

AUSTRALIAN PROPERTY MANAGEMENT SOLUTIONS MARKET ACCESS.

Assessment, Accreditation
& licensing Program
2011 - 2012

www.apm-solutions.com.au



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INTRODUCTION AND OVERVIEW



Introduction from the Managing Director - Chris Michael

It is with great pleasure that I introduce you to The Australian Property Management Solutions Market Access – Assessment, Accreditation & Licensing Program. The Program has been designed to provide Australian Companies in the Property Maintenance & Management arena, with an industry driven transformational program that will allow companies competing in this market to transform into leading edge service companies, embracing world's best practices, meeting a renewed level of client expectations.

Industry leaders recognise that they determine the way that their business moves & works towards being the best. Like others, our network of suppliers, service providers contend with numerous challenges daily, including continuously shifting market forces, unrelenting financial pressures, unpredictable threats, strict compliance requirements and rigorous competition.

Whilst this changing landscape leads to new business challenges, it also opens new opportunities for growth and differentiation. As transformational leaders, we pride ourselves on being able to tackle any challenge, big or small and view every obstacle as an opportunity to surpass expectations. Our expertise, coupled with local know-how, gives us an unprecedented advantage making these companies industry best.

We believe in being able to see all challenges from the eyes of our clients - so that their best interests are met at every stage of the program.

We encourage our people to challenge the accepted and discover bold ways to meet and exceed business objectivity. Our business advisors, consultants & facilitators use their experience and know-how, as well as our world's best tools, processes and methodologies, worth millions of dollars to help our network of suppliers, service providers & vendors tailor their business strategies to achieve desired business goals providing access to our client portfolio that is forecasted to exceed 2 Billion in services spend under management over the next 5 years servicing our Blue Chip Clients with:

- Commercial and residential high-rise buildings
- Entertainment and sporting complexes
- Hospitals, including health networks
- Heavy industrial and manufacturing complexes

APMS will become the first in the industry to combine onsite consulting and advisory services, service delivery, managed services, supplier accreditation, project management and resourcing. Whether it is a single site, a large property portfolio, a one off project, or a comprehensive long-term management contract, APMS will be scaled to manage a wide range of environments and facilities with varying degrees of complexity.



OUR AIMS

Our aim is to guide and support our network of licensed & accredited suppliers, service providers & vendors through the many complex choices, help them increase efficiency, and ensure the best return on investment. We are committed to seeing great ideas translated into real business outcomes. This is backed by our commitment and commercial investment models.

Australian Property Management Solutions Market Access Assessment, Accreditation & Licensing Program, takes on a leadership position:

- Led by enterprise architecture, that achieves long term sustainable transformational results
- As a trusted partner, advisor and authority in business transformation we work with our network of suppliers, service providers & vendors to become more effective and efficient, aligned with exceeding client expectations.
- Working with organisations to better understand who they are, who they are serving, what they are delivering, how they are delivering it, and how to become more efficient and effective at delivering it harnessing world's best practices, processes, methodologies and approaches
- Setting objectives with the achievement of organisational goals, via a methodology and approach that engenders a culture and capability of producing sustainable and repeatable results reflective of a shared vision.
- Helps to define the blueprint and roadmap to transform businesses by leveraging sound and logical principals that bring about competitive advantage and business value.



OUR AIMS

We provide our national network of licensed & accredited suppliers, service providers & vendors with a clear strategic direction which is fundamental for growth. Founded on innovation & lean delivery practices, our advisors work with our clients to drive business transformation, that enhances competitiveness and to unlock new levels of value, with:

- Procedure, Process & Methodology
- Business Management
- Capital Investments
- Economic Evaluations
- Logistics Strategies
- Operational Reviews - Change Management - Corporate Strategy
- Knowledge Management
- Performance Management
- Financial Management
- Workplace management and productivity strategies

Business Plan



BUSINESS PLANNING

The APMS Market Access – Assessment, Accreditation & Licensing Program is the first of its type in the world. Its development has extended over many years leveraging leading edge research and development from industry, private and public sectors, educational and training icons.

