



Your Partner in Facility Management.....

The Three Wrong Reasons To Outsource!

Like most things in life, there are right reasons to do something and wrong reasons to do something. Anybody considering outsourcing needs to examine their motivation. Stories abound of failed outsourcing ventures due to three common problems, and if you guessed dollars enter into the equation, you are correct.

The potential for cost savings is one of the alluring factors of outsourcing; however if the promise of saving money is the singular goal, without regard to quality, disappointment will likely follow.

Cost savings must be coupled with quality improvement initiatives. How much savings is realistic when outsourcing?

Obviously, that depends on how efficient (or inefficient) your portfolio is currently operating. It's always easier to take a low performing operation and improve it to the point of average performance. It is however, quite difficult to take an average performer and turn it into a world-class operation.

According to a survey conducted by the Outsourcing Institute, outsourcing partnerships averaged a nine percent reduction in costs.

Identify your potential for savings, be realistic and avoid becoming intoxicated with the cost savings. Demanding more than reasonable is a certain path to failure.

The remaining two reasons will be continue in the next newsletter.....

Showcase for FM Books:

Customer Service Strategies in Facility Management

This resource is designed for facility management professionals who recognize that success of any business depends on the satisfaction of its customers. The book provides the links between customer identification, service delivery, and alignment of expectations. Customer Service Strategies in Facility Management helps you establish and manage organizational image and customer perception.

[More Details](#)

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Announcement

Facility Management Professional program

conducted by FMS Associates Asia is now **SDF Approved!**



So hurry and sign up the upcoming workshop....

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21st & 22nd April

Planning & Project
Management
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Leadership & Management
18th & 19th June

Business of FM
23rd - 28th July

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