



## Your Partner in Facility Management.....

### The Three Wrong Reasons To Outsource (Part 2!)

A second wrong reason for outsourcing is to rid yourself of a job you don't want to take responsibility for.

Take for example, the new push for environmental compliance. If management decides to outsource strictly on the basis of "hiding" from responsibility, problems are bound to arise. Client management should always be involved and aware of what steps the provider is taking to satisfy compliance and life safety issues. Shame on the client if they plead ignorance after an incident has happened. They still bear the ultimate responsibility for compliance and life safety issues.

Having issued the above warning, it is also fair to make a clarification. It is perfectly acceptable to outsource because your department lacks the specific expertise or head count to take on issues of compliance and life safety. Rules of compliance can be difficult to understand and they might be subject to frequent change. An outsourcing provider with this expertise can solve these problems; however, as warned, do not look at this opportunity as a way to hide from responsibility.

The third reason for failed outsourcing ventures is the mis-belief that major changes will happen overnight. Some clients tend to have a very shortsighted view of outsourcing and its benefits.

Providers must also be careful not to oversell the immediate benefits of outsourcing. Always remember that outsourcing is a strategic move that if set up and maintained correctly, will provide numerous benefits over the life of the contract.

As you might imagine, poorly defined goals and a lack of communication are two of the major obstacles of a successful outsourcing alliance. Realistic and attainable goals should be established prior to signing a contract.

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