CASE STUDY
THE ROYAL OPERA HOUSE

CLIENT: The Royal Opera House
SERVICE: Contract Monitoring

PROJECT BACKGROUND:
The Royal Opera House, Covent Garden (ROH) let a Total FM contract in late 2010. After the first 20 months, ROH asked us to review current performance including:

- Achievement of added value goals
- Payment deductions
- Adherence to KPIs and SLAs
- Management systems

The aim was to increase efficiency and provide additional value to the organisation.

RESULTS FOR CLIENT:
Following the implementation of the action plans the following improvements were achieved:

- Reorganisation of direct labour management systems which resulted in enhanced standards of fabric maintenance
- Reorganisation of the CAFM system providing a more transparent approach, improved monthly reporting and greater resiliency of planned preventative maintenance (ppm) procedures
- Optimisation of procedures including implementation of Six Sigma to reduce job related time achieving labour efficiencies and achievement of gain share for ROH
- Reorganisation of management to enhance service delivery
- Improvement in achieving or exceeding standards required by the specification to provide an better environment within the ROH

OUR ROLE:
Performance of the facilities management service was assessed by an initial review which identified where performance could be enhanced. From this, a set of Action Plans were devised with the contractor incorporating quick wins together with longer term measures.

We continued to monitor performance against the Action Plans for a period of six months; identifying further continuous improvements from an assessment of monthly reports and physical inspections.

Contact DGW Consulting to discuss how our tailor made contract monitoring packages can improve your service performance:

For more information: info@dgwconsulting.co.uk | www.dgwconsulting.co.uk