The program is featured with 24 modules that cover:

- Business plan
- Capabilities and alignment assessment
- Cash flow, working capital and credit control policies
- Competitive benchmarking, KPIs and SLAs
- Customer relationship management
- Environmental audits and sustainability strategies policy and improvement
- Business exit strategies – succession planning and sale of business strategy plan
- Growth strategies and operational efficiency plan, strategy and policy
- Management policy and procedures
- Risk, accreditation and compliance management
- Marketing effectiveness and sales planning
- Mergers, acquisitions & Joint venture business case analysis
- Organisational change and restructuring
- In-sourcing and outsourcing
- Profitability improvement
- Recessionary market strategies
- Supply chain management
- Risk assessment and management
- Workforce management and engagement
- Business development
- Resource capability management
- Service quality and performance improvement
- Ethics & leadership



ASSESSMENT PROGRAM

In addition to the 24 modules the program will include modules on change, cultural, people management and work place productivity objectives. The additional modules ensure that all our licensed & accredited suppliers, service providers and vendors are equally managed across the APMS Managed Services Business. To qualify for the program all companies are expected to go through our on day assessment program.

The one day assessment program will assess companies:

- Resource and capabilities
- Business purpose
- Financials
- Talent & talent management
- Cultural dynamics
- Business and management agility
- Company history
- Market share
- Client focus
- Future directions
- Business characteristics
- Strategies and objectives
- Short, medium & long term viability
- S.W.O.T.
- Business impact
- Governance
- Competitive and market position
- Bankable valuation
- Structures, systems, processes, and competencies



OUR PURPOSE

The purpose of the assessment is twofold; the primary objective is to provide management with a detailed report including recommendations and actions to address deficiencies concerning the points above. Secondly to provide APMS with appreciation of the client organisation to deliver the accreditation program, maximising on its objectives.

The Assessment program is divided into various sections that include questions directed at various personnel within the organisation from senior management through to frontline personnel. The program includes questions and elements that provide a detailed assessment and evaluation of the points listed above, it also provides scope for additional comments, observations and recommendations to be provided by the Program Manager to be interpreted and processed by our team of Experienced Business Analysts.

The final delivery will be a candid unbiased report. Using a formal reporting framework the report will provide findings, recommendations and actions that need to be managed in priority. The use of weightings, scorings and evaluations will provide visibility and Intelligence to ensure the accreditation program is resourced and managed to ensure maximum effectiveness.



PROGRAM OUTCOMES

For decades business managers and business owners of SME's have been relaxed in their pursuit to manage and operate a business. However, all have realised the competitive landscape for business today is evolving at a rapid pace. The adoption of technology and clients demanding more for less, to competitors slashing margins below viability levels and demands from banks and government, are just some of the challenges encountered in the current business world.

The joys and prestige of owning and managing a business has now just become a facade. Today, business owners are combating these challenges to maintain viability, and have been forced to manage their business within this environment to increase survival. Unfortunately the battle cannot always be won, as we have all seen businesses come and go, from milkbars through to multibillion dollar corporations.

Throughout our learning and development, many have never been taught or been provided with the tools to measure or benchmark our personnel or business performance. These tools and knowledge will need to be a fundamental part of an organisation and take precedence to ensure business' survival and prosperity. We can no longer depend on management practices seen over the last 10, 20, 30 years to lead us into the future.

We will see a new calibre of business leaders emerging within organisations over the next 10 years that will power their business with set methods and practices that will ensure their business remains relevant in a world of increased demands and constraints.

Resilience will be the new catch cry for business owners, managers, operators and leaders of tomorrow. The market will call on such people to deliver solutions, services and value. Without this specific trait, business survival cannot be certain. To be successful in this new world, businesses need to unlock their potential and ability to be super efficient and effective. This is where we can help you today.

For further information or to find out if you qualify
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Sustainability through innovation