

Facilities Management

Case Study

Client Details

Global Pharmaceutical Organisation

Length of Client Relationship

For over two years Agenda Resource Management has provided a full facility management service.

Project Heading

Develop a quality-based facility management service

Further information

info@agenda-rm.co.uk Or jobs@agenda-rm.co.uk

Overview

The client decided to contract out the management and staffing of its research facility. They were keen to develop a relationship with the contractor based on quality and the achievement of key deliverables. Agenda developed a solution that linked contract profitability to the achievement of specified performance measures.

Agenda's Role

Agenda was engaged to develop a quality-based approach to facilities management that ensured compliance and continual improvement. Several meetings with the clients were held and scoping exercise undertaken. From this, four primary areas were identified and measurable performance criteria developed for each of them.

Home Office Compliance

This section included 10 key measures including animal health checks, Named Vet records and animal recording keeping. The client was interested in ensuring that standards were maintained above the legal requirements.

Animal Care and Welfare

This section revolved around the high standards of day-to-day care and welfare of the animals. 30 key performance measures were developed including husbandry procedures, temperature and humidity records, SOP records and compliance and supply of feed and bedding.

Training

We recognise the importance of continual professional development and instigated 10 key performance measures including Home Office and Institute of Animal Technology training, in-house training programmes and completeness of training records.

Health and Safety

Compliance with Health and Safety legislation is crucial and so 5 key performance measures, each having 5 or more sub measures, were developed. These included inspections, accident reporting, risk assessment, health surveillance and health and safety training.

Outcomes

A scoring system was developed and independently assessed each month. The score was then translated into a % profit for Agenda. The staff in the facility shared the profit and the client has been so delighted with the performance of the team that we have been awarded several discretionary bonuses. The client commented that the facility standards have been so high and the whole contributes positively to the research efforts.

Future Developments

The quality-based approach means the contract is continually evolving. Many improvements have been made and communication processes and reviews have been built-in to ensure that we continue to exceed our client's expectations.