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Outsourcing Facilities Management – Avoiding the Pitfalls and Ensuring Success

1. Defining Outsourcing – What It Is And What It Is Not

2. <u>Team Exercise</u> – Develop a Case For And Against Outsourcing
   a. What Functions Can Be Outsourced?
   b. Outsource vs. Out-tasking
   c. 3 Wrong Reasons To Outsource
   d. 7 Reasons Why Outsourcing May Help Your Company

3. Taking The First Step – Evaluating Your Current Cost To Do Business
   a. What Is Benchmarking and Why It Is Important To Your Business.
   b. Discuss Sources of Benchmarking Information.
   c. Statistics Can Lie – Concerns With Benchmarking

4. Value Added Service – The Real Reason For Outsourcing.
   a. Computerized Reporting
   b. Centralized Call Centers
   c. Service Teams
   d. Project / Space Planning Teams

5. Initiating The Request For Information (RFI) & Request For Proposal (RFP)
   a. Who Are The Industry Leaders?
   b. Sample Letters
   c. It's Showtime! Inviting Your Shortlist In For Presentations.

6. Developing Your Outsource Team and Contract Manager

7. Signing The Contract

8. Scope & Schedule
    a. Deliverables
    b. Staffing – The Human Side of Outsourcing

9. The Transition Period – The Key To Success Or Failure

10. After The Transition – Tracking Success