

BAE SYSTEMS

BAE Systems

BAE Systems is the UK's largest Defence and Security company. They employ 34,800 people and work with more than 7,500 British companies. Together they have created some of the greatest engineering and manufacturing projects in the world and remain committed to designing and manufacturing the very best equipment and services for Armed Forces and Governments.

Background

BAE Systems FM services are provided in the main by a single FM supplier, Sodexo.

The contract has been in place for approximately 20 years and has developed and evolved over this period. As a result, internal discussions had taken place around "best value" and whether the FM services should be market-tested.

Brief

BAE Systems approached the Litmus Partnership to carry out a Total Facilities Management Services review and audit of the Sodexo contract. Our brief was to review and carry out benchmark audits across their 63 BAE Systems UK sites. The aim was to carry out the audit in a phased approach due to the size and geography of the locations.

Approach

The first stages were to review the current solution and then capture and evaluate the FM services within the south of England, which comprised of over 31 sites. We approached Sodexo for the current specifications and costs to enable benchmarking against the sector. To enable credible benchmarking data, we used a series of national survey data and a Litmus database. The Litmus data is based upon 25 years of procurement management from over 2,000 FM tenders. Given the size of the project, we are continuing the evaluation and auditing of the services over an 18 month period.

Outcomes

Following the completion of each stage of the review, Litmus provided BAE Systems with a detailed report providing a clear view of the value they are receiving from their supplier. This is enabling BAE Systems to have a clearer FM Service strategy for the future, which has enabled BAE Systems to integrate their approach to the delivery of FM services into their overall Estates strategy going forward.

▶▶ *Overall I think the exercise we have conducted with your company has been extremely beneficial, and the service you have provided has been to a very high standard, and to be honest exceeded our expectations.* ◀◀

Kevin Cussen, Head of FM Governance and Strategy, BAE Systems



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