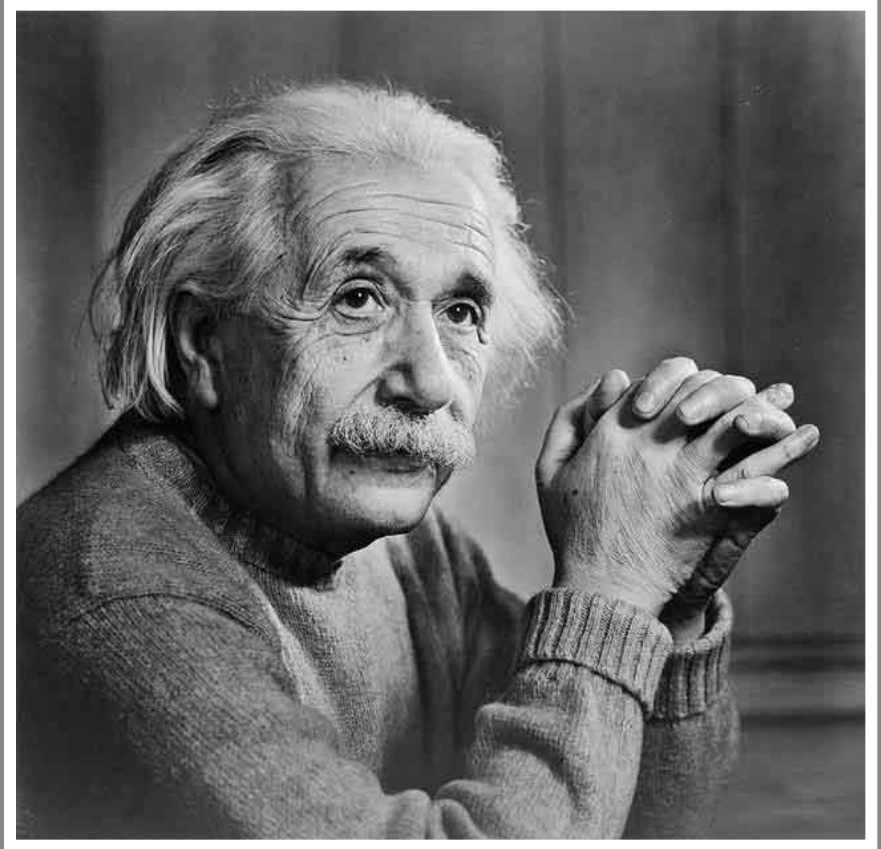
Usage of 3 angle measurement and EPOS for right service level

No technical system – output focus

Same customer and same target

“Doing the same thing
in the same way and
expect changes - that is
insanity”

