

quality ISO standards require that threats identification, follow-up documentation and responsibility documentation all proceed from the structural project plan.

Lists of unidentified risks related to particular work packages and of people responsible for risk elimination have been established. The information arising from these lists can be processed further by means of evaluation tables, which can be subsequently used according to the methods set beforehand and adjusted according to appropriate classification tools, represented by:

- check-lists, which should ensure that no risks are ignored;
- flowcharts, showing how particular system components are related;
- sophisticated systems, focusing on searching for possible sources of a project failure. For that purpose we can use procedures typical for particular technical, financial and social areas.

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## **FACILITY MANAGEMENT OUTSOURCING**

OKIN FACILITY, one of the main suppliers of Facility services for corporations in the Czech Republic, Eastern Europe, Russia expects a growth in demand from the industry in integrated facilities (Facility Management).

By outsourcing Facility Management are showing great interest not only in the Czech Republic but also abroad. The trend in the last two or three years shows that customers refuse to small local companies, whose offerings include a limited set of services for the Facility Management, in favor of the major service providers. Company's clients will range of support industries largest providers offering a full range of services throughout the Czech Republic.

OKIN FACILITY expects that the integration of Facility Management services within a single vendor will be on the rise in the coming years. During an economic downturn, companies view their spending more carefully. They often have no idea where to find the hidden potential in the workplace.

For large enterprises, the outsourcing of support services (Facility Management) usually gives an annual saving of 10 to 20 % of the cost of such activities. As the experience of OKIN FACILITY last year, the savings is about 100 000 euros per year. According to the survey, large industrial facilities spend an average of 1 million euros per year on infrastructure management and other services associated with it. Our experience shows that companies often do not

address all elements of such expenditures. In fact, the amount could be much higher.

In the past two years, the company OKIN FACILITY in the Czech Republic started to provide comprehensive services in the field of Facility Management, for example, companies BiocelPaskov, Kostal CZ, Nutricia (Group Danone). In addition OKIN FACILITY provides services to Philip Morris in the Czech Republic, as well as in Ukraine, Kraft Foods Bulgaria and others.

There is another trend – the growing demand for technical management of real estate clients who own a network of branches throughout the Czech Republic. Last year, for example, we won the tender for the maintenance and cleaning of buildings telecom operator Telefónica O2, which has about 800 office buildings, stores and retail outlets.

Our customers also are banking institutions, such as Erste Group, Societe-Generale (Komerční Banka v CR or BSGV in Russia), KBC Bank (CSOB) and Raiffeisen Bank (Czech Republic and Russia). The number of buildings managed OKIN FACILITY in the Czech Republic and abroad has reached several thousand.

The trend of integrated services Facility Management can also be seen abroad. First, multinational companies may be interested in getting the same "European" level of service to which they are accustomed to in their own country. Our branches are located in Russia (Moscow and Yekaterinburg), Bulgaria, Slovakia and Ukraine. Our services are in demand as shopping centers, office centers and banks. In the Czech Republic, this type of clientele made into a sustainable market segment Facility Services with the growing demand. The demand for our services in this market segment is growing in Eastern Europe, where we basically work.

On the other hand, industries show some concern. The reason is that the transfer of a large number of auxiliary facilities outside suppliers Facility services is more complicated for industry than, for example, for office buildings. OKIN FACILITY offers its customers the opportunity to prepare a draft decision to implement in practice and it is completely adapted in such a way as to meet the specific conditions and needs of the client. The shape of the project can be anything, and feasibility studies as well.