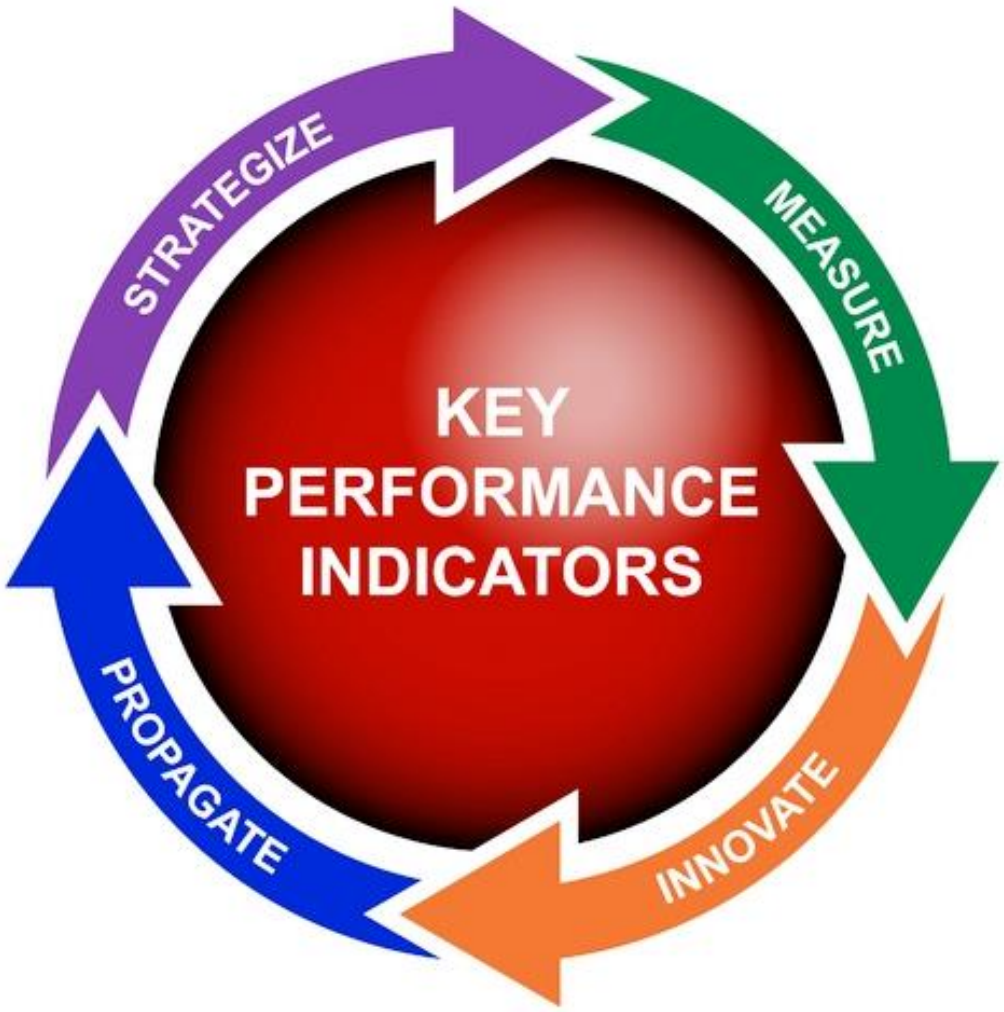

KPI's & Governance - Seven Secrets to Success

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Today's Panel

Roger Manseau
COO
ESCFederal

Ted Ritter
Principal
LMI360

Jeffrey Schneider
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About IFMA

Founded in 1980, we are **the world's largest and most widely recognized association for facility management professionals**, supporting over 20,000 members in more than 100 countries.

Our Vision

Lead the future of the built environment to **make the world a better place.**

Our Mission

We advance our collective knowledge, value and growth for Facility Management professionals to perform at the highest level.

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About ESC Federal

The idea behind ESCFederal is profound yet simple: deliver world-class building operations, facility maintenance, and janitorial services by providing clients with state-of-the-art equipment and expertly trained, highly motivated employees. The result – over 50 years of experience serving customers coast-to-coast.