Albert Einstein



Our journey to Aligned Global Model Implementation

$$1 + 1 = 3$$

Development and improvement processes

CI process

Benchmark

Client Involment

Aligned Global Model Implementation

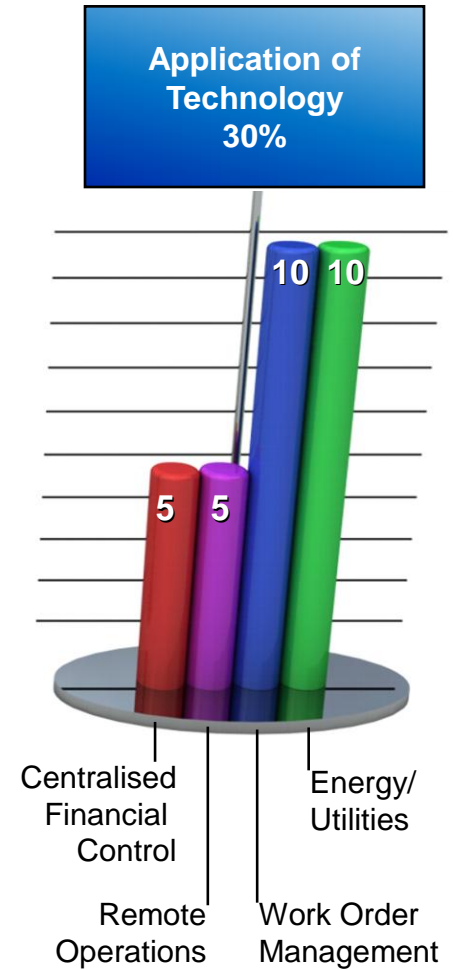
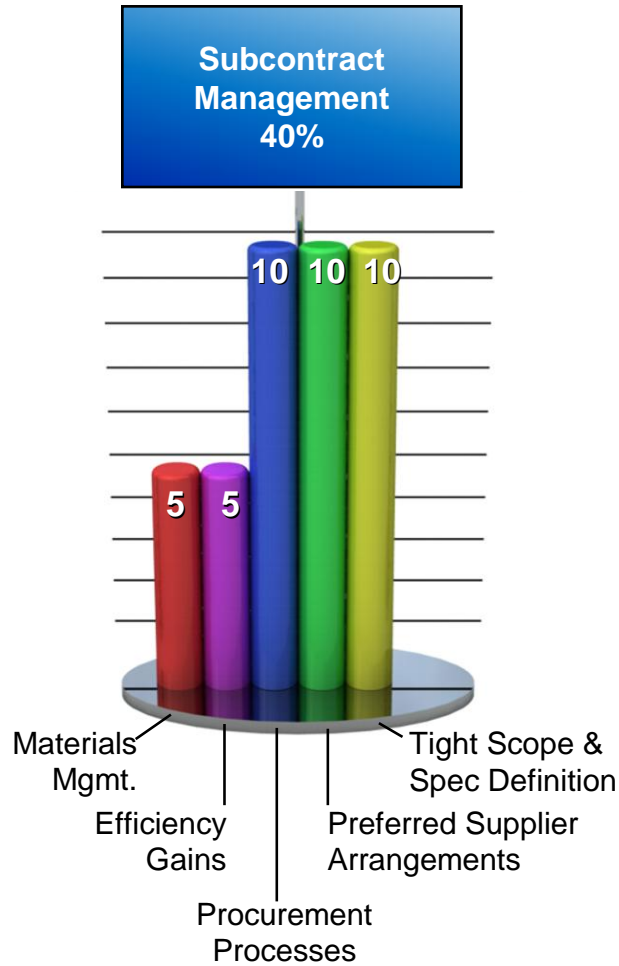
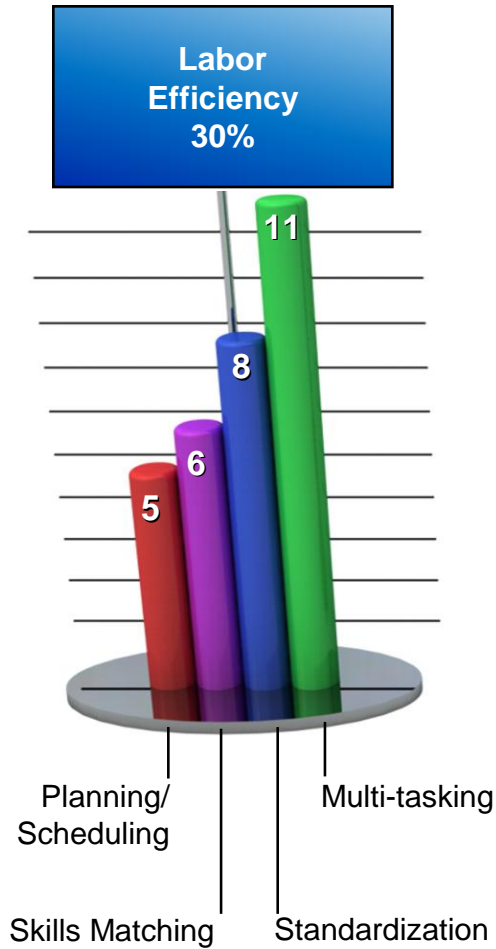
Manage the relationship and expectation

Use mix of KPI

Access to the whole Integrated FM delivering needed

Use bench marking to find areas for improvement and best practice.

Savings / Lower cost



Benchmarking



All business cost per services line

Breakdown to site level in all EMEA countries

Breakdown in different Commercial models

All collected in one database for internal usage and for best in class analysis.

