



All about
your real estate



Facility
Management
Concept

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Foreword

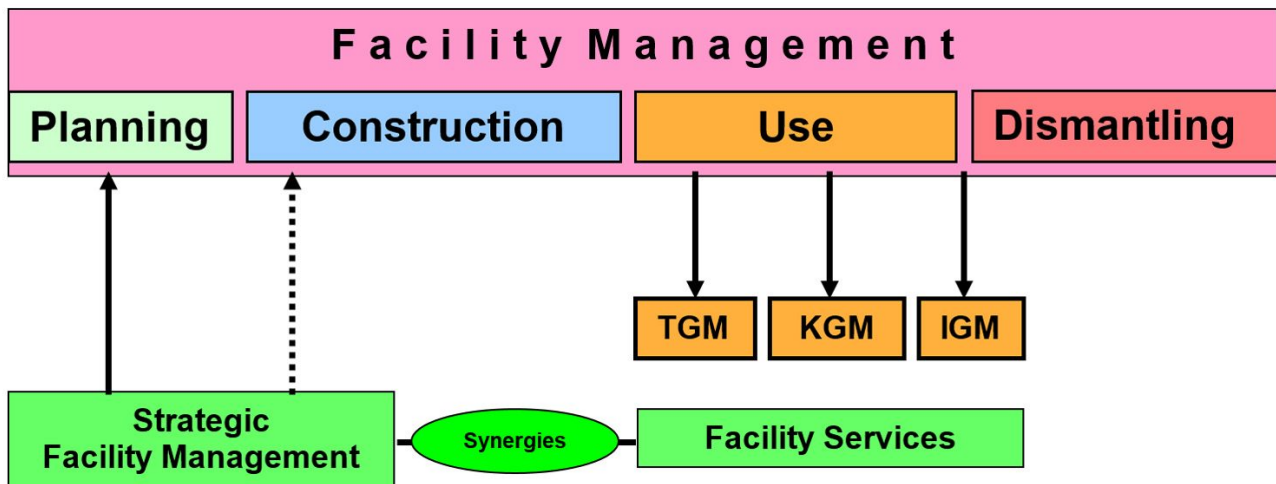
On the basis of our years of experience in building management and knowledge about the processes in companies, we offer you comprehensive advice „all about your real estate“.

We offer you everything from one source and free you of organisational duties and building-maintenance work such as well as control and monitoring tasks. In close co-operation with our partner companies, we offer not only our service package in infrastructural building management (IGM) but also service segments from the commercial (KGM) and technical building management (TGM). We are glad to draw you up a user profile and optimise your management.

To meet the technical requirements, we have integrated certified co-operation partners in our enterprise. Furthermore, we orientate ourselves to the guidelines and quality principles of the German Association for Facility Management (GEFMA e.V.) in Bonn.

We see facility management as an inter-trade task with the primary objective of optimisation in the use phase. Of course we will supply you with all necessary information and optimisation approaches for planned new construction projects.





Our goal

We see our primary task in the reduction of operating costs which are shown today as follows:

