

MartinCompany

Management Consultants, Inc.

Helping Facility Stakeholders Manage Change

Sustainable Facilities Management, Operations & Maintenance

Standards – Process – Technology – Procurement – Organization



Asset Data Management
Process Documentation
Facility Start-Up and Operating Plans
Savings Action Plans / Process Improvement Plans
CMMS Selection, Launch / Re-boot Support
Service Contract Procurement and Management
Performance Audits/Metrics
Communications, Training & Team Building

MartinCompany organizes facility information as the springboard to savings and reliability in facility operations and maintenance. "Blueprint for Facilities Excellence" fosters mutual stewardship among stakeholders – leadership, the workforce, service contractors and occupants. BFX enables the facilities team to "drive the delta" to **attack waste, excel in its work and extend asset life.**

ABB Robotics • Associated Bank • Baker College • Citizens Bank • Cummins Engine • Chrysler
Davison University • Delphi • FedEx • General Motors • Johnson & Johnson • Mott Community College
Pfizer • Robert Bosch Automotive • Roy Jorgensen Associates • Wayne State University

Facility Operating Plan
"Blueprint for Facilities Excellence"
Customer Service Agreement – Prioritize
"Create Commitment"
Operating Structure (CMMS) – Plan
"Anchor Accountability"
Workplace Organization – Prepare
"Set-Up Success"
Work Supervision – Perform
"Promote Proficiency"
Service Contractor Management – Partner
"Initiate Integration"
Customer Communication – Prompt
"Share Stewardship"
Value Scorecard Reporting – Prove
"Drive the Δ !"

Current, Accessible, Accurate, Complete, Coordinated Facility Information

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Blueprint for Facilities Excellence

Facility Operating Plan Checklist

Customer Service Agreement – **Prioritize**

Define work requirements and standards, set goals and confirm customer expectations

- *Facilities Mission and Goal Statements*
- *Safety and Security Guidelines*
- *Sustainability Guidelines*
- *Facility Risk Assessment Profile*
- *Service Requirements, Priorities and Standards*
- *Facilities Master Calendar*
- *Occupancy Database and Occupant Manual*

Operating Structure – **Plan**

Focus on work design and job assignments, computerized maintenance management systems to improve performance, extend asset life and reduce costs

- *Baseline Facility Description, Drawings*
- *Asset Reliability & Condition Standards*
- *CMMS – Asset Data Input / PM Plan*
- *Staffing/Sourcing Plan, Job Descriptions*
- *Information Technology / Automation*

Workplace Organization – **Prepare**

Bring clarity, order and efficiency to workspaces, storage, and the selection, maintenance and use of information, equipment, tools and material.

- *O&M Manuals, Document Management*
- *Set-up for Shops, Cribs, Closets, Carts*
- *Equipment, Tools, Parts Management Plan*
- *Inventory Management Guidelines, Controls*
- *Worksite Access and Coordination*
- *Work Area Prep / Clean-Up Guidelines*

Work Supervision - **Perform**

Execute and document facility operations, scheduled work, reliability maintenance, service requests and maintenance projects economically and professionally.

- *Shift Start Protocol*
- *Work Request Validation and Response*
- *Work Task Standards and Planning*
- *Work Force Direction, Self-Auditing*
- *Work Order Close-out*

Service Contractor Management - **Partner**

Transform vendors into partners, allies in lean process development and cost savings

- *Scope Definition and Performance Guidelines*
- *Solicitation, Evaluation, Award Procedures*
- *Start-up, Integration, Communication*
- *Continuous Improvement, Savings*

Customer Communication – **Prompt**

Focus on opportunities for continuous improvement, cost reduction and customer support