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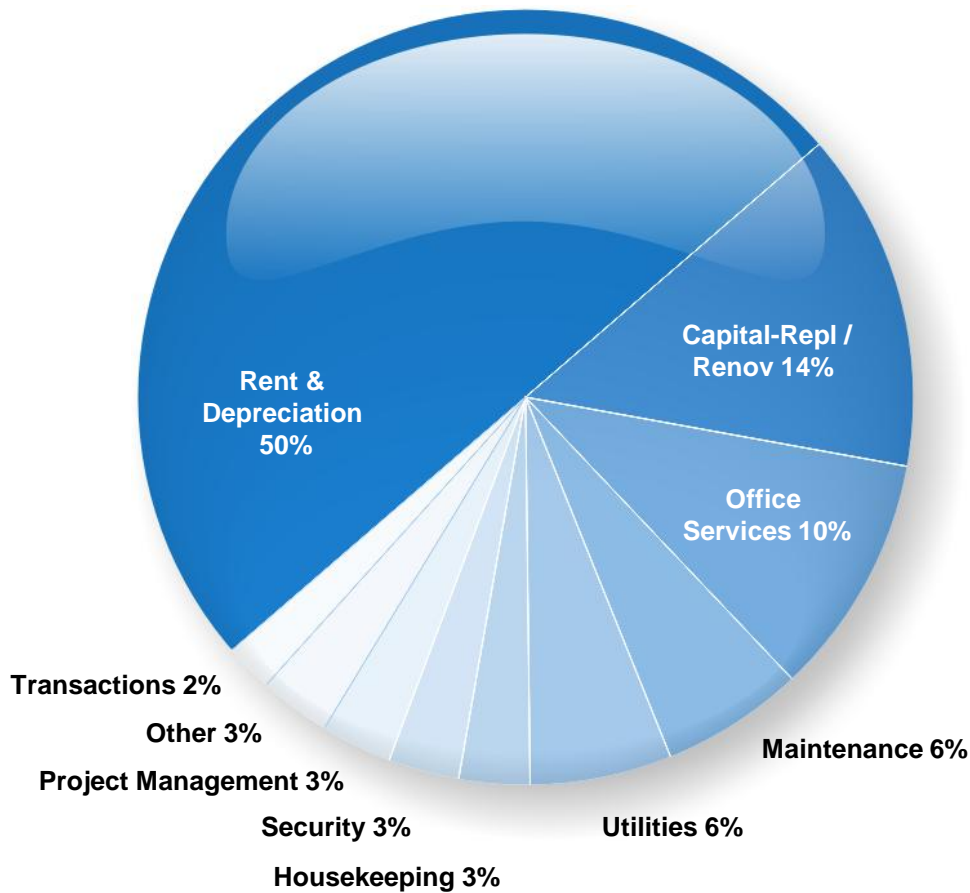
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Use bench marking to find areas for improvement and best practice.

Focus areas going forward



Business lines

- Real Estate
- Projects
- Facilities
- Energy
- Workspace
- Technologies
- Infrastructure
- Consulting

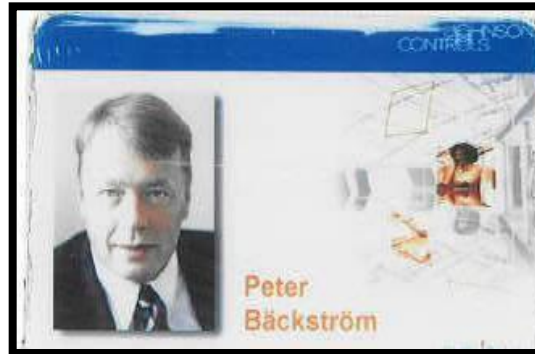
Future badge has the potential to improve and simplify the delivery of FM

Customized cleaning

Entries and restaurant services

Movement pattern for planning of sqm

Cost allocation for e.g coffee, prints and meetings



Booking of work place

Adjustment of temperature

Print outs on the right printer

Phone number to company phone

Post and package delivered to the right place

Login on a computer

“Everything should be made
as simple as possible,
but not simpler.”

Albert Einstein

