

CASE STUDY

REALIZING SYNERGY THROUGH HARD FACILITY MANAGEMENT



A multinational corporation specializes in managing facilities and equipment across more than 70 countries. This entity provides extensive management services to various global clients, including a prominent energy firm. For this energy company's innovation center, MaxGrip was selected to take on the crucial role of project manager for their hard Facility Management (hard FM) needs.

AMBITIONS: OPTIMIZED FACILITY OPERATIONS

The company is responsible for ensuring the continuous high reliability, safety, maintainability, and sustainability of the equipment. The uninterrupted operation and supply of various resources are crucial for the ongoing success of long-term research initiatives at a major research facility. The facility sought a project manager dedicated to the consistent availability of utilities, ensuring round-the-clock operation of the on-site laboratories. The project manager needed to grasp the overarching strategy of the energy firm and translate it into everyday operations. MaxGrip was selected due to its established track record in the industry and our domain expertise, allowing our consultants to deeply understand internal processes and communicate effectively within that context.

**APPROACH:
BRIDGE BETWEEN
STRATEGY AND
EXECUTION**

The project manager plays a crucial role in ensuring that the physical assets and infrastructure related to gases of the facility are effectively maintained, compliant and operate efficiently. Their responsibilities typically encompass a broad range of tasks, focusing on the tangible aspects of a building's operation and maintenance. Above all, stakeholder management is a key part of the daily tasks. Carefully listening to the clients in order to translate their wishes into tangible scope and towards an execution plan. The MaxGrip consultant follows a comprehensive approach which involves the meticulous management of multiple projects simultaneously, often juggling twenty projects at the same time.

1. Project Planning and Management

The project manager oversees the projects, focusing on the assets. This involves setting project goals, scoping, budgeting, setting up a project planning, scheduling and ensuring projects are completed on time and within budget. The planning includes stage gates which are important measures to divide a project into phases, each followed by a decision point (gate) to assess progress and decide whether to continue, adjust, or maybe even discontinue the project.

2. Regulatory Compliance

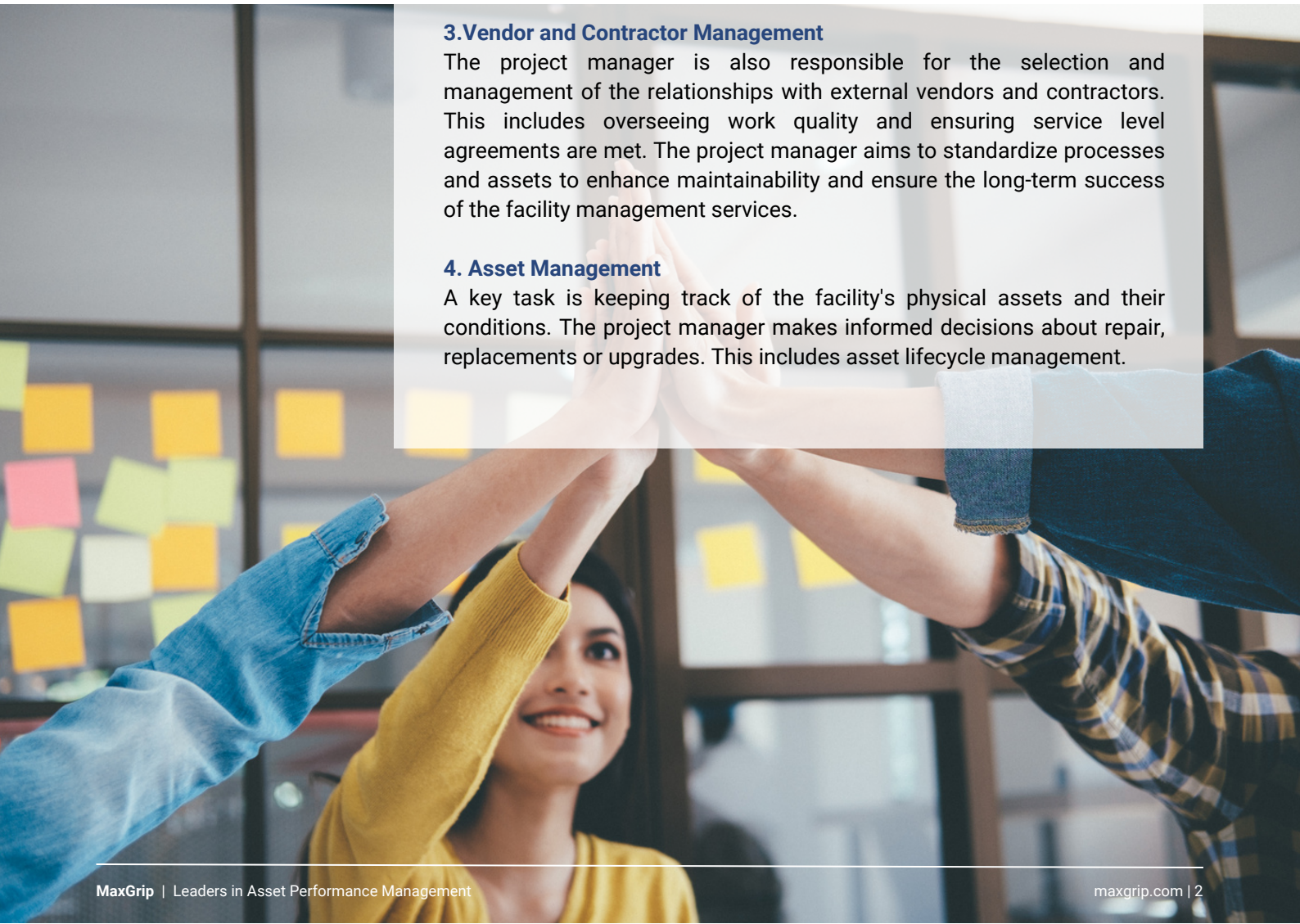
The project manager ensures compliance with regulations and standards governing assets. This includes national and local safety standards, environmental regulations related to emissions, building codes and industry-specific guidelines.

