



# JRPsolutions

## FM Outsourcing Specialist

### Optimising facilities management provision

**Significant costs** are involved in managing facilities, whether this is done in-house or by external providers, but how do you know if your facilities management providers are being effective and giving the best value for money? If you are appointing a new provider, how do you decide which is best for you?

The traditional approach to provider assessment focusses on comparisons of capital cost, operational costs, and site inspections. This approach tends to produce a very similar output from all providers and can lead to poor selection decisions. A more robust approach that produces a more accurate, informed output is to carry out a **Facilities Management Provider Audit**.

#### Facilities Management Provider Audit

JRP's Facilities Management Provider Audit covers 25 different areas of both hard and soft service provision, of either a client, if they manage facilities in house, their outsourcing partner or someone they are considering having as an outsourcing partner.

Using a robust set of questions and their skills and experience as auditors JRP interrogate an organisation's operational performance across areas such as supply chain management, health and safety processes, customer complaints and corrective actions, continuous improvement, training and training records. Responses are scored in a similar way to any QA process. Minor and major non conformities and opportunities for improvements are all fed into a final assessment that benchmarks that organisation, whether the client themselves, an FM provider or ESCO, against expectations of that kind of company.

This approach delivers a robust report which helps reduce the negotiation time required for new contracts and leads to the selection of the provider and contract that best meets the organisations objectives and that also delivers a value for money, quality service.

For organisations that manage their own facilities, this approach identifies areas where improvements can be made, the provision optimised and cost savings identified.

Where a provider is already in place, this approach provides a sense or health check as a basis for reviewing KPIs and contract terms.

If you would like to know more about how JRP Solutions can help you, or to request a fee proposal, please call us on 0800 6127 567, book a call back through our [website](http://www.jrpsolutions.com) or email [george.richards@jrpsolutions.com](mailto:george.richards@jrpsolutions.com)  
[www.jrpsolutions.com](http://www.jrpsolutions.com)

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*6 reasons why this approach improves efficiency and effectiveness of any facilities management arrangement:*

1. Reduces negotiation time for new contracts
2. Ensures the selection of the most suitable provider
3. Optimises self-delivery by identifying areas for improvement
4. Provides sense/health check of existing providers as a basis for reviewing KPIs and contract terms
5. Enables decisions based on organisational priorities
6. Provides comprehensive information on which to base informed