

Globalizace ve **F**acility **M**anagementu případová studie





Tomáš Polák
Strategic Business Director
OKIN GROUP
tomas.polak@okin.eu



OKIN FACILITY ÚVOD

- Česká společnost poskytující service management v B2B od 1993
- Přední poskytovatel IFM v České republice a CEE
- Člen unikátní evropské FM joint venture EC Synergy S.A.



TRENDY FM V CEE

Globalizace

Managing agents / property managers

Outsourcing x **I**nsourcing

Single services x **M**ultiservice x **IFM**



Nippon Sheet Glass



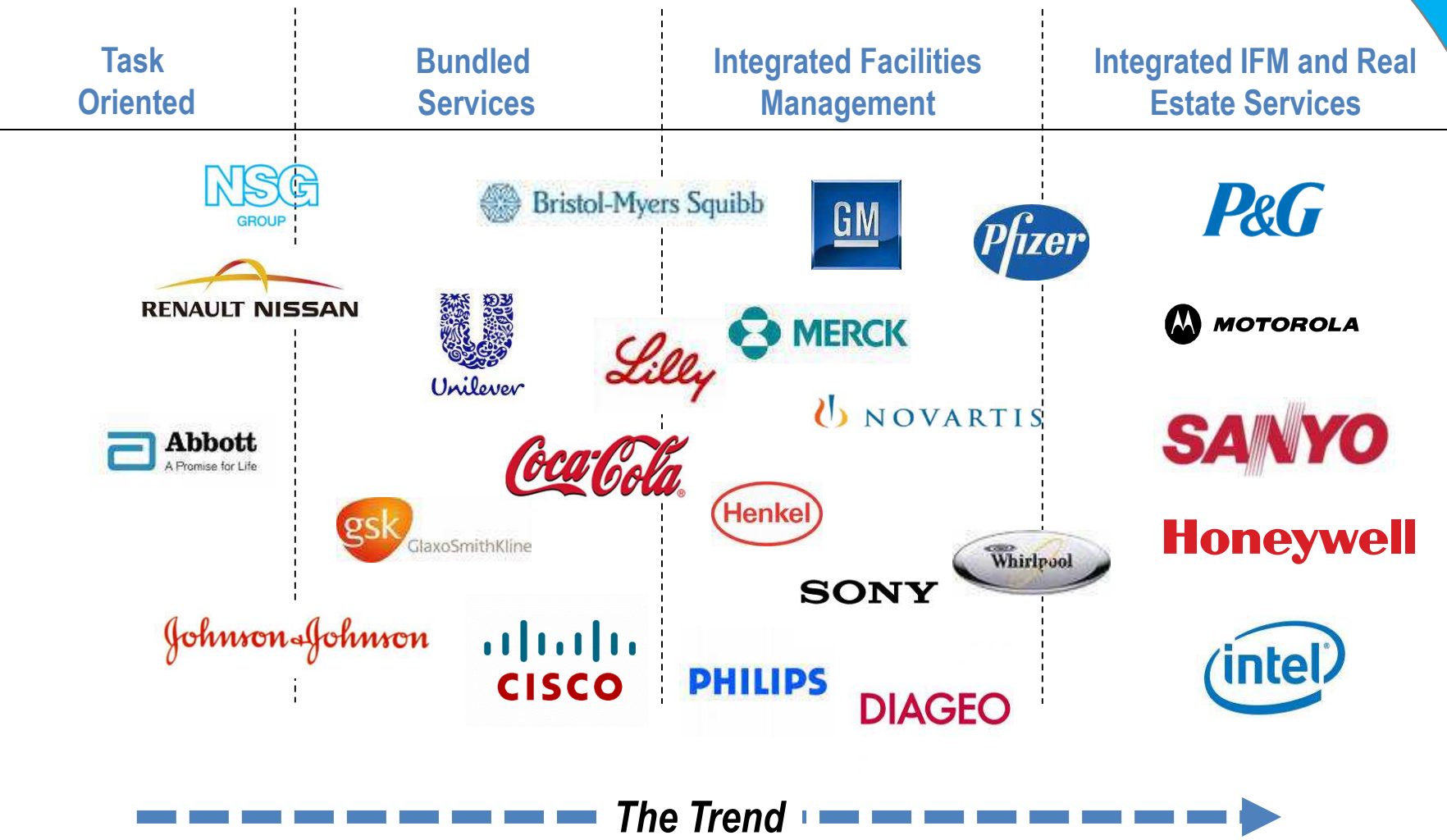
- Global glass manufacturing leader
- Principal manufacturing in 29 countries; Sales in 130+ countries
- 32,500 employees globally
- Acquired Pilkington in 2007



