

# Walk Down to Electric Avenue

## e-QSS Can Improve Facility Management Service Quality

**T**he users' demands on real estate of all kinds are growing. A professional Facility Management (FM) is intended to assure services just as required and at the very best price. A very important prerequisite to achieve this goal is quality assurance agreed upon by contract in order to create transparency of performance for both sides. And the very best solution for quality assurance is an electronic method for that it brings immediate results and thus the chance of immediate improvement.



Oswald Neumann

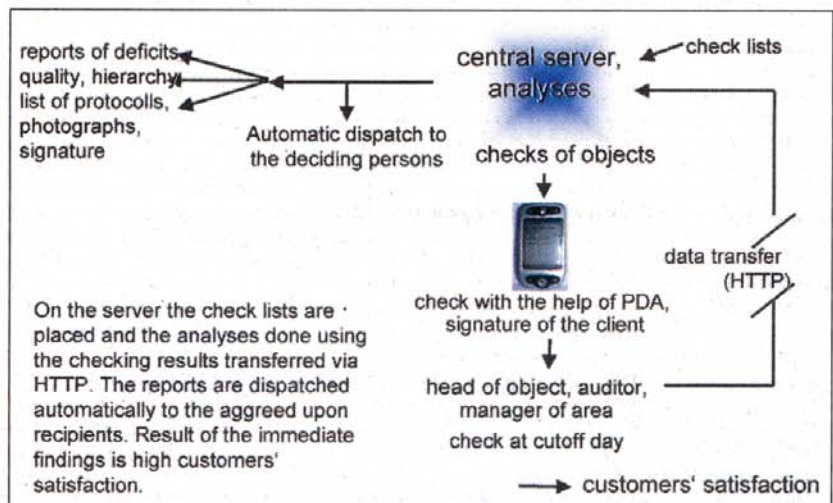
In the Industriepark Wolfgang for high-tech companies in the Rhein-Main-Area, seven of Degussa's business units are settled with production, research and development. The Industriepark Wolfgang, a 100% subsidiary of Degussa, runs all services necessary for the best possible operation of such a high tech industrial estate and for the integrated support of the residing companies.

Quality assurance has been an important matter above all since 2001. Back then, a workshop on building cleaning pointed the way. It was held by Neumann & Neumann, a consulting firm specialised in the organisation of infrastructural services and in inviting

tenders for such services like cleaning, catering, maintenance of gardens or technical installations or laundry. The workshop was the starting signal for a scrutiny of performance quality and budget in the cleaning service. Based on an exact analysis of the ac-

spots, avoids down times, prevents unexpected repairs and reduces in the long run the maintenance costs.

Whether heating system or air conditioning, closed circuit-TV, fire prevention or security technology: Technical installations must work



The development of service performance should be and can be watched in detail when quality assurance works with an electronic tool. The illustration shows an extract of a monthly report.

tual situation, tenders were invited, including the requirement of quality assurance for the service provider.

This procedure has assured a long-term high level of cleaning up to today in the Industriepark Wolfgang. For quality assurance, e-QSS is on duty, a specialised software tool for services. The call for tenders is repeated periodically in order to align the performance level and the price with the present-day market conditions.

### Why Quality Assurance?

The cleaning service is only a small part of the duties the Industriepark Wolfgang operates within the scope of FM. While the quality of cleaning is co-deciding about the clients' satisfaction, the best possible maintenance of technical facilities for example is an important factor for economic efficiency, too, because orderly, periodical servicing, together with the timely diagnose of weak

perfectly without their maintenance causing overly high costs. First and foremost, all laws and other regulations must be met with absolute reliability. The maintenance of technical installations must guarantee for conceptions of maintenance, emergency, etc. that make the company safe in case of liability and audits.

That is generally the concern of companies looking for a modern electronic method of quality assurance: gaining the best possible service quality, including legal certainty, at the best possible market price, as prerequisite for FM, that satisfies all the clients' demands at economical costs. And that is a goal reachable with the help of e-QSS.