36% Energy costs

21% Maintenance costs

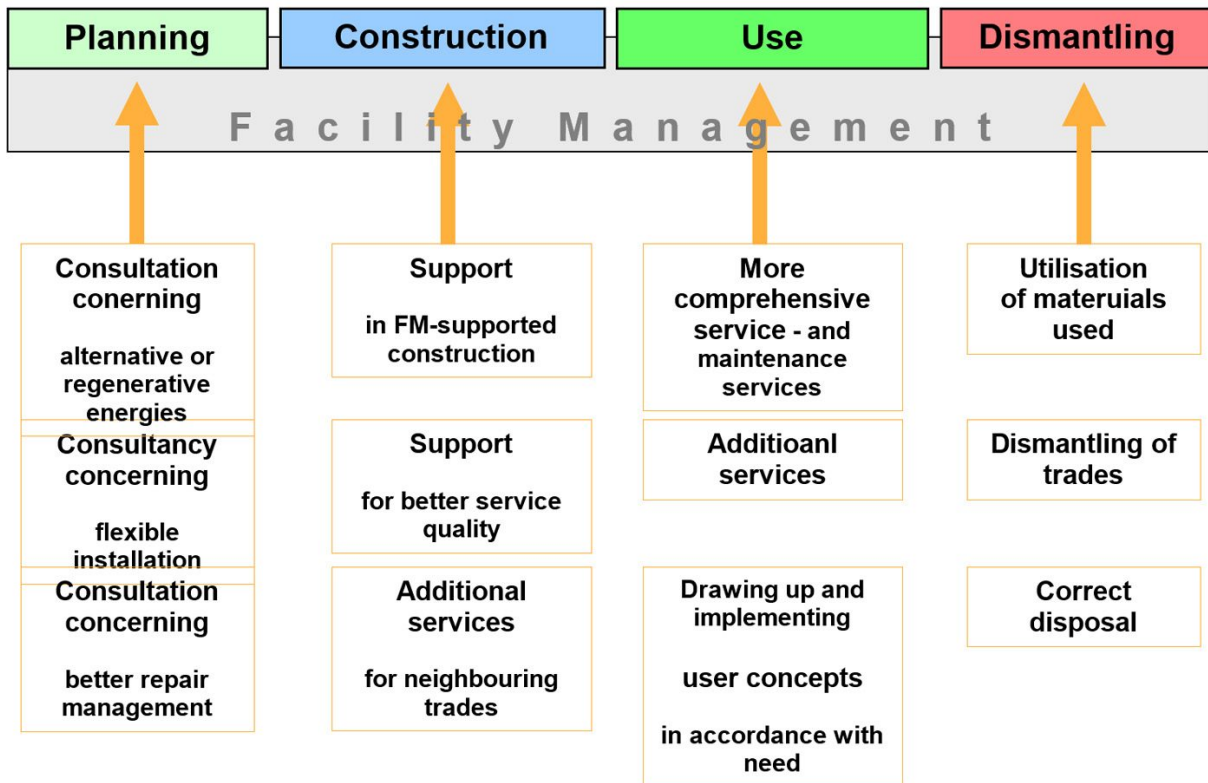
23% Cleaning costs

20% Other costs

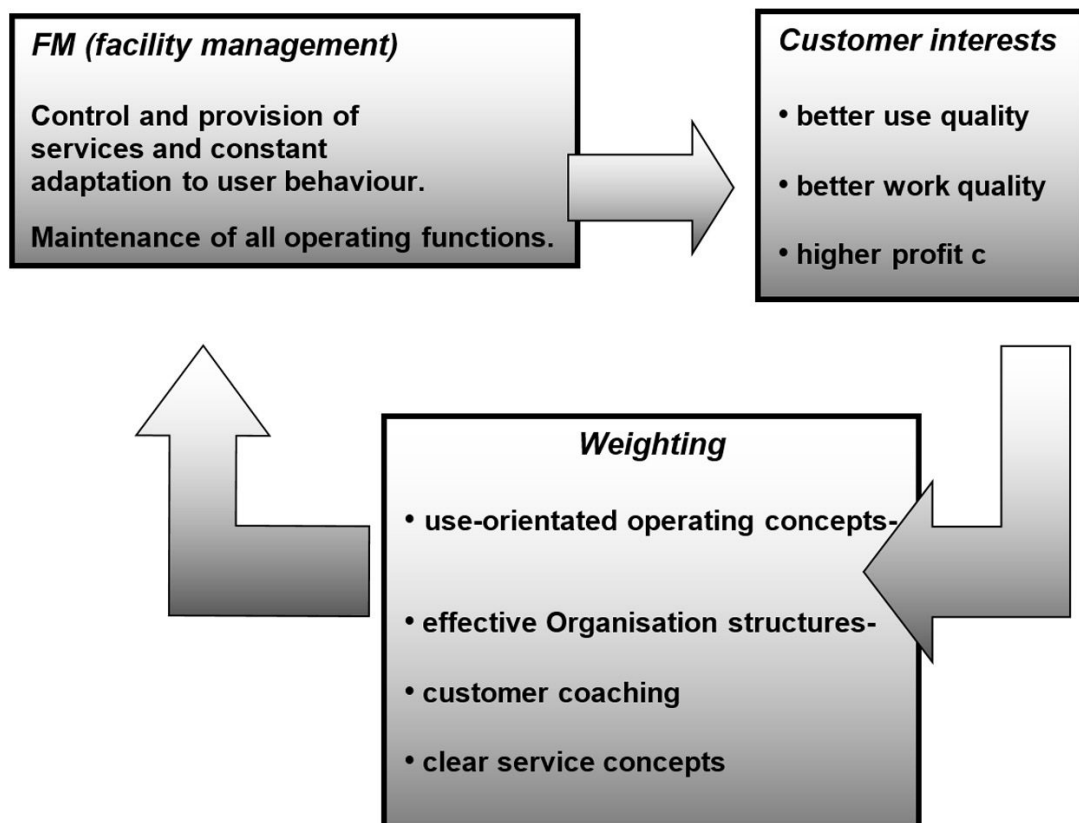




General view of services



Our objective





Your concept

The prerequisite for a target-orientated concept is the creation of a **user profile and on its basis the development of an operating concept for your property**. From this we will develop a catalogues of measures for execution.

