

‘Driving Efficiency’



Graham Hodgkins
Asset Manager



Overview

Building Services is a self contained significant trading organisation (STO) with approximately 1200 staff and an annual turnover of around £114m.

The Client base is predominantly sister Services within Fife Council although we increasingly engage with a range of other public agencies and external clients



Improved Technology

- Tracking
- Mobile Working
- Logistics Support
- Work Schedule

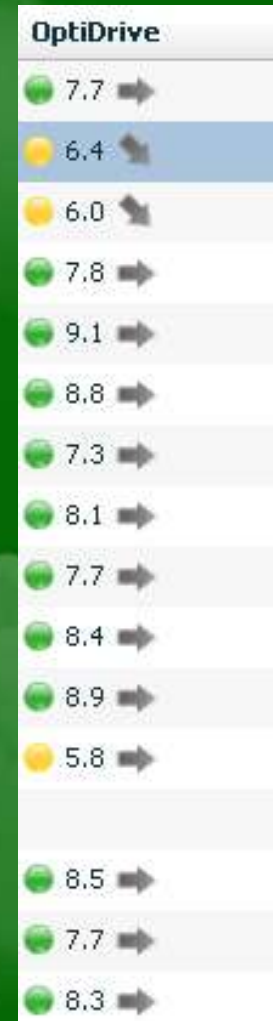


Improved Data & Analysis

Old Adage

“What gets measured gets managed”

The challenge is to ensure we are measuring the salient data



Performance Improvement

- Valuing Employees
- Customer Centric
 - Livered Vans
 - Clean
 - Decals
 - Best Value
 - Customer Experience

PERFORMANCE SCORECARD

		BASELINE	2009/10	2010/11	2011/12	2012/13	2013/14
Key Performance Indicators	Electrician	93.96%	97.78%	95.70%	94.97%	88.03%	97.71%
	Joiner	90.89%	94.47%	93.08%	94.21%	91.72%	93.05%
	Plumber	92.87%	95.47%	93.84%	95.16%	93.52%	98.43%
	Average	92.57%	95.91%	94.21%	94.78%	91.09%	96.40%
Jobs Per Man Per Day		BASELINE	2009/10	2010/11	2011/12	2012/13	2013/14
	Electrician	3.41	4.44	4.2	4.84	6.34	6.25
	Joiner	2.41	2.9	5.5	4.62	6.27	6.27
	Plumber	4.25	4.25	6.91	5.05	6.44	5.63
	Average	3.36	3.86	5.54	4.84	6.35	6.05
Productive Hours %		BASELINE	2009/10	2010/11	2011/12	2012/13	2013/14
	Electrician	61.12%	66.70%	66.63%	63.71%	79.40%	82.05%
	Joiner	67.28%	68.03%	66.99%	63.89%	75.21%	82.58%
	Plumber	67.15%	71.58%	67.89%	63.96%	79.77%	79.09%
	Average	65.18%	68.77%	67.17%	63.85%	78.13%	81.24%



Business Focussed

- Practical Application
 - Clear signposting and messages
- Clear interaction with all stakeholders
- Clear regular communication with workforce
 - Ensure changes are cohesive, effective, efficient and consistent
- Above all, be inclusive



