

## Five things to think about when choosing a facilities management provider

*You've come to the correct conclusion that you need a facilities management provider but now the question is how do you find the right one? Take a look at our handy guide so you know what to keep an eye out for.*

### 1. Understand what you want from a provider

*Do you want a single provider who can manage and deliver all the services you need today or someone who can add disciplines as the relationship grows? Is it someone who will simply deliver the maintenance services to an agreed contract for a fixed period of time or are you looking to develop long term partnerships with someone who will work with you to understand your business and its long term strategies and how facilities management impacts on them? These are the key questions you need to be asking yourself when looking for the right fit for your organisation – knowing what you want will make sure you get the company and service you need.*

### 2. Look for commitment

*Long lasting collaborations are key to the success of a facilities management partnership. This is because new strategies can be tested safely as the relationship grows. You want a facilities management company that is looking to create long term, trusted partnerships not just offering a quick hit, short term approach.*

*With this in mind, smaller FMs are also recommended. They can build on the trust you develop by maximising the key components of outstanding customer service such as delivery, which can so often be lost with larger providers. As best practice continually evolves in the sector, it can also be costly for larger companies to keep up so smaller FMs are also better placed when it comes to keeping up to date with legislation and guidance.*

### **3. Know your KPIs**

*You cannot measure any service providers performance without KPIs and the key function of outsourcing services is to enable you to focus on your core business. A good provider will welcome the opportunity to measure their performance, after all it gives them the chance to highlight the successes! If you're not sure what KPIs you should be working to just ask the service provider to share theirs so you can get an understanding of what measurement to put in place.*

### **4. Trust is key**

*A provider who is committed to working safely is a great starting point as we all know safety is paramount in any industry. Trust in this area is something that is built over time but there has to be an element from the outset. It's also important you feel you can have an open dialogue with your provider which will help to build the trust as the relationship develops. To get an understanding of a provider's approach in this area, speak to other customers who have worked with them, look at their retention rates and don't be afraid to do your homework.*

### **5. Optimising in-house employees**

*Here at Signum our motto is 'Taking care of buildings so you can take care of business' and working with a provider who also has this approach and ethos is so important. Employing a facilities management company is all about you being able to remove the time-consuming elements of building maintenance so that your staff can focus on their core job roles. One of the benefits of this is then having a single company for everything rather than having to ring round numerous suppliers, which reduces the supply chain management and finance processing time. If you have faith in your provider to do just that, then your business will reap the rewards.*