

walkVIP of the VIP

After a while, you stop noticing details and don't even see the deterioration in your building happening over time.

The 'Walk of the VIP' is designed to get another pair of eyes to take a fresh and critical look from your Customer's perspective.

Step 1 : Choose a VIP

This person assumes the role of a Very Important Person, preferably either an occupant or colleague who is not involved in your building.

Step 2 : Visit the Building

The VIP visits the building, taking at least 2 paths most travelled into the building by the occupants and visiting the most frequently used common areas.

Step 3 : Look, List, Plan, Do

Look - The VIP uses a critical eye and identifies observations (dirty floors, untidy lobbies, peeling paint, poor lighting, squeaky doors, leaky pipes, uncomfortable temperatures...) no matter how small or insignificant they seem.

List - The VIP writes down everything they see.

Plan - The Facility Manager creates an action plan to address each of the items on the List as follows:

- A.** Immediate Quick Fix – You or your contractor does them right away.
- B.** Do-able in time with no new cost – Make plans for them to be done soon.
- C.** Do-able in time with additional cost – Assess funding and priorities.

Do - Implement all items in Category A and B and build all Category C items into your future budget.



The VIP should inspect visible areas and identify issues, especially in high traffic and public areas. Focus on the details that matter to image, comfort and perception. Be critical and record anything that you think matters.

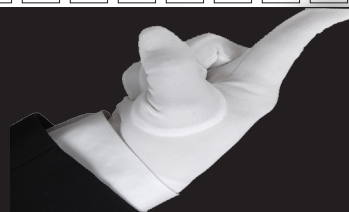
General Comments

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This management tool is provided by Strategic Advisor, an FM consulting firm specializing in the Facility and Building Management Industry.

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