

OUTSOURCING

In facility management, we find that more and more external service providers are becoming involved in the delivery of our services. Well-known examples are, of course, contractors that specialize in services such as cleaning, catering and security. But also activities like technical support, maintenance and landscaping are being outsourced more frequently. Outsourcing is becoming a familiar phenomenon.

However, there is a common misconception about outsourcing that apparently still exists. It is the Misconception that when you outsource tasks you also outsources the problems that come with these tasks. An appropriate remark in this regard is: "Outsourcing without insight leads to deployment without prospect".

Of course, an external service provider takes care of a lot of activities for the client. But, in the view of GLOBAL-FM, there is one aspect that an organization can never and may never outsource: the actual management and supervision of the activities performed by the contractor within their own organization.

When an organization decides to outsource, it is an absolute necessity that at least one person within the organization remains responsible for the outsourced activities.

This person can be responsible for:

Maintaining contacts with the contractor;
Communicating with the contractor (scheduled and/or ad hoc);
Supervising the activities performed by the contractor.

Needless to say there is no simple answer to the question whether we should outsource facility-related services or whether we should keep them in-house.

Many organizations indeed outsource these services. For most organizations today it is cheaper and more effective to leave these services to external suppliers of specialized commercial services. But the answer is not that simple.

Hopefully, the days are gone when the choice of contractor was determined by whoever put in the lowest bid. Of course, price is important but there are other factors that determine the decision.

In this training program, we will review the pros and cons of outsourcing versus in-house. We will take a closer look at what factors influence this decision and we will discuss tools for supervising the level of quality of services performed.