

Liverpool John Moores University

School of the Built Environment

Innovative Customer
Performance Measurement & Productivity

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- 1. Andrew Smith – Plantscaping for Productivity
- 2. Matthew Tucker – Customer Performance Measurement in FM

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Plantscaping for Productivity



- Thoughts on sustainability
- About Knowledge Transfer Partnerships (KTP)
- About the company partner
- Benefits of interior plants in the workplace

- Thoughts on sustainability
 - A sustainable business is resource efficient.
 - “People get work done, not buildings...and not plans, but people.”

Colin Powell, US Secretary of State, 2001 - 2004

Knowledge Transfer Partnerships

- Partnership between university and industry
- Co-funded by the Government and the company
- Assist industry in gaining new knowledge and expertise



GP Plantscape

- Interior and exterior landscaping
- Green recycling – organic compost
- Gritting and snow clearing
- Corporate artwork
- Machinery rental



GP Plantscape



Developing a plantscape solution for improved workplace productivity



- Demonstrate link between corporate plantscaping and employee productivity
- Develop a new product tailored to the commercial FM market

Effect of Work Environment

- Improved work environment reduces complaints, stress and sickness and increases productivity
- Workplace satisfaction associated with job satisfaction



Effect of Work Environment

- 94 % of Facilities Managers believe the workplace affects productivity



The Benefits of Plants

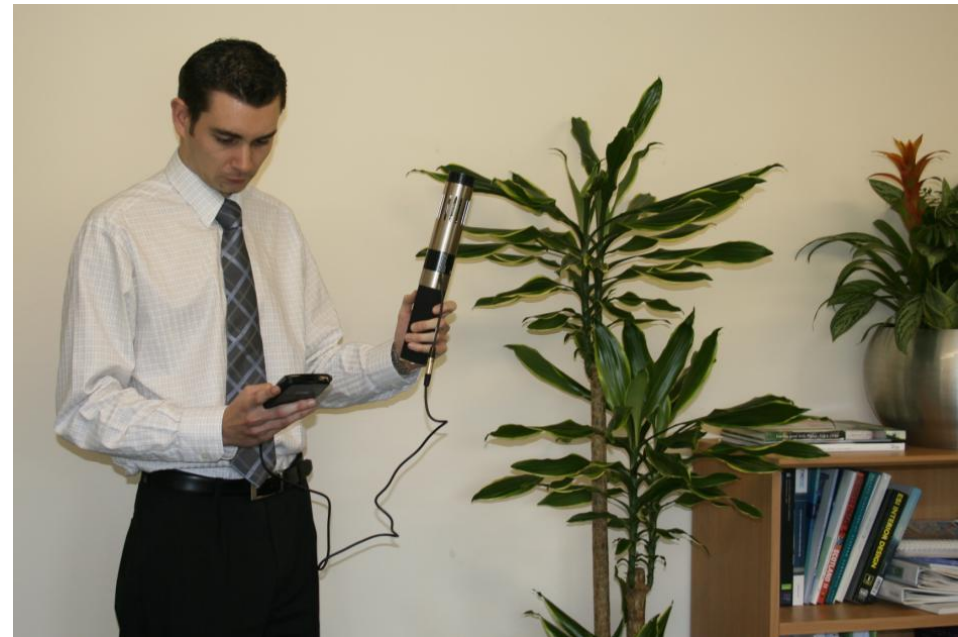
- Sick Building Syndrome
- Toxin absorption – natural air filters
- Humidity
- Psychological
- Aesthetic
- Image