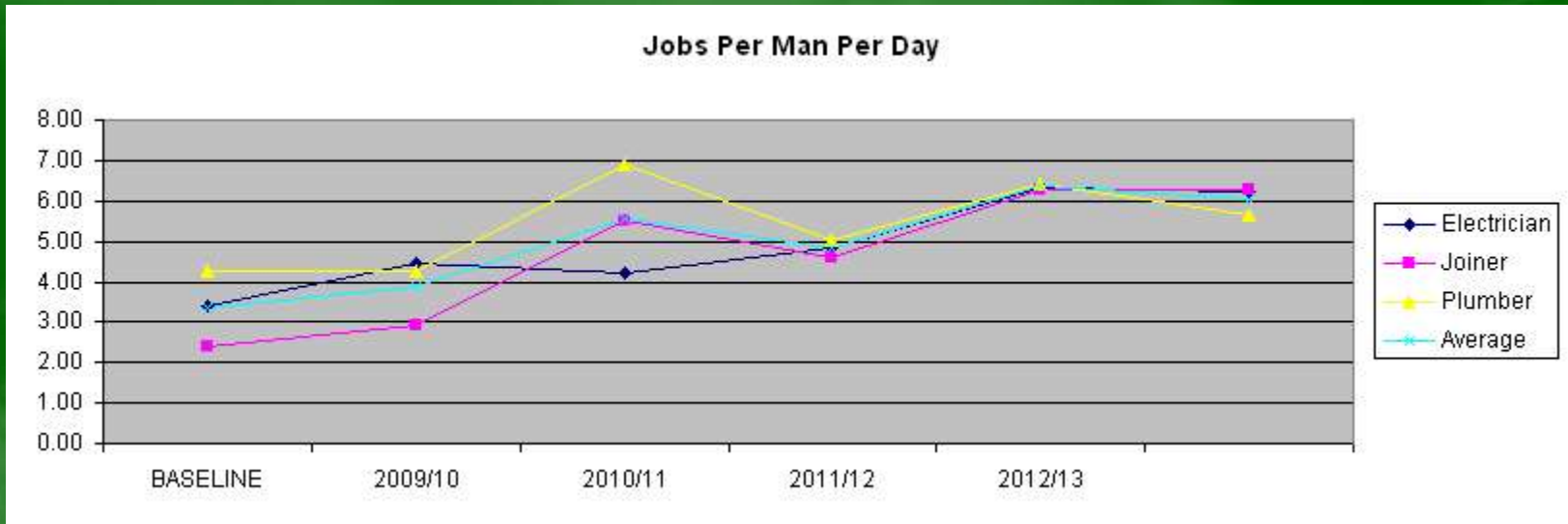
Organisational Intelligence

- Client Needs
- Business Needs
- Business Awareness
- Business Development
 - Practices
 - New Business Models
 - New Markets
- Training, Skills and knowledge management



Scorecards

- Publicise visual displays



Whole(istic) Approach

- Complex factors influencing outputs and outcomes
- Broad range of direct and indirect stakeholders
- Need for integrated service and decision making
- Impact on customer perception



Managing Change

- Strategic Vision
- Business Environment
- Adaptive Solutions
- Workforce engagement
 - McLeod Review



Environmental Impact

- Reduce
- Reuse
- Recycle
- Carbon miles
- Carbon Emissions
- Carbon Tax
- Sustainability

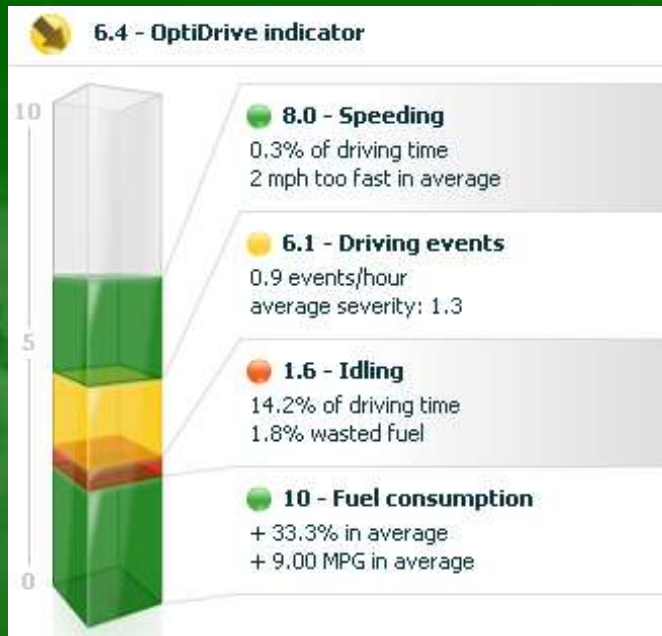


Culture

- Scorecards
- Driver Awareness
- Training

FLEET SCORECARD

OVERALL	Month		
	January	February	March
Number of Vehicles	687	684	687
Hire / Lease Cost	£218,134.92	£218,380.27	£219,501.17
Fuel Cost	£99,253.80	£101,510.09	£99,744.42
Avoidable Damage	£2,490.19	£1,710.09	£4,242.87
Total Costs	£319,878.91	£321,600.38	£323,488.46



Joined Up Thinking

- Assets
 - Vehicles
 - Plant
 - Staff
- Resources & Support
 - Integrated Systems
 - Processes
- Suppliers & Partners



Summary

Smarter Technology Drives more
Intelligent Thinking.

Good Environmental Decisions Make
Good Business Sense

Efficiency Improves Capacity
(do more with less)



Acknowledgements & thanks

Questions?