3. Vendor and Contractor Management

The project manager is also responsible for the selection and management of the relationships with external vendors and contractors. This includes overseeing work quality and ensuring service level agreements are met. The project manager aims to standardize processes and assets to enhance maintainability and ensure the long-term success of the facility management services.

4. Asset Management

A key task is keeping track of the facility's physical assets and their conditions. The project manager makes informed decisions about repair, replacements or upgrades. This includes asset lifecycle management.



5. Stakeholder Management

MaxGrip's role as a project manager is crucial in acting as a bridge between the facility management operator, the facility users, the client (energy company) and subcontractors. This involves many different tasks including acting as a sparring partner for management, aligning projects with key goals, reporting on project progress, financial and operational matters.

6. Sustainability and Efficiency Improvements

Implementing initiatives to enhance the sustainability and efficiency of facility operations, such as energy-saving projects. An example project is the conceptual study on making the incinerator at the facility sustainable. This translates to the question whether the asset can switch from gas to hydrogen-fired or fully electrified in order to contribute to the goals of net zero emission for this facility. The project manager researches feasibility and keeps the company strategy and goals in mind when giving their advice.

In essence, the role of a Project Manager in Hard Facility Management is integral to the smooth operation, sustainability, and long-term value preservation of physical assets and infrastructure.



BENEFITS

DELIVERING VALUE

The partnership between MaxGrip and this hard facility company, underpinned by MaxGrip's adept project management, has led to the successful delivery of numerous projects over a span of almost four years. Being the bridge between all of the different stakeholders, the project manager plays a pivotal role in realizing high reliability, safety, maintainability and sustainability of the assets.

This collaboration not only underscores MaxGrip's ability to drive operational efficiency and strategic alignment but also highlights our commitment to delivering tangible results that align with company objectives. MaxGrip's work showcases the impact of expert project management that can elevate the quality and efficiency of services in complex and demanding environments.



"Everyone I work with in this project represents a different function or department with their own perspectives and objectives; I find it fascinating how so many disciplines come together to collaborate. Understanding what everyone needs to be successful is crucial.

It's all about thinking outside the box, utilizing my domain expertise and project management skills to taking decisive action. I enjoy being able to play such a pivotal role for my client, making a difference every day and empowering them to be successful."

- MaxGrip consultant on the job



MaxGrip is a global Asset Performance Management consultancy that enables asset-intensive organizations to improve their bottom line by optimizing asset performance and accelerating digital transformation. Our experts work with leaders in a broad range of industries, including Oil & Gas, FMCG, Power Generation & Distribution, Water and Wastewater, Infrastructure and Metals and Mining.

Learn more about our solutions and clients at maxgrip.com. Or contact us via info@maxgrip.com.