

Performance Measurement and Management for Facilities Management Companies

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Abstract

The purpose of the research was to establish a framework for performance measurement and management (PMM) for facility management companies (FMC). The research will focus on shared offices spaces as FMC. Using the DMAIC approach to define the problem that will face such FMC and how to measure them, then analyze them, afterwards improve and control them. Using SIPOC approach will help to define the information in each stage of the analysis. In the analysis the FMC needs are identified in such all daily & occasional needs and requirements are listed and broke down to different categories. In the process, using Value Stream Mapping (VSM) will show the whole process and where there is value added, enable non-value added or non-value added process. In output, after processing the input the result of it gives availability of the needs in right time with the right material. In doing so the costumer key performance indicators (KPI) of interest are satisfied and identified as such; Pantry Defaults, Printing Needs Defaults, Internet Connection, Defaults During Event, Printed Material Excess, Manpower Availability, and Customer and Public Satisfaction. Using facility design layout approach will increase the efficiency of meeting the KPI goals by setting up the layout in a proper way.

Keywords

Performance Measurement and Management, PMM, Key Performance Indicators, KPI, Value Stream Mapping, VSM, Lean, Value Added.

Biographies

Mazin Al Hasni is the CEO and Co-Founder of Golden Leaf an event management company; part of Al Muhandis Group, Muscat, Oman. He earned B.E in Industrial Engineering from Sultan Qaboos University, Oman. He did several projects such as: Increasing Efficiency by Reallocating the Workspace Using Work System Analysis & Design Methods. He worked on Designing a Facility for a Heavy Weight Lifting Device that was focusing on the designing a facility from scratch to be able to manufacture a weight lifting device taking into consideration the layout and the relationship between the different departments.

Abdulwahab Al Maimani is the CEO and Founder of Al Muhandis Integrated Services; the holding enterprise of Al Muhandis Group, Muscat, Oman. He earned B.E in Industrial Engineering from Sultan Qaboos University, Oman. Previously, we won several achievements with research title “Designing Optimum Tourism Packages for Oman Tourism Industry” that demonstrates uses of IE in the tourism sector. He has completed research projects in

the field of Lean in healthcare industry, Lean Six Sigma project at Daleel Petroleum, Lean Improvement at Petroleum Development Oman, and few research based approaches in the fields of Lean, Marketing, Sales, Engineering Design, and Creative Facility Planning and Management at Al Muhandis Group. His research interests include simulation, optimization, scheduling, lean, databases, entrepreneurship, innovation, and business processes. He is member of Oman American Business Center, and IEOM.