

IFMA INDUSTRY PRESENTATION

Exceeding Customer Expectations

Thursday 06 November 2008

“Changing Directions” is a management consulting firm providing businesses, corporate clients and governments with cost effective services and advice on how to enhance performance and profitability.

Changing Directions have been helping clients measure their performance and customers expectations for over 10 years.

The consistent questions we encounter are:

- Why can't I get the contractors to perform anywhere near the contract expectation?
- How do we ensure the contractor we choose is capable of delivering the service we require?
- How can we improve our standards?
- How do we build performance management into our contracts/tender documents?
- Can we provide industry benchmarks?
- What systems should we put in place to better manage our contracts?
- Can we create a balanced score card to measure contract performance?
- With tight economic times ahead how can we re-engineer our contract without sacrificing standards?

Changing Directions were recently engaged by the Hong Kong Jockey Club to review the cleaning practices across their facilities, measure the standards and identify where improvements could be made to achieve industry best practice. This presentation will address some of the findings and the importance of contract performance management in exceeding customer expectations.

John Clohessy

John Clohessy is Senior Consultant of Changing Directions Pty Ltd. He specializes in contract compliance with highly developed competencies in contract performance management, tender evaluation/ negotiation, contract implementation and independent auditing of contract performance. John has extensive knowledge of commercial cleaning and facility soft services. He holds a masters degree in Public Health and he is the memembr of FMA Australia and BSCA Australia.



EVENT DETAILS

DATE: 06 November 2008 (Thursday)
 TIME: 12:00 - 14:00
 VENUE: Moon Koon Restaurant, 2/F Happy Valley Stand,
 Happy Valley
 LANGUAGE: English
 CHARGE: HK\$ 185 for (Member)
 HK\$ 250 for (Non-Member)
 ENQUIRIES: Joanne Ng
 Chapter Administrator
 at Tel: (852) 2512 0111
 CONDITIONS: 1) Places for the events are limited and you are recommended to make an advance booking.
 2) Payment can be made by cash or cheque on the door. Please make crossed cheque payable to "International Facility Management Association Hong Kong Chapter". Cancellations must be made a minimum of 48 hours prior to the event. Full price will be charged for late cancellation.

REGISTRATION

Complete the form below and fax it to Chapter Administrator at Fax: (852) 2512 0555.

Name: (Mr/Mrs/Ms) _____
 Company: _____
 Position: _____
 Office: _____
 Mobile: _____
 Email: _____
 Membership no.: _____ / non-member

Yes, I will attend this event.

No, I regret I cannot attend this event.