NSG PROJECT BACKGROUND

- NSG desire to implement global IFM model
- **IFM** is the integration of all business support services under **one supplier** using **one management model** globally (managing subcontractors)
- The project is a **top down initiative** and targets to improve services coordination & quality, reducing cost and removing headcount minimizing redundancy
- **All sites** with 'soft and hard' services activities are under the scope
- This will allow manufacturing to dedicate more time and attention on **core business** removing daily administration time.
- The project **requires full support from Manufacturing** Function to implement it with the chosen IFM provider.
- No capital investment is required. Need to invest in **managers and employees time** to implement the project.

NSG END GOAL FOR NSG



NSG IFM PROJECT SCOPE

<u>Soft Services</u> <u>(Support Services)</u>			<u>Hard Services (Managed Facility Services)</u>		<u>Property Management Service</u>	
Facility Service	Security	Business Support	Working Environment related services	Managed Facility Services	Property Related Services	
<ul style="list-style-type: none"> •Food and beverage •Cleaning •Janitor service •Waste handling •Snow handling •Work place moves •Gardener •Laundry 	<ul style="list-style-type: none"> •Access control •Boundary protection •Safety services •Fire protection •Parking control 	<ul style="list-style-type: none"> •Reception & switchboard •Mail & express delivery handling •Office supplies •Copy / Print •Secretary •Archive •Call centre •Service desk 	<ul style="list-style-type: none"> •Heating, Ventilating, Air conditioning and Refrigeration service •Compressors •Environmental Management •Energy Efficiency 	<ul style="list-style-type: none"> •Managed Facilities •Office / Workshop maintenance •Building Facade maintenance •Service supervision •Equipment Leasing / Rental 	<ul style="list-style-type: none"> •Space planning / Rental / Lease 	<ul style="list-style-type: none"> •Taxes •Insurance •Sales •Sales promotion •Accounting •Legal service •Procurement •Invoicing •Reporting •Process improvements

