

WAYS TO GROW

COMPETITIVENESS IN THE FACILITY MANAGEMENT
INDUSTRY

“SMART approach in Facility Management”

Specific: It is important for the company to target a specific area of improvement (for example conducting appropriate training) or answer a specific need

Measurable: The growth must be quantifiable, or at least allow for measurable progress (for eg. making strategies considering the milestone).

Achievable: The target should be realistic, based on available resources and existing constraints.

Realistic: The goal should align with other business objectives to be considered worthwhile.

Time-bound: It is important that we must have a deadline for every defined task.

KEY POINTS TO FOCUS

01

From Reactiveness to
Proactiveness

02

Optimize the use of space

03

Leverage technology

04

Tracking and monitoring
the operations

05

Develop sustainable
solutions

06

Deliver Personalised
Services

07

Focus on value creation
not just cost savings



01

From Reactiveness to Proactiveness

01 : From Reactiveness to Proactiveness

Focus on how to use workspace more efficiently to the benefit of all stakeholders.

01

02

Close collaboration with HR and IT teams to align but also to support the overall company strategy.

Developing sets of more strategically relevant KPIs that measure outcomes such as: ability and speed of knowledge creation.

03

04

Impact on employee productivity and innovation; impact on culture; customer satisfaction; and ability to adapt to changes in the external environment.



02

**Focus on value creation –
not just cost savings**

02 : Focus on value creation – not just cost savings

Facility management success rate has relied heavily on costs

01

02

Prioritizing activity and investment on a granular level.

Investment in new and forward thinking technologies.

03

04

Increase employee productivity, decrease absenteeism and minimize overall stress levels.



03

Deliver Personalized Services

03 : Deliver Personalized Services

Facility Management towards 2021
needs to be focused on creating
personalized service

01

02

The personalized service will go
beyond managing assets and
systems

New ways of working which can be more
fit-for-purpose and unique from our
competitors

03

04

Facility managers should offer a fairly
standardized service independent of the
customer



04

**Develop sustainable
solutions**

04 : Develop sustainable solutions

Sustainability is an important strategic topic in Facility Management.

01

02

Pressure on Facility Managers will increase to deliver sustainable solutions across all platforms and activities.

Training employees in maintaining a sustainable workplace

03

04

Sustainability one of the key ways to gain new market shares and improve the competitiveness



05

Optimize the use of space

05 : Optimize the use of space

Developing the new workplace designs that can suit these new ways of working

01

02

Increasing space utilization rates can result in impressive cost savings.

Developing skills and expertise within workplace design in combination with technology utilization

03

04

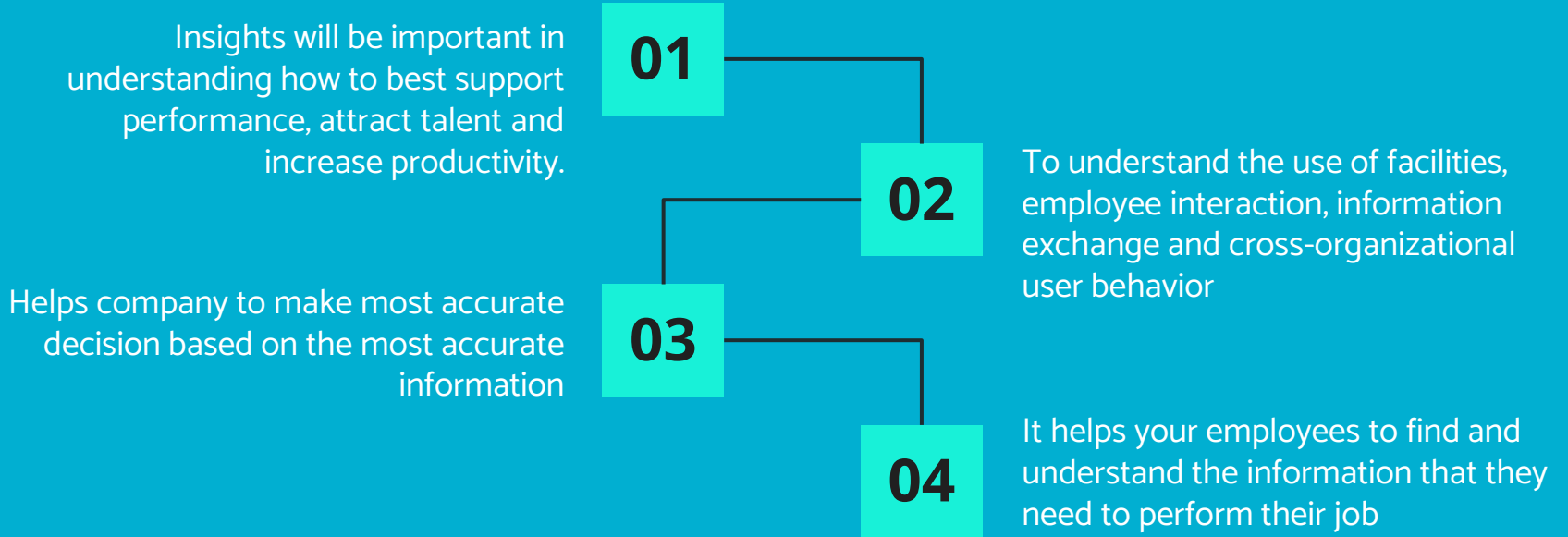
Flexible workstations, distributed workplace strategy and mobile workplace strategy are just a few ways of maximizing the value of current properties



