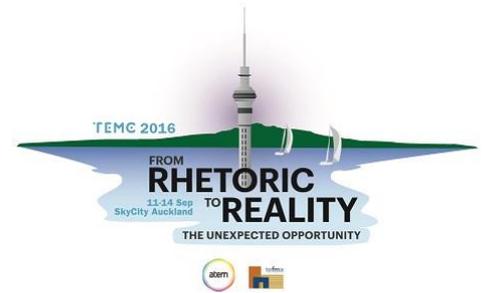


Concurrent Session A
Monday 12 September 2016
10.50am – 11.40am



Session 2
Achieving Strategic Alignment in an Outsourced FM Relationship

Cliff Henderson, Patrick (Pat) Homan

Cushman & Wakefield, University of Wellington

For 20 years Cliff has been involved in leading bid teams, transitions and ongoing client relationships associated with outsourced Facility Maintenance Services for Cushman & Wakefield. Cliff has led or played a key role in the development of solution ranging from semi comprehensive to Public Private Partnership (PPP) models.

Cliff led the C&W bid team for the Victoria University of Wellington FM contract including the mobilisation/transition and has a responsibility for the ongoing strategic relationship.

Pat has over 25 years' experience in Asset Maintenance / Management responsible for the long-term Strategic Asset Management planning (SAMP) to ensure that the University's built environment is managed in a responsible and effective way to support the achievement of the University's Strategic Plan objectives.

Pat had key role in the tender and selection process of the outsourced FM provider at Victoria University of Wellington as he gets to live the reality post the rhetoric.

A real life insight into how Victoria University of Wellington and Cushman & Wakefield developed and continue to maintain our strategic alignment in an outsourced Facility Maintenance relationship. From the rhetoric often present in tender documents to the reality of transition on January 1st 2014 and now two years on.

Both Victoria University of Wellington and Cushman & Wakefield will jointly present their own perspectives on the challenges and opportunities throughout the journey to date in relation to strategic alignment and how the overarching Strategic Plans of both organisations have been taken into consideration and incorporated. This will include a look into the procurement process, development of operational procedures/documents, service delivery and the ongoing structure that now exists.

We will also provide details on how the joint organisational strategy and alignment of our two teams was achieved through the development of shared objectives, goals and values in conjunction with contractual obligations.

With effective Asset Management of the built environment a key feature of our overall service delivery relationship to date and pivotal to achieving future objectives we will outline how Victoria University of Wellington and Cushman & Wakefield have achieved our objectives to date and plan to leverage our strategic alignment and opportunities in the future. This will include a wider look at potential benefits to our own individual organisations outside the confines of the current FM relationship, in addition to the FM and Tertiary sectors.

The presentation will include images captured throughout the various stages of our relationship to date, in addition to graphical supporting information and relevant documentation.

Both Victoria University of Wellington and Cushman & Wakefield are leaders in their respective fields:

Victoria University of Wellington is recognised for its academic excellence. It is a thriving community of over 25,000 staff, students and contractors at the peak of the academic year. Victoria University of Wellington has one of the largest property portfolios in the Wellington region comprising over 220,000sqm GFA spread over more than 180 buildings. In 2015, an external review of the University's asset management practices found it was exemplar to other New Zealand organisations and stands out in that it has persisted to improve its asset management capability over a number of years. It is one of the first public sector organisations where asset management has become "the way we do things around here".

Cushman & Wakefield is a global leader in real-estate services offering industry leading, end-to-end property solutions to occupiers, developers, property owners and investors around the world. Cushman & Wakefield has 43,000 people in 60 countries offering seamlessly integrated facilities management operations throughout Europe, the Middle East, Africa, Asia Pacific and the Americas.