



NATIONAL PHYSICAL LABORATORY

In 2016, Bouygues Energies & Services, an Equans company, commenced a 5-year partnership with the National Physical Laboratory (NPL), providing Total Facilities Management services to the 36,000m² purpose-built facility.

NPL is the UK's National Measurement Institute and is a world-leading centre of excellence in developing and applying the most accurate measurement standards, science and technology available.

Home to 500 scientists and over 400 of the world's most sophisticated measuring laboratories we provide the technical maintenance services, project works and soft FM services. This is delivered through an integrated service model, which allows the building to perform at the highest level, so that the core business of NPL can be delivered without interruption.

Our Solution

NPL required a service partner who was focussed on building a strategic partnership and investing in the relationship. From the outset, we created a one team approach focussed on excellence. Due to the unique operations on site, we implemented a transitional phase for the first 12-months of the contract. This involved frequent meetings with the client to establish their needs, and the processes that they were using.

Once enough data had been gathered, we began working with the client on a 'Business Improvement Plan'. We worked in partnership with the client to determine the most effective and efficient solution, and then broke this down into key actions to be taken. The priorities are agreed on a quarterly basis with the client, updating them regularly with the progression, benefits they will experience,

forecasted savings, and payback period.

The client raised concerns over the Inventory Locating System (ILS) in place before we started working with them. The system was causing delays and this had large implications on their work productivity. To tackle this, we conducted a full Lean Six Sigma review of NPL's ILS, identifying key issues of a lack of procedure and systems in place. This was causing inventory to be lost and delays in delivery to partners. After discovering this, we have worked with the client to up-skill and reconfigure the existing team. We will also be installing a computer-aided Facility Management system.

Client Benefits

Transparency for the client

Frequent meetings with the client, and agreeing on key priorities quarterly, ensures that they are regularly updated with the progress of work and any interferences or difficulties being faced. This allows us to develop solutions with the client, delivering them in the most efficient and effective way.

Improvement of ILS

Following the review carried out by Bouygues Energies & Services, an Equans company, the solutions that we have implemented so far have generated £195,000 of savings for NPL and improved their employee and customer satisfaction.