Notes: Property Management linked to Professional Service is out of scope

NSG IFM PROJECT TIMELINE

Step 1 to Step 4

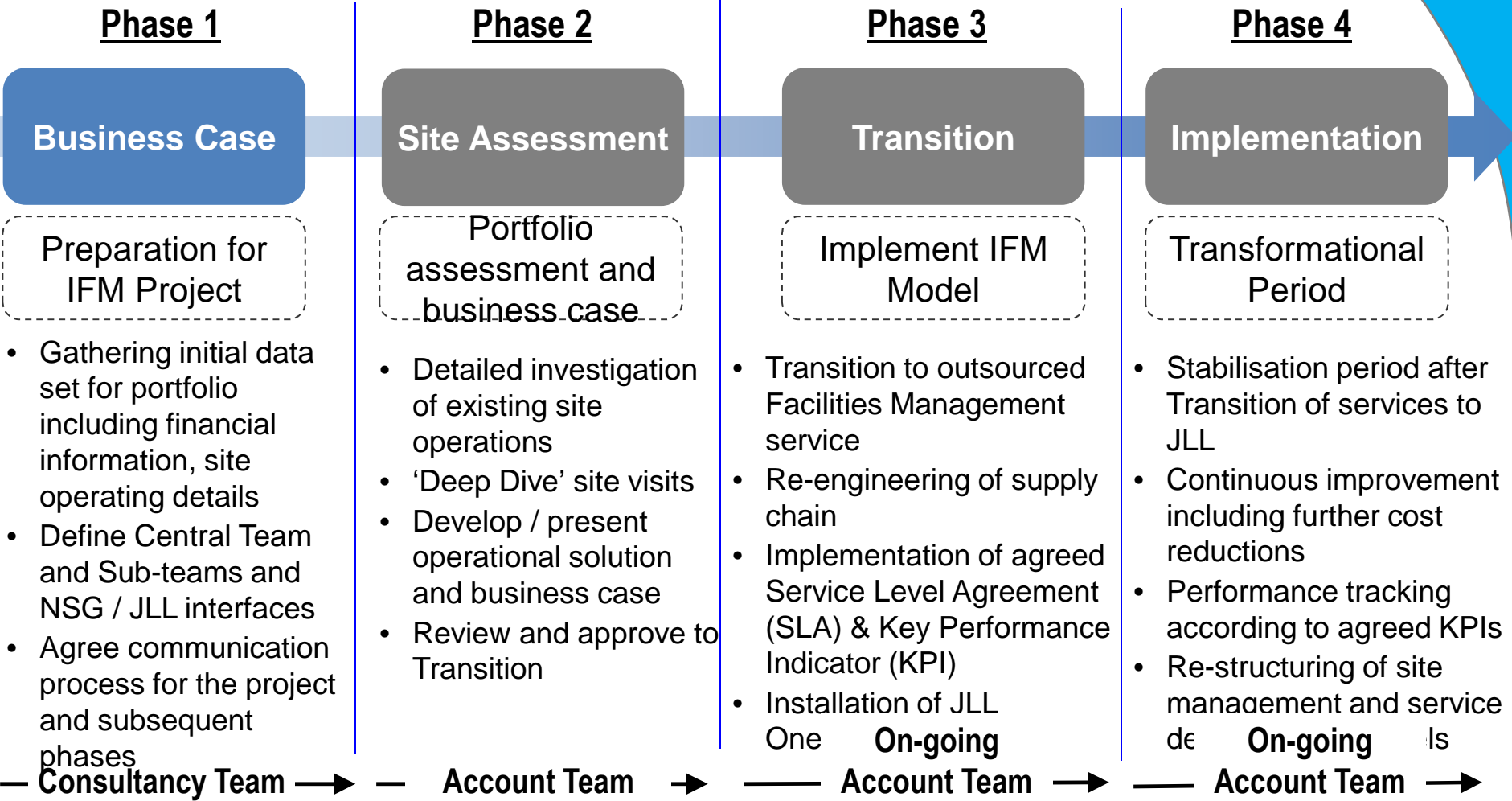
Cs	Consulting	DD	Due Diligence
B	Business Case	P	Proposal