That software tool works on the detailed list of the agreed upon works. That list gets installed on a mobile device and is used as electronic check list for regular controls on the spot done by the service provider or by the client. This procedure assures an efficient maintenance, avoids careless

mistakes and provides an electronic list of faults within minutes – something that is quite helpful for the personnel.

Such software on duty brings a continuous documentation of the actual situation of technical installations and possible problems of the maintenance level and its development: How much repairing work has got to be done and is necessary over certain periods of time? In case of technical problems, the service can react within short time.

### The Prerequisites Of Success

The cornerstones for the procurement alternately the production of the best possible infrastructural FM services are analysis of the present-day situation, data acquisition, detailed drawing up of demand, included exact professional definition of the required quality and, in addition, of the methods/tools that are thought to be used in order to guarantee the agreed upon quality level, and a first approximate estimate of costs serving as standard of comparison for the evaluation of different offers and for an accurate wording of the contract.

Last but not least, quality assurance must be agreed upon by contract in order to create performance transparency for both sides. The very best solution for that is as we have mentioned an electronic method for that it brings immediate results and combined with that the chance of immediate improvement measures.

For an example, let's have a look at the winter service. That seasonal area of responsibility calls for much apparatus and equipment binding a lot of capital. To procure the necessary service at a good price but at the same time sufficient to make the company safe in case of liability, you cannot be satisfied with a very common description of required service as follows: "In the winter, streets... within the area of contract are to be cleared from snow and strewed with blunting or thawing materials."

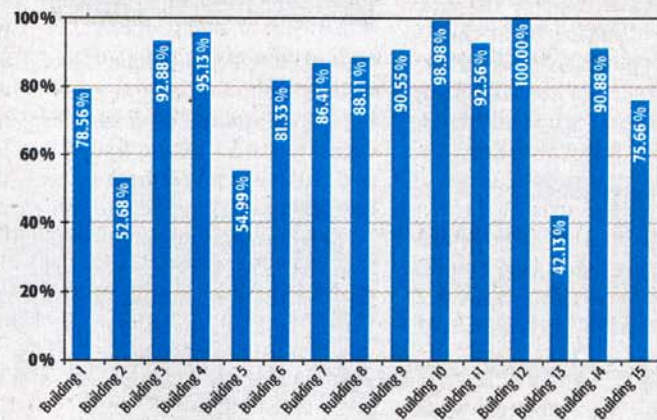
Such a wording includes a risk because the service provider will in any case try to fulfill the duty with the least possible effort.

The following phrase requires of cause much more preparations, but it is much more unambiguous: "Machine-clearing of the main streets and gradient routes (clearing class I) must be started immediately when these roads begin to get icy. Immediately afterwards the materials must

assurance, for the client as much as for the service provider. The latter wins certainty for the case of complaints and gets enabled to introduce und realise a continuous improvement process in his own company and to establish further training for his staff in a very calculated way.

Of special advantage is, by the way, a software tool that can be engaged, just like e-QSS, for different services inasmuch as it oper-

Comparison of objects 2005 – 2006



Source: Neumann & Neumann

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be strewed as defined in the supplement."

### Summary

Effective quality assurance is possible if the client has his requirements very well defined; and if the checking rounds on the spot yield immediate results. The latter is an absolute must that paper lists are not able to provide! The only realistic way to reach this goal is an appropriate software tool. The electronic approach enables, in addition, to prolong the analyses without much work, to document and demonstrate the service provider's performance with the help of regular reports.

That means that complete performance transparency is an important result of the electronic quality

ates with any kind of demanding list. The reason? With the help of such flexible software, you can link the checking and repairing routines established for the different services in the field of infrastructural FM with each other. For example: During the weekly cleaning check, technical faults are noticed. Via PDA the auditor gives the message immediately to the technicians, and those give feedback when they have remedied the problem.

#### Contact:

Oswald Neumann  
 Neumann & Neumann Beratungs- und Projekt GmbH  
 Steingaden, Germany  
 Tel.: +49 8862 9870 13  
 oswald.neumann@neumann-neumann.com  
 www.neumann-neumann.com

chanager@gitverlag.com