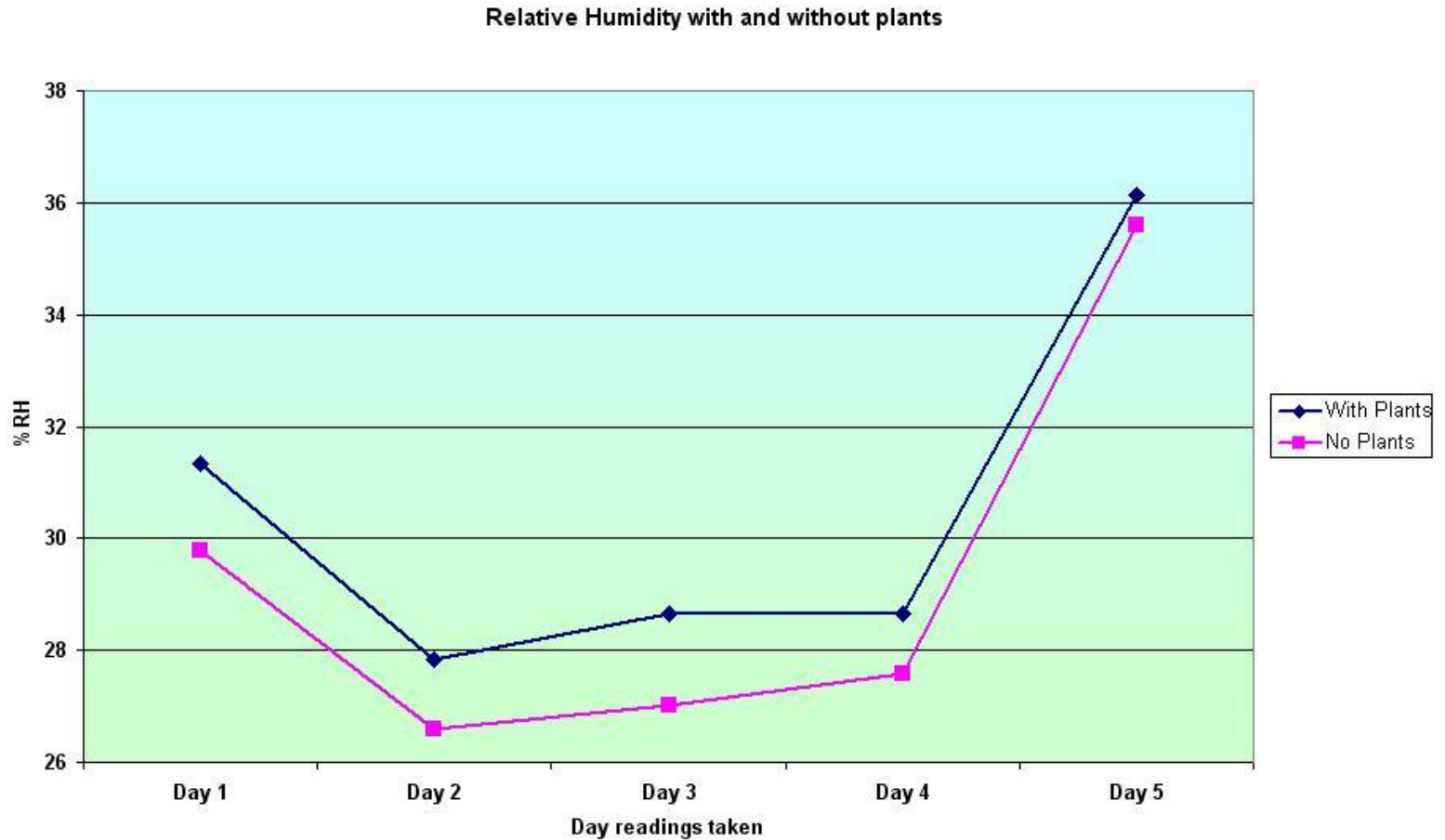
- Trees, plants, water
- Large plants increase perception of privacy
- Those with a view of nature are more satisfied
- Natural areas at work



- Live plant trials:
 - Air quality
 - Sickness rates
 - Psychological factors
 - Health complaints
 - Productivity



- Relative Humidity:



Product Development



Product Development



- **Plants For People** - <http://plants-for-people.org/>
- **Green Plants for Green Buildings** - <http://greenplantsforgreenbuildings.org/>
- **Healthy Green at Work** - www.healthygreenatwork.org
- **GP Plantscape** - www.gplantscape.com
- **JMU – GP Partnership** - <http://www.jmu.ac.uk/BLT/FMGroup/88761.htm>