



Case Study – Providence College

Problem

The Executive Director of Physical Plant, sought independent analysis of the organization, policies and practices of the Physical Plant Department. His concern was the group was not operating as efficiently and effectively as possible, and that interfaces with other operating departments of the College could be improved upon.

The study was commissioned with the intent that it objectively assesses those factors, with commentary and recommendations for any improvements deemed appropriate by the Performance Resource Partners project team.



Solution

Performance Resource Partners recommended a series of actions, designed to address gaps discovered between best practices and existing conditions within the Physical Plant organization. These included:

- Realignment of the organization structure, to address unclear roles, responsibilities and reporting relationships.
- Development of standardized policies and procedures for procurement of contractors and vendors, to improve price and quality for contracted services.
- Creation of an integrated facility improvement plan, to better align the work of Physical Plant with the College's strategic goals and values.
- Development and execution of a CMMS re-implementation plan to recover the benefits of full utilization of this important management application.
- Revision to the College's fiscal management policies so that funding was not required to be re-authorized while authorized and on-going project work was in progress.

Results

For practices controlled internally within the Physical Plant organization, improvements were instigated immediately, with noticeable improvements to the productivity, effectiveness and group cohesion of the organization.

With agreed-upon design standards, issues of component malfunction and replacement were addressed.

College leadership was prepared to address issues of interaction between Physical Plant and companion facilities-related departments to address identified deficiencies.

About PRP

Performance Resource Partners is a collaboration of talented consultants, with extensive experience solving complex operational and organizational challenges. We help clients make significant and lasting improvements to the performance and profitability of their facilities. As a network of collaborating consultants, we deliver solutions faster, better and more cost-effectively than traditional consulting firms.

Learn more about this case study by contacting us at (781) 885-7245. For more information on our services, work and team, please visit www.prpconsultants.com.