

*the relationship bridge*



[www.FMP360.com](http://www.FMP360.com)

FMP360 the groundbreaking  
assessment and development system





## **What is FMP360:**

FMP360 is a groundbreaking assessment and development system, which will assist in making your facilities management more strategic.

Make your facilities management strategic. Discover the benefits of measuring business imperatives and relationships rather than the usual reliance on the contractual SLA's and KPI's.

Research from both the BIFM and independent specialists has found that trust and confidence levels in FM are frequently lower than in the other professional services - often by a significant margin. FMP360 works to address this problem, ensuring better understanding and reporting on the progress being achieved.

In order to focus both the client team and the service delivery team on working together to support the organisation they serve, the process relies on identifying critical success factors – the factors that will drive efficiencies in both cost and quality of service.

Our leading FM consultants will work with you through a carefully designed process, hosted on a bespoke technology platform, to assess client/service delivery relationships with the ultimate goal of ensuring better collaboration between all stakeholders for optimum performance on FM contracts.

It is the independent approach of highly experienced consultants that create the relationship bridge and ensure a strategic approach is achieved.

We can help clients and their service providers at every stage of their FM journey - whether you are just entering into a new contract, mid-way through or coming to the end and planning the next step.



### **The FMP360 collaboration agreement:**

- Both parties agree to work in a non-adversarial relationship
- Both parties agree to work towards this approach happening at all levels
- Both parties recognise that their respective obligations are different as one is providing a service and the other paying for it
- Both parties recognise the benefits of working together towards common and individual goals agreed at the outset and modified by mutual consent over time
- Both parties agree an escalation process to resolve issues
- Both parties agree to work towards a business relationship which combines trust and understanding with control processes agreed
- Both parties will be honest and open in all their dealings acknowledging their mistakes and sharing business limitations which affect resolution of an issue
- Both parties will use both formal and informal approaches to ensure confidentiality is respected
- Both parties express a belief that ALL issues have a solution which can be reached by negotiation in good faith within the ethical values of both companies
- Both parties work together to ensure their staff understand the FMP360 performance measurement concept and demonstrate appropriate behaviours in their dealings with each other
- Both parties recognise that the FMP360 performance measurement process will require time and considerable effort to bring about real benefits and are committed to that investment from the onset





### What our clients say:

*"We love it! The written feedback, as well as the scores, mean that we have qualitative data on which to base our plans to manage perceptions in the business and thus improve our relationships both within the business and with Incentive FM, our supplier."*

**Michele Simon, Head of Property Management at Covent Garden**

*"Following a successful pilot at Channel 4, I am really excited about the contribution FMP360 can make to our industry and the profession, because it is all about people and focuses upon the Strategic Relationships which drive service excellence instead of looking at just tasks and workplace, important though these may be. I think it will be a game changer in FM over the next few years and beyond."*

**Julie Kortens, Chair of the BIFM (British Institute of Facilities Management) and Head of Corporate Services at Channel 4**



**For more information:**

[www.FMP360.com](http://www.FMP360.com)

There's plenty more information on the website, including some client case studies and articles that we have written on performance measurement and the need for the industry to change its practises, as well as independent pieces written by the editors of leading FM magazines and journals.

To get in touch and find out how we can improve your FM delivery and contracts and to arrange for one of the team to come in and discuss your current arrangements and how we can assist you.

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