

Performance Resource Partners

The Strength of Partnership. The Power of Performance.



Case Study – Suffolk University – Creating Positive Change

PROBLEM

University leadership became concerned their facilities department was not performing to its potential. They frequently witnessed staff members distracted by low priority activities or appearing unmotivated. They also noticed technicians doing work not matched to their skillsets, as well as the use of outside resources to complete projects. Motivated by a desire to turn the situation around, they sought both independent validation of their observations and ideas for permanent improvements.



SOLUTION

Performance Resource Partners (PRP) was engaged to begin a four step process, starting with an organizational assessment of the Facilities Operation. This independent assessment provided leadership with a fresh perspective on the problem and additional insights.

PRP thoroughly reviewed gaps from desired outcomes and the implications of selected tactics, helping the university prioritize goals, reduce negative trends and leverage existing assets. PRP described best practices, and provided tools and metrics so the university could monitor both progress on improvements as well as overall performance. The PRP team focused its work on:

- **Improving Management Structures:** Staff roles and responsibilities were clarified and realigned to reduce maintenance costs, improve effectiveness and eliminate communication silos.
- **Employing Best Practices:** Stronger, more consistent fiscal controls were put in place. Procurement and vendor management processes were documented and standardized.
- **Leveraging Asset Management Programs:** Proactive maintenance strategies were established and a written Maintenance Plan was created to guide future efforts.

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RESULTS - IMMEDIATE AND LONG TERM

The university needed to achieve a rapid return on its investment. PRP achieved the following immediate-term results, which will translate into lasting gains:

- The O&M budget was reduced 20%, and a plan was created to address deferred maintenance
- Written O&M priorities and objectives are in place, along with more than 85 solid performance metrics
- Customer service levels were improved and interdepartmental cooperation was enhanced
- Physical assets were protected and the quality of Facilities work improved
- With these improvements in place, leadership can turn their attention back to academic, enrollment and growth goals

ABOUT PRP

Performance Resource Partners helps clients make significant and lasting improvements to the performance and profitability of their facilities organizations. PRP is a network of talented, collaborating consultants, with extensive experience solving complex operational and organizational challenges. We deliver solutions faster, better and more cost-effectively than traditional consulting firms. Learn more by contacting us at 781.885.7245 or by visiting www.prpconsultants.com.