



Improving  
**Facilities**  
**Effectiveness**



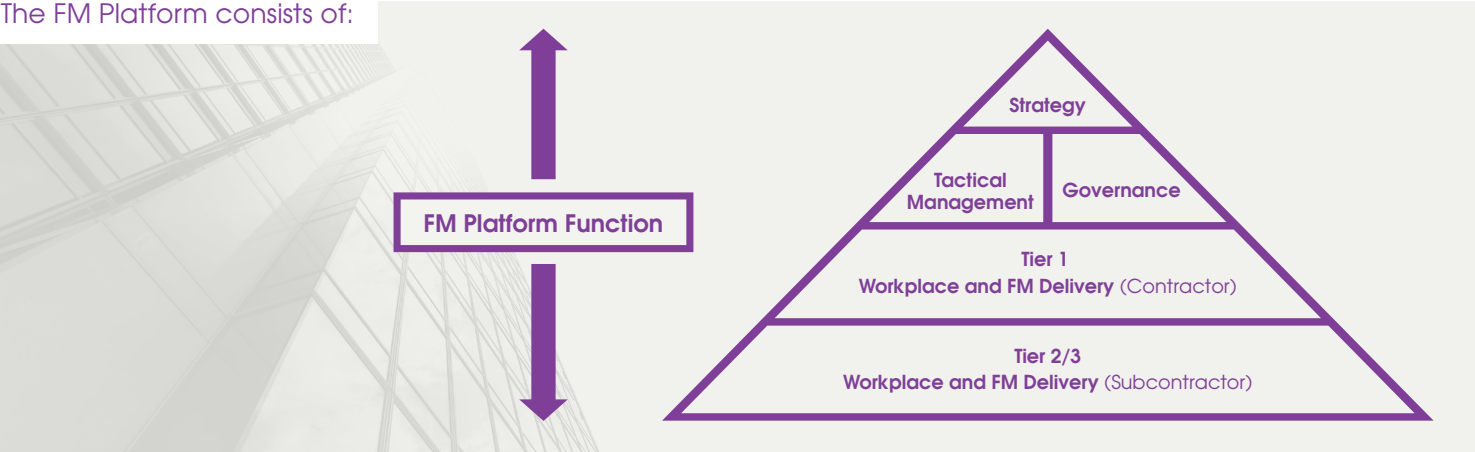
R<sup>4</sup>

Why R4?

The **Right capabilities** using the **Right intelligence** to make the **Right decisions** at the **Right time** (R4) focuses on the Effectiveness of the Workplace and FM Platform/function.

The **R4 Operating Scheme** is simple to understand and has a single and sharp focus of FM effectiveness; but is underpinned by very detailed Processes, Systems and Tools that enable and support existing Workplace and FM platforms to increase their effectiveness.

The FM Platform consists of:



R<sup>4</sup>

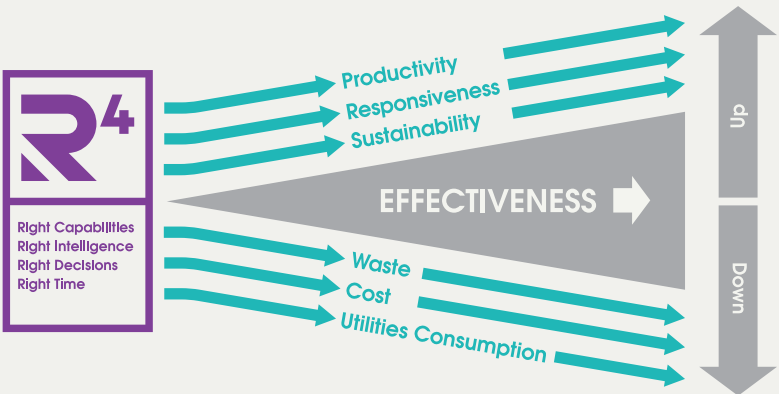
What is R4?

The **R4 Operating Scheme** considers the entire Workplace and FM platform of any organisation.

The platform or function being both the internal client organisation and simply chain deployed in the delivery of Workplace and FM provision.

R4 is designed to provide any platform or function (or indeed any part of that platform or function) with the capabilities, tools procedures and systems to measure its own effectiveness, identify how to improve that effectiveness; and release the benefits of that improved effectiveness.

The **R4 Operating Scheme**, can be an internally and self-deployed programme, or project or can be facilitated by a third party.



R<sup>4</sup>

What is its value?

A 10% improvement in the “Effectiveness” in FM and workplace, increases the Workplace and FM responsiveness exponentially. It is a precursor to effective risk management, significantly reduces waste and **avoids costs by up to 30%.**



R<sup>4</sup>

How it works

There are 3 core elements and phases to R4:



### Phase 1: Design and Thinking

Through a series of facilitated workshop with the Workplace and FM teams the application of R4 is defined. Either self-assessment or auditing is deployed to measure the current effectiveness and to clearly determine what changes or additions may be required to enable improvements in the effectiveness of the Workplace and FM platform. The improvements with any related success criteria is determined.







### Phase 2: Planning

Through facilitated workshops, a detailed plan inclusive of the time line for the implementation of the R4 Scheme is developed. This include all relevant governance processes, benefits release expectations and measures of success. Which (part or in full) of the suit of tools that support and enable R4 is determined during the planning phase and is very much dependent on the outcome of phase 1 - Design and Thinking.

### Phase 3: Enactment

The implementation of the R4 related improvements are then implemented in accordance with the programme determined.

Innovations, tools and systems that underpin the R4 process are:

 <p><b>Facilities Maturity &amp; Assessment Programme</b></p> <p>F-MAP is our well respected toolkit, which can define your current FM delivery model in terms of FM maturity, and can be used as a baseline against a Target Operating Model.</p>	 <p><b>A New Approach to Outsourcing</b></p> <p>OSIRIS is a turn-key solution powered by rigorous methodology from concept through to service delivery. This unique tool set ensures the right solution at each stage.</p>	 <p><b>Performance Management System</b></p> <p>Perform is a tool set developed to take on the challenge of Performance Management. Perform delivers measurement and reporting information to your business.</p>	 <p><b>EXPERT ASSURED CONTRACT</b></p> <p>Opale have developed EAC in response to increasing pressure to demonstrate the performance levels of a wide range of FM services.</p>
 <p><b>Asset Service Maintenance Level</b></p> <p>ASML is a quick and simple mechanism that can judge benchmark the existing maintenance service against the known industry norm SFG 20.</p>	 <p><b>ASSURANCE AND RISK MANAGEMENT CHARTER</b></p> <p>Opale's Assurance and Risk Management Charter forges the alignment between the client and supply chain to provide a unified FM Service Platform.</p>	 <p><b>Service Management Systems</b></p> <p>FM / Workplace Procedural Set</p>	 <p><b>Space Segmentation</b></p> <p>Segmentation of Space and Subsequent Categorisation</p>



# It's time to improve your Facilities Effectiveness

Poor decision making costs money and time and as we now emerge from Covid, the decisions we make will shape the "new norm" for FM and workplace.

Visit [opale.co.uk](https://opale.co.uk) or call 01252 861600



Opale House, Woodlands View, Pulham, Dorchester DT2 7DY  
Telephone: 01252 861600 Email: [office@opale.co.uk](mailto:office@opale.co.uk) [opale.co.uk](https://opale.co.uk)



The Global Association for  
Corporate Real Estate

