

# “B2B Facility Management Satisfaction in Public Sector” Case Study



FM Haaglanden  
Ministerie van Binnenlandse Zaken en  
Koninkrijksrelaties

## CASE STUDY

### Case Study Details

Website:

[www.fmhaaglanden.nl](http://www.fmhaaglanden.nl)

Industry:

[Facility Management]

One2Ten office:

[Netherlands]

One2Ten Project manager:

[Steven Saytes]

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Website

[www.one2ten.com](http://www.one2ten.com)

## About FM Haaglanden

FM Haaglanden is part of the Ministry of Interior and Kingdom Relations in Netherlands. They are one of the largest facility providers for the Dutch Government. With more than 500 employees, FM Haaglanden is responsible for workplaces of approximately 30,000 government colleagues.

## The issue

- To assess Facility Management across 12 locations and 15 services (including sub-categories). Services include supply management, sanitation, upkeep of facilities, etc.
- To provide an outstanding workplace for its 30,000 colleagues across locations, layers and departments.
- To ensure quality services to stakeholders (with individual sensibilities) across different ministries
- The existing ad-hoc solution was not sophisticated enough to include the multi-layered diversity and provide an all-encompassing satisfaction assessment solution



*“We finally have an innovative & user-friendly tool that allows us to instantly respond and correct what needs urgent attention and apply more of things that are going well both at organization and at service level.”*



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## PROJECT STATISTICS



More than 2,500 respondents average 10 questions around multiple surveys



Surveys conducted at 12 locations, across 15 services and multiple sub products



More than 350,000 datapoints



Go-live in 1 week, Fieldwork continuous, one-off and on repeat  
Analytics: real time and continuous



## Strategy, Goals and Results

O2T delivered a comprehensive bundled solution for building & deploying surveys, reporting data & taking action in real time. The portal includes all products and services that FMHaaglanden offers, from work place interior and utilities, catering and chauffeur services for ministers, to project management and event feedback-while maintaining it's agility

### Short-term Goals:

- Comprehensive solution for building and deploying surveys,
- Identifying common drivers behind the products and services offered and using adaptive scripts to unfold the reasons behind their ratings

### Long-term Goals:

- Invaluable insights into customers expectations and prompt action planning
- Comparative analysis of performance of FMHaaglanden's varied products & services

## The Final Results

Documentation of clearer guidelines for service delivery and tracking staff performance in adhering to the same

Minimize turnaround time for customer service, exceeding customer's expectations at each stage of their journey with FMHaaglanden

Top down benchmarking & bottom up analytics per ministry, department & product for fair assessment of performance.

The research provided comparative analysis of performance of FMHaaglanden's varied products & services on a set of common parameters, and helped in clear understanding of relative weightage of different factors which make up the overall satisfaction level