Your service requirement:

- technical building care (operation and maintenance including small repairs)
- caretaker services
- maintenance cleaning
- winter services
- green area care
- operating cost optimisation



Our manner of thinking and general objectives

Minimalisation of life cycle costs:

- entire view
- process optimisation
- optimisation of maintenance

Reduction in operating costs:

- cost appropriation according to consumer
- transparent work processes
- customer-orientated reporting
- FM documentation



Proposals based on your requirements

Technical care of building

On the basis of the user concept and in particular your special building requirements, we optimise the management. We take the necessary measures always in constant co-ordination with your competent staff members. We monitor the adherence to the statutory and legal conditions in respect of insurance. As well as that, our co-operation partners carry out all small repairs of look after their completion and settlement.

Caretaker services

The caretaker services are carried out by the own staff of our co-operation partners. They also include smaller repairs in the electrical area such as the replacement of light bulbs or fuses. Of course we will always draw your attention to defective appliances etc. which do not meet the VDE requirements or other regulations or rules..

Maintenance cleaning

The maintenance cleaning comprises the maintenance and restoration of cleanliness in industry, trade and household. The maintenance cleaning is intended for the hygiene and maintains the value of the rooms and furnishings. Alongside the maintenance cleaning, our co-operation partners also provide the visual and basic cleaning as basic types of household cleaning.

Winter services

Our co-operation partners operate the winter services with external staff which has the necessary equipment on the spot at its disposal. Independent of this, we control, without the necessity for request, the weather conditions in the early hours and act accordingly.

Care of green areas

On the basis of the user profile and exact knowledge of the conditions and requirements prevailing in the building our co-operation partners operate and manage your buildings or properties constantly observing the statutory and legal insurance requirements.

Operating cost optimisation

For this we will draw up an operating concept from which the operating costs become transparent and evident. Then we develop a catalogue of measures which is implemented in accordance with priority in agreement with you. The energetic aspect is in the foreground here.



Project phase plan for FM building services

- Phase 1** Acceptance of a user profile
- Phase 2** Development of an operating concept
- Phase 3** Creation of a catalogue of measures
- Phase 4** Creation of the process planning in accordance with priorities
- Phase 5** Execution of the services required
- Phase 6** Constant reports of completion
- Phase 7** Constant control rounds and problem reports
- Phase 8** Regular questioning
- Phase 9** Constant optimisation of the service range
- Phase 10** Annual status report on your properties



Our co-operation partners' further services

Through our competent co-operation partners, we can continue to offer the following services which become necessary in connection with your current facility management tasks:

- organisation and process management
- strategic area management and workplace management
- removal management
- tender and award management, also for the public sector
- life cycle cost analysis and benchmarking
- project control in facility management
- warranty management
- quality management in facility management
- market and competition analysis
- introduction of CAFM systems





Summary

The prerequisites for the specific implementation of facility management are the acceptance of the user profile and the development of an operating concept. The process procedures analysed here supply information about the costs arising in the use phase.

