

## FACILITIES MANAGEMENT CASE STUDY

<b>Client Details</b>	University / Academic Institute
<b>Length of Client Relationship</b>	Agenda Resource Management has been working in partnership for 18 months.
<b>Project Heading</b>	Complete Facility Management Solution
<b>Further information</b>	<a href="mailto:info@agenda-rm.co.uk">info@agenda-rm.co.uk</a>
<b>Overview</b>	<p>The University had completed the construction of a bioscience facility and was considering the best approach to commission and manage the new facility.</p>
<b>Agenda's Role</b>	<p>Agenda met with the University management team and offered a series of solutions that included director level consultancy advice to take the research facility from the construction phase through to the operational facility stage.</p> <p>The Agenda team met with all of the stakeholders including researchers, suppliers, health and safety personnel, Home Office representatives and contractors. A detailed plan of action was developed including key milestones incorporating validation of the facility's building management systems, commissioning and proving of key equipment and the development of critical Standard Operating Procedures. Costings and budgets were also developed to enable funding to be scheduled. Agenda also negotiated with key suppliers to save the University significant amounts of money.</p> <p>Consideration of deep cleaning, fumigation and training of staff including inductions for users was planned and instigated. The University also chose, out of the staffing options suggested by Agenda, a cost effective resourcing solution. Agenda provided a full time experienced facility manager supported by a director level consultant two days per week. Weekly progress reports and regular presentations were provided to all stakeholders along with regular one-to-one meetings to ensure that all users' requirements were known and understood. Additional operating procedures were developed and passed to users for comments.</p>

## **Outcomes**

The facility was successfully opened and Agenda continues to provide facility management services to ensure the efficient operation of the unit. Support continues to be provided from the Agenda facilities management team and head office personnel with over 300 years' experience among them.

The University has been extremely happy with the service and level of support provided to ensure the successful opening of the research facility. Additionally the Agenda team has been able to offer facility management support to the associated lab areas, meaning that the researchers and other users can carry out their duties knowing that Agenda is there to take away the stress and support their important research projects.

A spokesperson for the University said "Agenda has provided us with a professional and personal service; they took the time to understand all of our requirements and then quickly put plans in place and reassured us with their knowledge and confidence to ensure the smooth opening of our research facility. Without Agenda's experience and dedication the opening of the facility would have taken much longer."

## **Future Developments**

Agenda will continue to work in close synergy with the University to deliver reassurance and advice on all aspects of facilities management, providing support through experienced contract staff and facility managers.