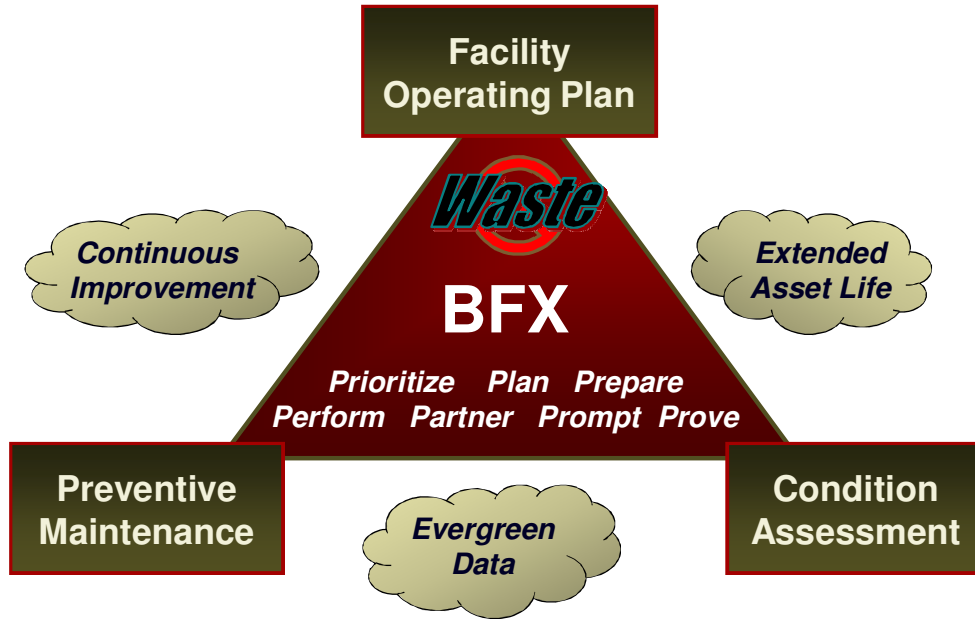
- *Occupant Directory, Manual, Webpage*
- *Notices, Labels and Alerts Guidelines*
- *Work Request / Project Status*
- *Response – Resolution Cycle Time*

Value Scorecard Reporting - **Prove**

Identify and track opportunities for lean, sustainable facility operations

- *Baseline Operating & Financial Data*
- *Performance Auditing*
- *LEED – EB Operations & Maintenance*
- *Continuous Improvement Initiatives*

Blueprint for Facilities Excellence - "Drive the Delta"

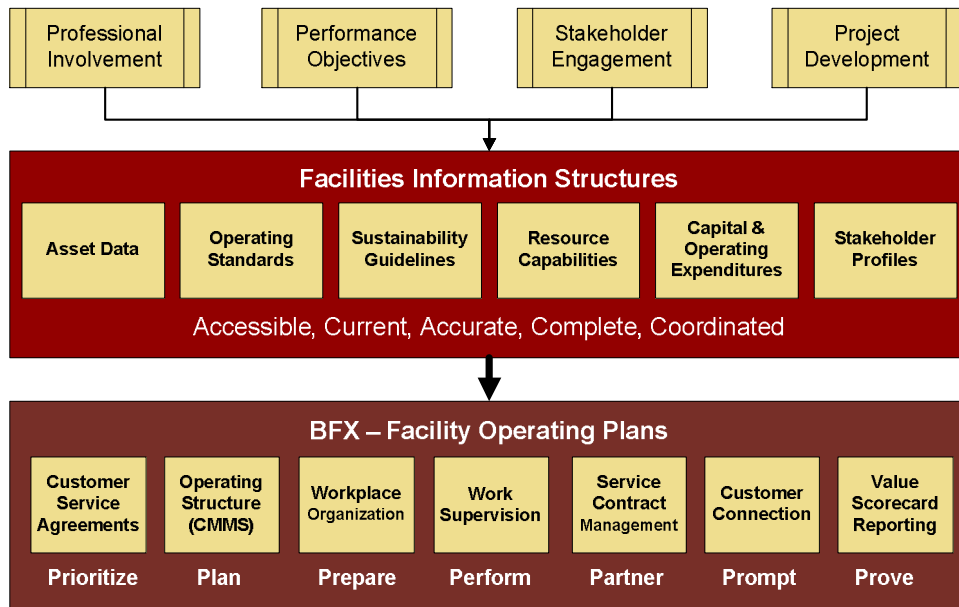


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Information Reliability = Operational Reliability

Integrated Inputs to Facility Operating Plans



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