

Facility Management Assessment Program (FMAP) for Facility and Property Management organizations

The Assessment Program provides insight into your operations compared to best practices and delivers clear, actionable information you can use to identify and prioritize strategies for your operations..

Our Approach

Our approach is objective and measurable. It is a non-judgmental comparison of your specific organization structure, systems, access to expertise, service delivery models, practices and procedures, systems, information and functionality.

Checklist Assessment

This short assessment involves on-site interviews with FM staff and a review of the documents, processes and systems used to deliver services.

The checklist covers areas such as communications, customer service, asset management, emergency, energy and environmental management, lease management, occupancy management, project management, maintenance, performance management, quality assurance, HR practices, Health & Safety, standards, practices and policies.

The result is a Checklist Assessment report which identifies all areas where current practices match best practices and also identifies where gaps exist in the current organization or operational models. The report provides a % rating in major categories against best practices and provides a short summary on each of the 14 main categories.

Evaluation Assessment

This detailed assessment includes the Checklist described above, however it involves a more involved review and assessment of current organization and support structure effectiveness.

This involves on-site interviews with staff, customers/occupants and senior management in addition to a detailed review of documents, processes, procedures and systems used to deliver services.

The Evaluation Assessment is a longer and more in-depth initiative.

The result is a detailed written report that identifies strengths of the current organization, gaps relative to best industry practices and provides prioritized recommendations for improvements and options for effective service delivery

The evaluation and recommendations take into account the realities of your current operational situation and provide you with an external viewpoint you can use for internal business cases that support your initiatives.

Two levels of Assessment

Checklist Assessment (FMAP-C)

A short fact based review against an extensive list of practices in 14 major groupings along with a short summary for each of the groups.

Advantages

This is a short, low cost checklist review that compares the combined best practices from successful Facility and Property Management companies and leading in-house organizations.

Evaluation Assessment (FMAP-E)

Amore extensive review building on the checklist includes observations and recommendations on organization and strategy. This takes into account your organizations needs and priorities and is a starting point for change.

Advantages

The Evaluation goes deeper into the delivery of service and provides a written report that identifies opportunities for change in a prioritized list . This enables you to assess and implement based on your requirements and the benefits to your organization.

Benefits

The FMAP provides you with broader insight into the best industry practices that would not normally be available to you and provides you with the information you need to prioritize initiatives and develop business cases to support your strategic plans and initiate change..

Try our Free Checklist

Test how your organization matches industry best practices with our free Mini-FM Assessment Checklist. It covers 14 key areas of Facility and Property Management. Download a PDF version or use it on-line at www.surveyfm.com