



DIAGNOSTIC REVIEWS AND AUDITS

GRE offers a property and facilities management diagnostic service to provide an independent and professional health check of an organisation's property and FM functions. The service which can be in the form of a review or an audit is tailored to each customer with a view to reaffirming current practices are fit for purpose and requirements are being met, to recommend solutions to property and FM challenges and identify opportunities for improvement.

Undertaken by a seasoned consultant possessing practical property and FM experience in wide ranging business sectors, each FM diagnostic is undertaken with individual organisational and business priorities in mind; GRE agrees the key objectives of each review or audit to establish a tailored, meaningful focus on the property or FM priorities within the customer organisation. Components of the property and FM operation typically comprise one or more of the following components:

GENERIC FM OVERVIEW DIAGNOSTIC:

- The FM organisational structure
- How services are delivered
- Procurement and supply chain management
- Performance and Management Information
- Compliance with legislation

PROPERTY & FM TEAM DIAGNOSTIC:

- Is the organisation's internal Property & FM structure fit for purpose – is there change?
- Are the roles and responsibilities defined and communicated and are the right skills in place?
- Future resourcing and training requirements

PROCUREMENT AND SUPPLY CHAIN DIAGNOSTIC:

- How service(s) are sourced and is this most optimal route – what are the alternatives?
- Is there appropriate governance in the supply chain?
- Are there issues with the service and/ or the supply chain relationship(s)?
- Are the commercial terms and technical requirements fit for purpose and flowed down?
- Is the supply chain performing against contract?
- Is there a Supplier Relationship Management ("SRM") programme in place and implemented?

PERFORMANCE DIAGNOSTIC:

- What are the performance metrics for the property and FM function and are they appropriate?
- How are the metrics measured – are systems being utilised to capture performance information?
- Is the measurement accurate?
- How are metrics driving continuous improvements – is there a programme for improvement?
- Are stakeholders satisfied with the service?
- A high-level review of FM costs
- Are risks being appropriately managed?

COMPLIANCE DIAGNOSTIC:

- How is the organisation approaching compliance?
- Is the organisation compliant with its property lease obligations including a lease review?
- Is the organisation compliant with FM related statutory and legislative requirements?
- Are third parties compliant with contract obligations?
- Is compliance being monitored robustly?
- Can compliance be evidenced?

SERVICE SPECIFIC DIAGNOSTIC:

These diagnostics relate to an individual FM service e.g. maintenance, help desk, cleaning etc:

- Is the service optimal – what does good look like?
- Are services being delivered in accordance with the contract documentation (e.g. specifications, service levels etc.)?
- What are the interfaces and do they work?
- Are the service costs Value for Money ("VFM")?

Depending upon the objectives of the customer, the GRE property and FM diagnostic can typically be undertaken over a five to ten day period whereas diagnostic audits typically require more detailed analysis and stakeholder interface.

