Image courtesy of Plenary Schools

CASE STUDY
Queensland Schools Project

Client: Plenary Schools

Project: 10 new primary and secondary schools completed within five years, delivered under a 30 year concession

Objectives: To deliver education facilities for 10,000 students to meet unprecedented demand within the State.

Results: Transparency and communication with the State, clear job and contract performance analysis, a quick and easy system for the school staff to log FM requests.

The Queensland Schools Project is being delivered as a public-private partnership between the Plenary Schools consortium and the Queensland Government's Department of Education. The project will deliver 10 new schools in rapidly developing areas across southeast Queensland over a five year construction term.

Plenary Schools will design, construct, commission, partially finance, maintain and provide facilities management services for the schools over a concession period of 30 years.

The consortium provides services including maintenance, cleaning and utilities management, ensuring the community is provided with high standard facilities for the life of this cornerstone education project.

➤ High Expectations

Completion of the schools were scheduled in stages between 2013 and 2018, lending a degree of complexity to the operational phase of the PPP. To help manage performance and quality standards across each of the 10 estates, Plenary Schools chose QFM software from international CMMS and PPP operational performance software vendor, Service Works Global. Having had experience with QFM on previous projects, Plenary Schools was confident in the software's ability to centrally manage and co-ordinate activities over a 200km area. Each site is assigned a facility manager from consortium partner Delta FM and is overseen by Plenary who retains responsibility for ensuring each site meets the standards agreed in the PPP contract. QFM is used at each school and allows Plenary an over-arching view of all actions.

Rogier Waalder, Senior Asset Manager at Plenary Schools, has worked on the project from the beginning and was one of the first users of the software. "Queensland Schools is the first PPP I've worked on. QFM has helped manage the scale and expectations of this important project."

Being able to see what jobs have been logged, which are outstanding and the deadlines for each across all sites is essential to manage quality across the contract. Jobs are tagged with red, amber or green to clearly show impending deadlines, and can be sorted and filtered for easy analysis, for example across the contract, by school, by contractor, by category (i.e. hard or soft services), or number of jobs completed or missed in a time frame.

Waalder continues: "The schools can have up to 200 service requests each month, requiring different sets of skills and timeframes for resolution. QFM's Event Director is a simple, dashboard-style snapshot of how anything is at a given time, and you can customise it to show whatever you need to focus on at that moment allowing us to respond in a timely manner."

➤ Share and Share Alike

In addition to the live dashboards, QFM is also used to produce complex reports to the State detailing FM performance and penalty calculations. The fully integrated payment mechanism is configured with the unique terms of the contract and automates the report in minutes to ensure accuracy, integrity and transparency for all partners. In addition to the exported reports, users can be granted unique access rights depending on their requirements to add and review information easily and securely.

All jobs and their history are stored within the system and are fully accessible to promote transparency. Waalder comments: "The communication between all project partners through QFM has helped make the project a success."

➤ Easy as ABC

The schools themselves are run by the State but should they need to log maintenance work or a service request, they can communicate it to Plenary directly through QFM. "Training the school staff on QFM is straightforward," explains Waalder. "It takes less than a minute to log a job - a fraction of the time they spent using their previous system."

QFM's intelligent workflow system takes the effort out of administration, especially for occasional users. Fields pre-populate depending on inputs by the users, and drop down menus mean less typing is required. For example, when a school is selected the system will only show rooms, assets and the FM team at that school. The system can also be easily tailored by user, providing simple or more complex options as required depending on what they need from QFM.

This flexible multi-site control means the software is more usable for school staff, speeding up the process and increasing accuracy, ensuring jobs are logged and rectified more quickly, keeping the learning environment in peak condition for the students.

With around 80,000 assets in the Queensland Schools contract alone, careful management can lead to greater efficiency for Plenary Schools but more importantly, can ensure a more functional learning environment for the 10,000 students and teachers.

Microsoft Partner
Gold Application Development