Step 5

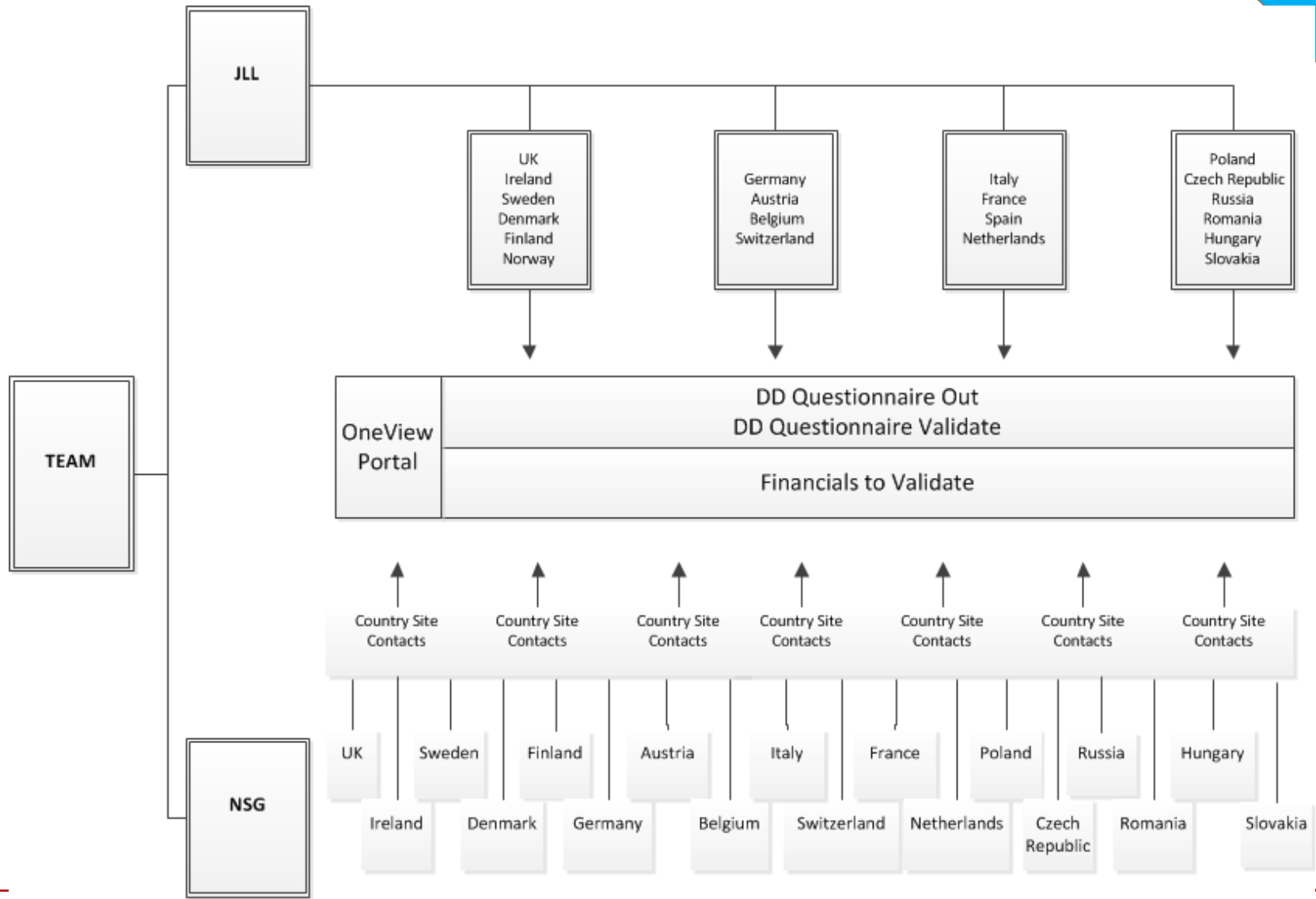
T	Transition
I	Implementation

Description	FY 2012			FY 2013												FY 2014				
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
GLOBAL	▲																			
GLOBAL STRATEGY	Cs																			
Europe			B	DD		T		I												
Asia				B	DD		T		I											
America					B	DD		T		I			I							

