



# NEWS



## **Edifice Announces Performance Measurement System**

**One of the problems with regard to supplier performance measurement within the FM industry is that there is very little by way of best practice in the public domain. In fact, even identifying “best practice” in this key area of contract management can be difficult, but Edifice has addressed the problem by developing its own process and system that can be adapted to suit any client’s individual needs**

Managing Director Tony Angel comments: “The work done in the public sector can serve as a model in many ways but the reality is that such examples tend to be complex to interpret and cumbersome to implement. The private sector has also provided examples of robust contract management and performance measurement systems, but many suffer similarly. They can be likened to the ‘sledgehammer used to crack a nut’.

Consequently, time and again we find that service levels and key performance indicators are largely undefined, that there is little correlation with the contract specification, and that payment mechanisms are badly drafted. The result is inevitable – outputs become difficult to measure, interpretation of contract requirements differ between the parties, and suppliers are financially incentivised for “over-performance” in some areas whilst they blatantly under-perform in others.

The Edifice system – which has been further developed recently in direct response to what our clients are telling us – addresses all these problems, and can be completely customised to reflect work-scope, specific contract requirements and each client’s priorities in terms of which elements of service delivery are most important to that particular business. Payment mechanisms can also be tailored, thereby steering both the contract and supplier relationship in the direction the client wishes to take it.”

Edifice are anxious to talk to any client organisation that would like to take proactive steps to improve the contract management process across the supply chain, and further information about this or any other area of activity can be obtained from their website at [www.edifice-fm.com](http://www.edifice-fm.com)

### **About Edifice**

**Edifice is an independent consultancy providing objective, intelligent advice on the management of facilities and property in support of core business objectives. Working closely with its clients it provides solutions that are flexible, sustainable and – most important – appropriate to business needs. Blue chip clients include Cable & Wireless, Microsoft, WPP Group, United Business Media, O2, Iron Mountain, and Sainsbury’s.**

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