

THE PROPERTY MANAGER'S CHECKLIST FOR OPERATIONAL PERFORMANCE EXCELLENCE





Property management teams can **elevate performance** by seeing what's happening across every building in their commercial real estate portfolio.

Use this checklist to verify that you have the right insight to help property management and ownership executives work together. Armed with the following data, you can work together to make better, faster decisions, and **empower operating teams** to work more effectively.

Remember: **Insight is everything!**

Do you have real-time visibility into the following across every building in your portfolio?

YES NO

☐ ☐

Tenant satisfaction with service quality

☐ ☐

Achievement of service delivery targets

☐ ☐

Certificate of insurance coverage and compliance for tenants

☐ ☐

Certificate of insurance coverage and compliance for vendors

☐ ☐

Engineering/maintenance productivity (what everyone did today?)

YES NO

☐ ☐

Overdue or upcoming preventive maintenance tasks

☐ ☐

Outstanding or overdue work orders

☐ ☐

Incident report information capture and resolution status

☐ ☐

Vendor contracts and performance

☐ ☐

Visitor access

☐ ☐

Fire and life safety compliance

If you answered “no” to any of the above, you’re at risk of decreased tenant satisfaction, increased operational risk, runaway expenses, and more.



Upgrade to Operations Performance Management

Operations Performance Management, or OPM, is a proven strategy for commercial real estate organizations – a state of management in which you measure and optimize what’s happening across your properties continually and proactively.

By combining the right standards and workflow, CRE organizations can measure service delivery against benchmark targets by delivering “in-the-moment” visibility into performance. You’ll be able to manage by exception, in real-time, by using real, current data to document service delivery and improve tenant satisfaction.

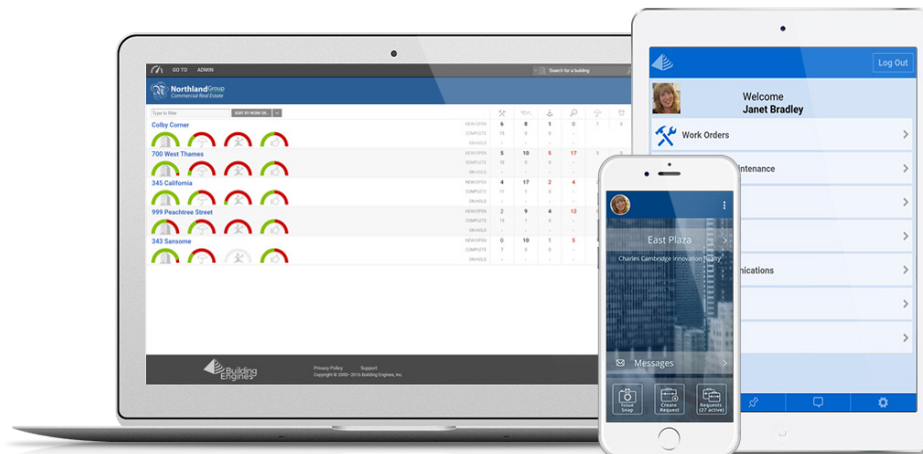
But -- the first step to OPM is visibility into the right data on your properties. With ongoing measurement, you’ll have the insight to manage every building, every tenant, and every square foot.

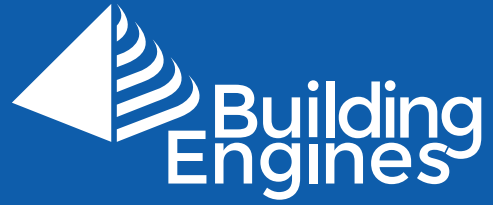


Next Steps

Partner with a CRE software expert like Building Engines that can track building performance across all locations and provide real time visibility for executives.

Building Engines puts all your property and tenant operational data at your fingertips - from real-time snapshots of broad areas, to detailed performance trend reports and annual summaries (all filterable by building, portfolio, region, occupant, vendor, or personnel).





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