NSG STEPS TO AN INTEGRATED FM MODEL



NSG COMMUNICATION ORGANISATION

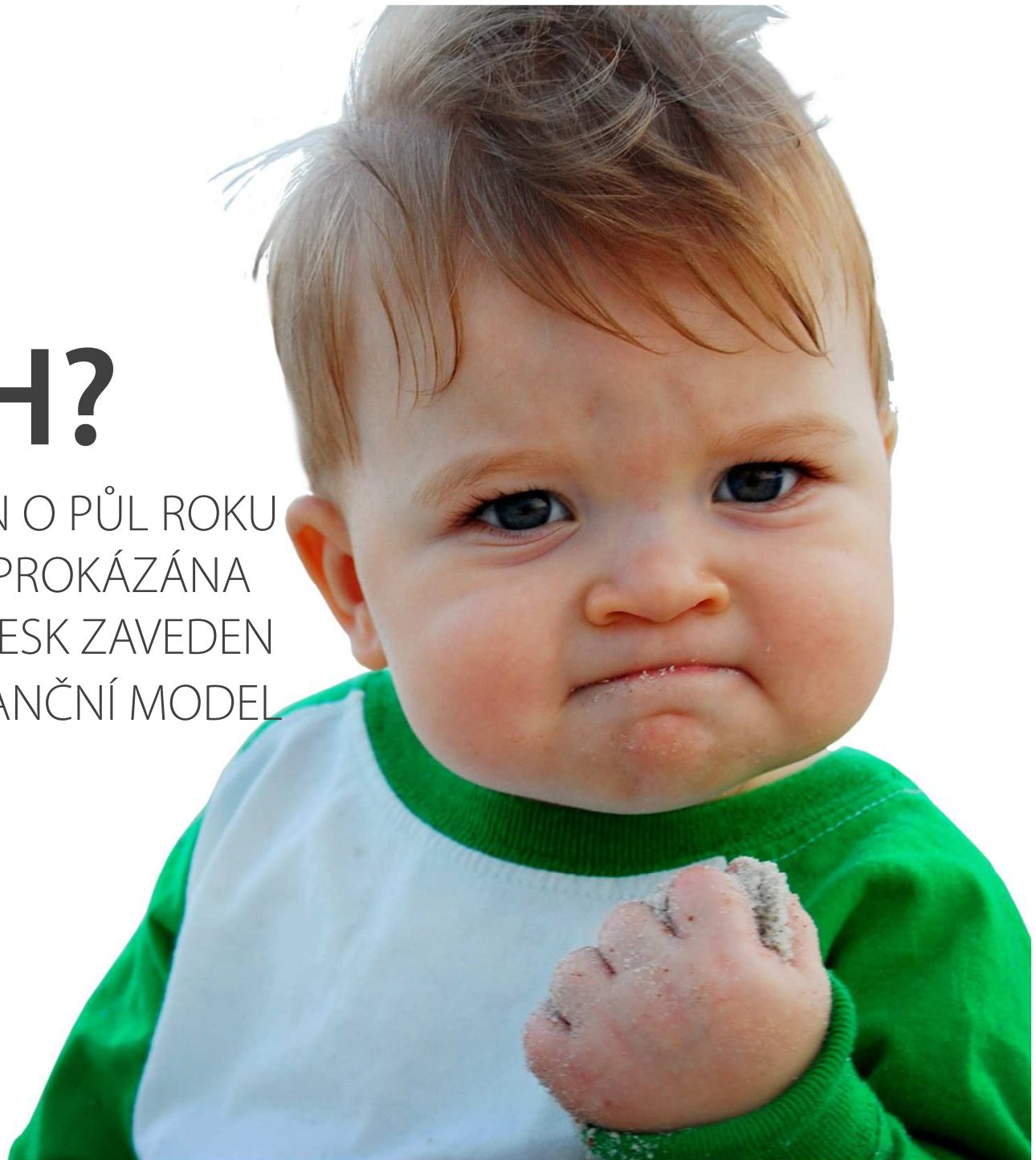


NSG SERVICES „BEFORE“ AND „AFTER“



ÚSPĚCH?

- PROJEKT OPOŽDĚN O PŮL ROKU
- ÚSPORA ZATÍM NEPROKÁZÁNA
- JEDNOTNÝ HELP-DESK ZAVEDEN
- UNIFIKOVANÝ FINANČNÍ MODEL



DĚKUJI ZA VAŠI POZORNOST

