



“we focus on blending people, process and technology together to create the strongest possible business response”



NATIONWIDE BUSINESS ADVICE

Welcome to our first Spire Consulting newsletter.

We are now into our third year of service delivery and in that time, we have established an enviable reputation as a nationwide provider of business advice. This is centred on creating clarity of purpose for our client organisations through advanced process modelling and an in-depth understanding of resource linkages. Our business models are robust enough to ensure the affected staff members have sufficient compelling reason to change and often with a culture of urgency. We focus on blending people, process and technology together to create the strongest possible business response.

Our experience in driving clarity of purpose throughout our clients organisations ensures they remain aware of how best to blend their resources to deliver their services in the most effective way. This saves them time, money and enhances their value in their market place.

I hope you enjoy the content of this Newsletter and find it relevant and useful. Summer holidays are almost upon us. Wishing you the compliments of the season and a safe and relaxing break. Read more at www.spireconsulting.co.nz. Happy browsing!

Paul Rogers, Managing Director



IMAGES: ISTOCKPHOTO

Auckland Airport Facilities Management Review

Spire Consulting have been assisting the Facilities Management (FM) team at Auckland International Airport Limited (Auckland Airport) to enhance their performance. FM activities were recognised as being integral to providing services to Airport customers and to meet the demand of New Zealand's fastest growing airport. This project worked towards achieving this.

With a large and diverse facilities portfolio, Auckland Airport asked Spire Consulting in 2006 to make a high-level review of the current operation and suggest changes that would engender increased performance. This initial study suggested some organisational changes, a deployment of best practise procurement strategies, and an increased focus on planned / preventative maintenance where applicable, together with an emphasis on how information technology would facilitate these changes. Since this initial report, Spire Consulting have been working with the FM team in determining resourcing needs through a combination of investigations, process mapping and assessment of key staff roles and routines.

Based on the anticipated growth and demand, and the criticality of airport service enablement, Spire Consulting have created a service delivery structure that optimises the capacity and

capability of existing resources and identified the resource gaps that need to be filled through recruitment.

The advisory process used at Auckland Airport is consistent with the approach taken with all our clients. We aim to work collaboratively, so making sure that we leave our clients with a more useful (to them) perspective than they had originally. Firstly we determine the key business objectives and be certain about the organisations goals. This entails creating clarity of purpose for the organisation. Secondly translate these objectives into resource requirements, i.e. what processes do we need; assignment of people to drive the processes and identify how technology might enable both the staff and processes. Finally, we ensure we demonstrate tangible value gains and encourage ongoing surveys and reporting structures to ensure continuous improvement in the organisation.



PROPERTY FOR INDUSTRY PROJECT CYCLONE

Property for Industry (PFI) is New Zealand's only listed company specialising in industrial property.

PFI's nationwide portfolio of 57 high-quality industrial properties has a total value of approximately \$386 million. Spire Consulting has had the pleasure in working with this highly successful company since 2004. PFI is a property owner and landlord and has a responsibility not only to their tenants, but to their shareholders, to maintain the upkeep of each of the property for quiet enjoyment of the sites, at the same time increasing the total value of their assets.

In 2006, PFI completed a building condition assessment on each of their sites to gain an understanding of the current state of repair.

This was the starting point for them in instigating an ongoing preventative maintenance programme that would enable PFI to achieve their aim of keeping their assets in a good state of repair while overall increasing the value of their portfolio. Spire Consulting has assisted in the strategic planning of the project as well as the facilitation and interaction with the tenants. Our work involves the initial planning and project timetabling behind the prioritisation of works, the tenant timetabling and also careful budget planning in order to bring this project to its successful completion.

Best practice tips for developing creating and conducting customer satisfaction surveys

Developing and administering an effective survey will assist in providing an improved service.

To identify how your customer feels about the service you are delivering, it is important to learn what is working and what is not, and how issues that need to be fixed, can be fixed.

Asking questions that focus on issues such as response times to service requests will provide feedback on operational details, but will not necessarily reflect the customer's attitude toward your actions. These have resulted from interaction with your customers and encompass areas such as their awareness of services available and customer satisfaction. A survey should have a wider scope of questions. Some key points to consider are;

1. Clarify the information you seek:

Do you want to simply identify your customers levels of satisfaction? Or do you seek to identify how you can improve service delivery to customers?

2. Consider the most effective and efficient way to distribute your survey:

Web link, email, paper based, phone or person to person.

3. Keep the survey short and simple (KISS)

Ensure clarity of purpose through good clear simple instructions. Limit questions per survey to between six and ten.



4. Be consistent when gathering information

Ensure the respondent group is mixed to ensure a true reflection of feeling and get an honest picture of customer satisfaction.

5. Read the answers

Reading the answers will help you to better understand your customers. This will assist you with improving service delivery.

6. Act on the results and feedback

Unless you intend on responding or acting on the feedback from the respondents, carrying out the survey will be a wasted effort.

7. Repeat

At periodic cycles (eg. quarterly, six monthly, annually), repeat the survey. Improvements happen through an iterative process, and capturing responses once will not determine a trend. We want to be sure our customers are more satisfied this quarter than last quarter and we want to identify trends and monitor continual improvement

8. Communicate to the customers/respondents

Improvements to the service you provide your customers should be communicated back to them. If they can see that they are being taken seriously, you will have their buy in and they will continue to participate in future surveys.