

DELIVERING  
STRATEGIC  
VALUE



### Customer / Client

Azadea (Group); Kuwait.

### Project

To provide mechanical, electrical and building maintenance to retail units occupied by major retail brands in Kuwait shopping malls.

### Challenge

The main challenge was to devise robust working practices, which could be interpreted and adopted by a predominantly non-English speaking workforce. This required a significant change to historic working practices, paying particular cognisance to the cultural and social aspects surrounding the environment and its workforce. In addition to this Turner FM had to create a Supply Chain, which could deliver critical parts and spares.

### Solution

Many of the technical instructions, workflows and processes devised by Turner FM were written in English. The solution was to develop multi-lingual work instructions, process and procedures that could be easily understood and adapted by multi disciplinary teams. This involved intensive training of key personnel including; managers, technicians and trades personnel, all of whom had different training needs and requirements. Turner FM also implemented an electronic facilities management system, specifically designed for building and asset management. The management information provided real time updates on the status of the various works and tasks.

In addition to this Turner FM analysed the various options and methods of procurement, before implementing cost effective and reliable Supply Chain processes, capable of delivering component parts and materials on time. These methods ensure that the planned and reactive maintenance programmes are delivered effectively.

### Client Benefit

Prior to Turner FM undertaking this project, there were no identifiable systems and processes in place. As a result of the interventions made by Turner FM, there have been significant reductions in overhead expenditure for the client. In addition to this, the implementation of efficient systems and processes has led to marked improvement in both service delivery and end-user satisfaction.

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