Building Engines

Checklist

Operations Performance Management

Market: Commercial Real Estate
Role: All
Purpose: Best Practices

Best Practices for a Tenant Service Delivery Program

- [ ] Workflow processes and states are clearly defined
  e.g. New, Open, Arrived, In-progress, On-hold, Completed, Closed, etc.

- [ ] Critical **Key Performance Indicators (KPIs)** are established.

- [ ] Service request issue types have standardized terminology and lexicons.

- [ ] Service request issue types are assigned priority levels.

- [ ] Priority levels have established target benchmarks for performance based on workflow states.

- [ ] Billable labor rates, associated markups and taxes are associated with each service type.

- [ ] Adjustments and exceptions for different building types, locations, leases and/or tenants are documented.

- [ ] Service request assignment rules are clearly defined for both internal personnel and external service providers.

- [ ] All service request priority levels have established target benchmarks for performance based on workflow states.

- [ ] Current performance metrics are reviewed to understand performance improvement opportunities.

- [ ] Process and system in place to generate analytics surrounding KPIs and ongoing performance against targets.

- [ ] Escalation notifications and re-assignment rules are configured properly in the designated operations system.

- [ ] All personnel (internal and external) are properly informed of expectations and trained on processes and systems.

- [ ] Exceptions/escalations are managed **"in the moment"** by senior management.

- [ ] Performance-based remediation and reward process established.

✓ **Score Card:** **Count your checks.**
Less than 9 means you may lack visibility into your service program. Request a conversation to learn more about utilizing OPM to document and assure service delivery.