06

**Empower service
deliveries with data**

o6 : Empower service deliveries with data





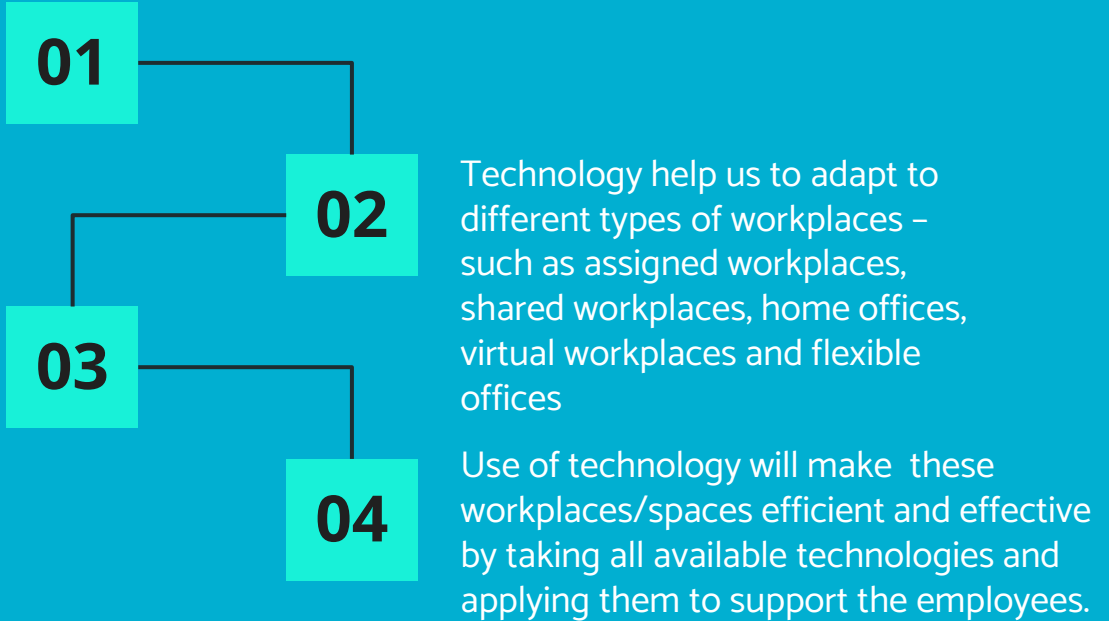
07

Leverage technology

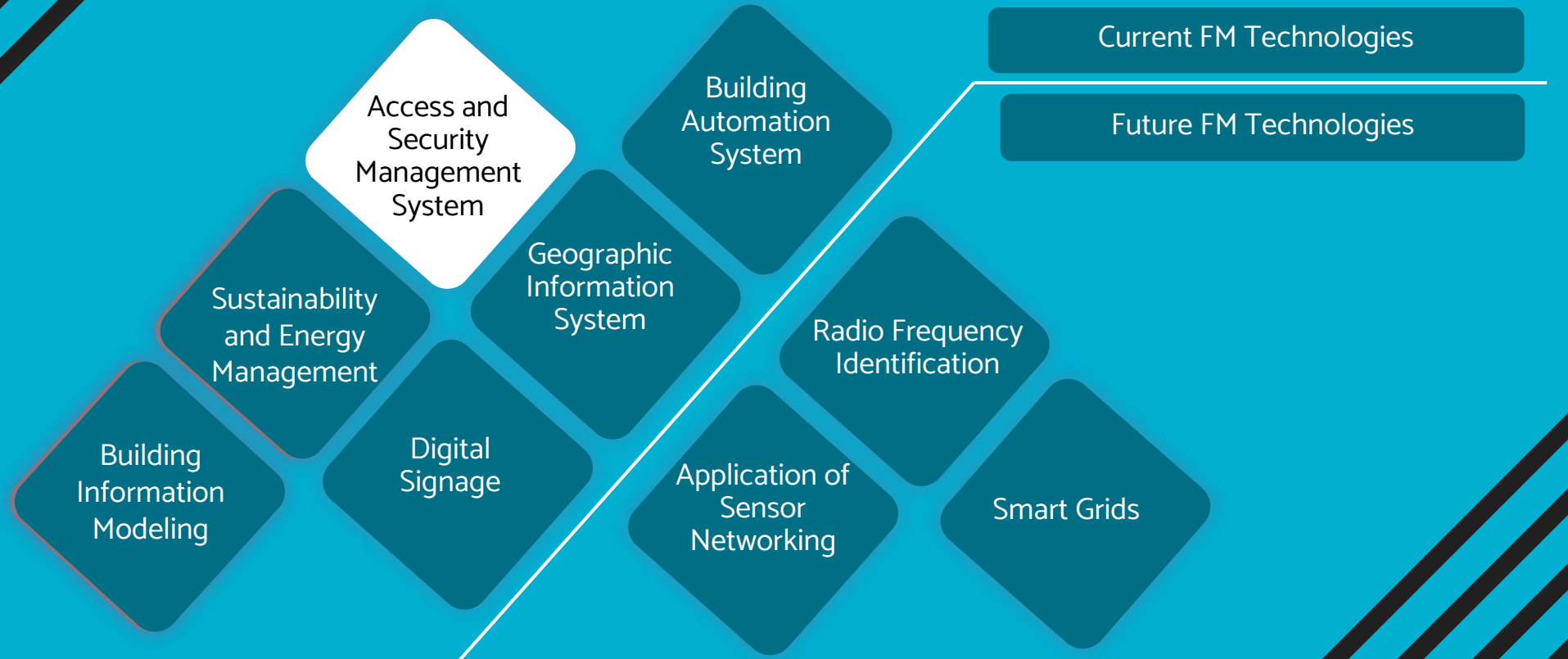
07 : Leverage technology

Facility managers will be keen to leverage more technology in their service offerings to stay competitive

It impacts both how we perform our work and where we work



Facilities Management Technologies





**Thank
You**