



# THOUGHT LEADERSHIP

Managing Projects for more  
Effective Facilities Service Delivery



INNOVATIVE. TRANSPARENT. COMPLIANT.



**Projects** are part and parcel of facilities management activities. They bring their own challenges, particularly those that impact multiple departments or extend beyond one site, but all require tight cost control, managing teams and delivering to the deadline.

From relatively simple schemes such as the replacement of an air conditioning unit through to a full interior fit out or

extension to the building, every project has an impact on the day to day facilities management activities. If the project includes a new asset, a new boiler for example, or the scope of use changes, such as refitting an office to become a meeting room, there is a direct correlation with the facilities management regime. Often the data gathered during the project is not integrated with the FM programme and therefore can't be leveraged in a coherent way.

Using a single software platform for FM and project management activities enables data about new assets to inform the FM activities and aids the development of new maintenance programmes of work. This continuity of data streamlines the handover process and eliminates inefficiencies.

With all of this in mind, the importance of utilising effective project management techniques and principles has wide reaching implications, including areas beyond



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the project environment and immediate recipient of the project deliverables. To support these techniques the software utilised, which forms part of the technological environment, should be able to support most, if not all, of the key areas of effective project management.



## DOCUMENT MANAGEMENT

Allow the right people to access the correct version of the document at the right time. Version control and audit trail ensure everyone is 'singing from the same hymn sheet'.



## TRACKING DECISION MAKING

Remembering who agreed what, when and how that impacts the plan is critical. Capture the decisions and how the plan and costs are impacted and notify the correct team members.



## AVAILABILITY FOR MEETINGS

What is needed to be discussed by whom and where is critical in relation to controlled and transparent communication. A useful solution is calendars that are linked to resource schedules that, in turn interface with the correct mail clients for local meeting management.



## RESOURCING THE PROJECT

Having a quick and dynamic view, of the correct skills and resources required for the project should be displayed whilst taking into account the costs and the timescales so that each project remains on track in terms of cost and delivery.



## PROJECT ADMINISTRATION

Project templates allow predefined project administrative requirements to be captured and managed centrally. When these templates are linked to projects a consistent and agreed process for managing and controlling projects is established regardless of what the project is delivering.



## PROJECT REPORTING

Create specific reports on specific projects, but also have the ability to make comparisons with previous projects for benchmarking of service, resource and cost.



## EMAIL MANAGEMENT

Certain types of projects, typically in construction, require that key email exchanges, which invariably lead to a decision, be stored against the project. Not only should this be achievable during the process of sending the email, but it should be stored and easily retrieved and the data should be able to be accessed via a web browser and not just through an email client.



## SHARING PROJECT CHANGES

Project creep is a fact of life. Communicating the changes in scope, cost or timeframes is essential. Not only should workflows be modified to manage the impact of the changes but to ensure that the right people are notified.



## PROJECT GOVERNANCE

Regardless of the type of project being delivered, the location of the project team and budget, central project governance functionality is key to a successful outcome. The ability to define your project governance methodologies whatever they are, is critical. Centralised reporting on governance also means any quality awards can be audited with confidence.





## PROJECT SNAGGING

At the end of the project the team is beginning to dissipate, the contractors and suppliers are turn their attention to new projects but until the snagging is complete there can be no handover to the client. Kanban style snagging boards offer ease of task allocation, priority of assignment, timescale setting and progress status update functionality, which is becoming invaluable to anyone managing a project.

**By implementing** better strategies for dealing with these challenges FMs can deliver more efficiently run projects. The ultimate goal should be also to use the outcomes of the project to ensure that the impact of the project is used to inform the day to day facilities service delivery.

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