



Process Benchmarking

and using the performance networks
data

Scotland Soft FM Advisory Group meeting – 1ST
May 2018

RECAP ON WHERE WE ARE



Scotland Soft FM Advisory Group meeting – 22 Aug. 2017:

- Choose and confirm ‘topics’
- Identify key PIs for each topic
- Determine if and which additional ‘profile’ data should be ‘tabled’ against each topic - from ‘Summary data files’ (can be produced as bespoke reports to guide group activity)
- Determine structure and timetable for:
 - Meetings to discuss ‘process’ detail around available PI & data reports (APSE has suggested these could be a pm session following each AG meeting?)
And Or
 - Engagement of members to document & share topic related processes (which can be shared through APSE web portal)

RECAP ON WHERE WE ARE

(PB Group Meeting in Oct'17)



Refined choice of 'topics'

Building Cleaning:

- Productivity
 - Absence Management
 - Absence Recording
 - Absence Policy
 - Absence Process
 - Attendance
 - Incentives
 - Training & Qualifications
 - Equipment & Technology

Education Catering:

- Productivity
 - Menu
 - Production Centralisation
 - Production Ingredients
 - Choice/Range
 - Data Capture
 - Uptake Data
 - Meal Income
 - Performance/Reporting Data

Some of these informed by PI & Profile data produced for meeting

The Next Steps?



- Confirm 'topics' (from Oct'17 meeting)
 - Review and refine relevant PI & Profile data for each service
 - APSE PN have confirmed PB Group 'facilitation' available
 - Scotland Only Reports reinstated.
 - Determine structure and timetable for:
 - Meetings to discuss 'process' detail around chosen 'topics' and available PI & data reports (Dedicated meetings or pm session following each AG meeting?)
- And
- Engagement of members to document & share topic related processes (which can be shared through APSE web portal?)

Your Thoughts?



Contact details

Debbie Johns, Head of Performance Networks

Email: djohns@apse.org.uk

Mobile: 07834 334193

Association for Public Service Excellence
2nd floor Washbrook House, Lancastrian Office Centre, Talbot Road,
Old Trafford, Manchester M32 0FP.
telephone: 0161 772 1810
fax: 0161 772 1811
web: www.apse.org.uk



INVESTOR IN PEOPLE



GB 11409



GB 11132



GB 14074