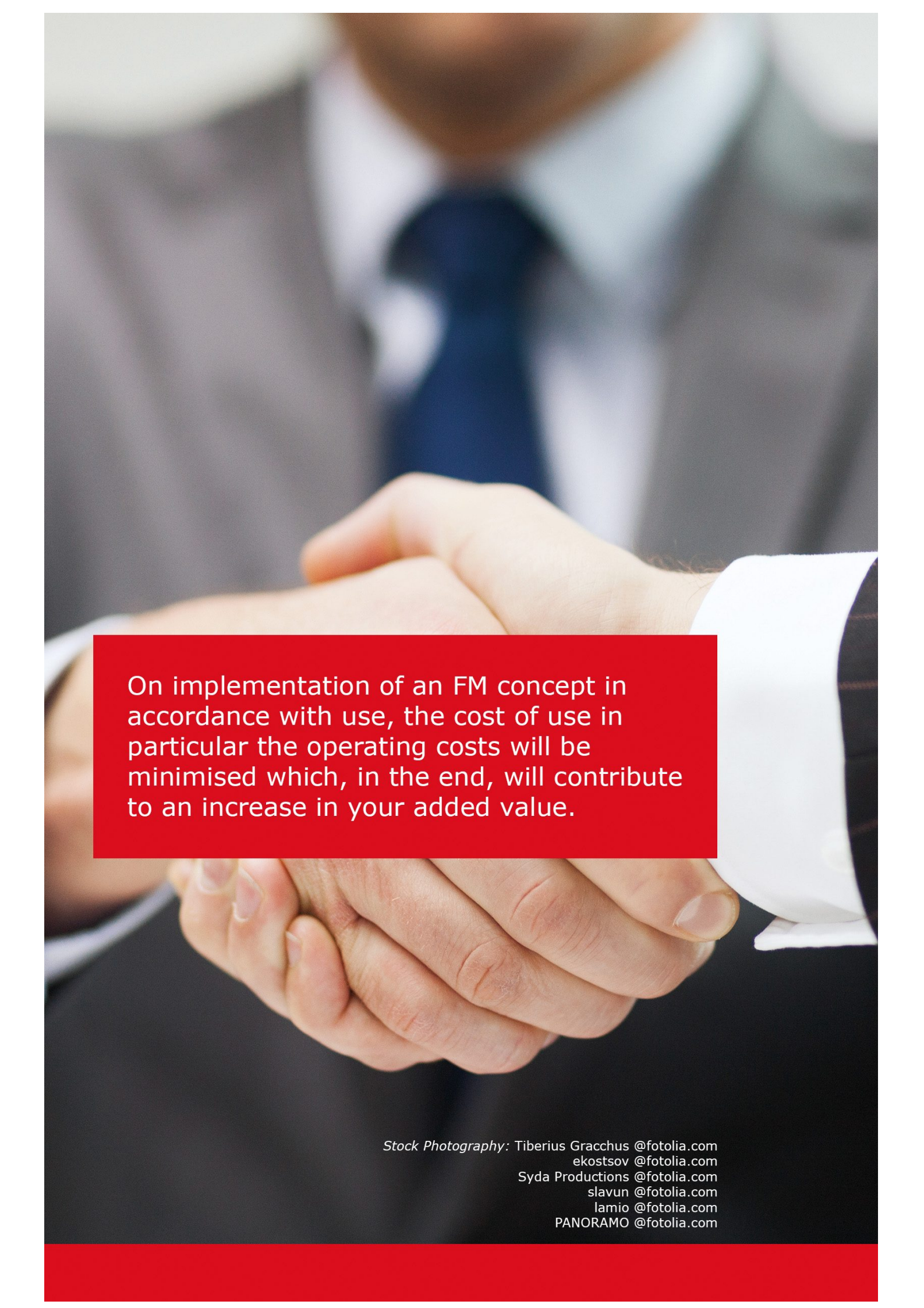
From this, we develop a catalogue of measures for the most economic implementation of the necessary measures. This is the basis to come up to a specific operator responsibility. Of course we will support you in the planning of your new construction project and contribute our synergies.

Complementary to ticking off the necessary measures, we which check the technical alternatives for saving use costs, in particular also staff costs. We will check the possibility of the use of building-automated technology and if relevant, prepare its use.

A further focal point in our activity lies in the collection of necessary technical building data which could be necessary for a building standardisation or integration in the technical operating data systems. Attention is paid here to consumer-friendly data collection for constant optimisation of the use costs through suitable key figures.

For constant further development of the FM concept and for optimisation of the processes, a uniform documentation of systems in according with use is necessary.

Of course we will support your own operating staff and help in their qualification.



On implementation of an FM concept in accordance with use, the cost of use in particular the operating costs will be minimised which, in the end, will contribute to an increase in your added value.

Stock Photography: Tiberius Gracchus @fotolia.com
ekostsov @fotolia.com
Syda Productions @fotolia.com
slavun @fotolia.com
lamio @fotolia.com
PANORAMO @fotolia.com



Contact us

Kala Consulting

An der Wögerwiese 4

85757 Karlsfeld

Tel: +49 (0)89 / 21544799-0

Fax: +49 (0)89 / 21544799-9

www.kala-consulting.com

info@kala-consulting.com

