

## 10 STEPS

# TO MAKE YOUR HTM & FACILITIES DEPARTMENTS

## A STRATEGIC ASSET

01

### GLOBAL DATA STANDARDIZATION & MASTER DATA MANAGEMENT

Create and maintain an accurate data set for equipment and locations to ensure regulatory compliance and accurate reporting.

02

### SYSTEM WIDE ADMINISTRATION, SECURITY, POLICIES, & PROCEDURES

Develop standard enterprise-wide policies and procedures for ongoing training, support, system access, and security using a multi-tiered role-based model.

03

### ASSET & WORK ORDER MANAGEMENT

Deploy and document LEAN corrective policies and procedures and checklists to enable process standardization, benchmarking and automation, with the objective of improving efficiency, productivity and uptime.

04

### REGULATORY COMPLIANCE & PREVENTATIVE MAINTENANCE

Deploy and document LEAN PM, recall and alert policies and procedures to support compliance and an Alternate Equipment Management program, with the objective of improving efficiency, productivity, and up-time.

05

### SERVICE PERFORMANCE MANAGEMENT

Ensure service level agreements with end customers are met/exceeded by introducing standardized business process and tracking performance, with the objective of delivering exceptional service at a lower cost system-wide.

06

### PARTS/SUPPLIES MANAGEMENT & PROCUREMENT

Deploy and document an enterprise-wide parts inventory management system to track usage, automatically manage supply levels and automate the procurement and receiving process, with the objective to lower parts costs and reduce the amount of time spent ordering and managing parts and supplies.

07

### THIRD PARTY SERVICE MANAGEMENT

Deploy and document an automated contract management system to centralize and rationalize service contracts, proactively flag equipment under service contracts, alert managers to pending contract expiration, and automate the documentation and performance of vendors against their SLAs.

06

### ENVIRONMENT OF CARE (EOC) ROUNDING

Deploy and document an automated closed-loop system for assigning, distributing and completing EOC surveys, including any corrective tasks that need to be done, with the objective of improving compliance, simplifying reporting and reducing the time required to manage and fulfill EOC rounding requirements.

09

### INTEROPERABILITY & AUTOMATION

Deploy and document interfaces between systems and equipment to extend automation and deliver higher levels of service and improve productivity.

10

### ENTERPRISE PERFORMANCE MANAGEMENT

Define KPIs and create real-time dashboards and reports for all stakeholders to create a culture of accountability by improving visibility and communication across the organization; meet with stakeholders quarterly to review progress and identify areas for improvement.

## WE CAN HELP

This methodology has helped our clients take out millions in operating costs. Let us help you take your business operations to the next level by providing best practice and management consulting, data analytics, and benchmarking leveraging best-in-class industry specific KPIs.

**REGISTER NOW** for the 10 Steps Overview webinar on 10/18/2018

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