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Agenda

1. Introductions
2. About IFMA
3. About ESCFederal
4. KPI's & Agility
5. Performance vs. Prescriptive Contracts
6. 7 KPI Characteristics
7. Closing Thoughts
8. Open Discussion

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KPI's & Agility

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Performance vs. Prescriptive Contracts

Performance Based	Prescriptive Based
Maximum potential for cost savings through innovation	Substantial control over project design and O&M costs
Maximum transfer of design-related performance risk	Proposal selection can emphasize project design build costs
Relatively low costs to prepare RFP/Proposal	High level of project definition at time contract is signed

Advantages

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7 KPI Characteristics

- ✓ Simple
- ✓ Aligned
- ✓ Relevant
- ✓ Measurable
- ✓ Achievable
- ✓ Timely
- ✓ Visible

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Open for Discussion

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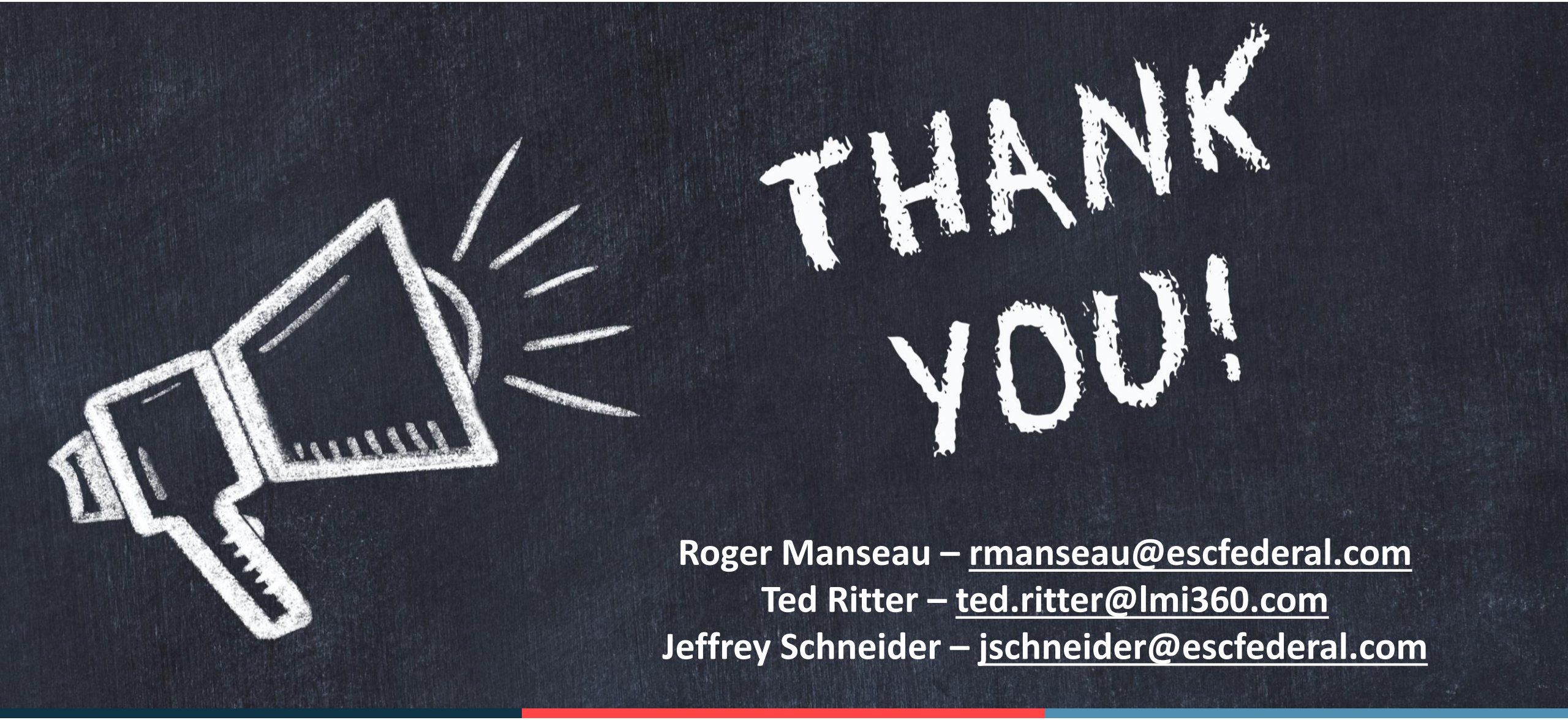

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