Innovative Customer Performance Measurement & Productivity

Professor Michael Pitt
Andrew Smith – Research Associate
Matthew Tucker – Senior Lecturer
Two Sections

• 1. Andrew Smith – Plantscaping for Productivity

• 2. Matthew Tucker – Customer Performance Measurement in FM
Introduction

- Thoughts on sustainability
- About Knowledge Transfer Partnerships (KTP)
- About the company partner
- Benefits of interior plants in the workplace
• Thoughts on sustainability
  – A sustainable business is resource efficient.

  – “People get work done, not buildings…and not plans, but people.”

  Colin Powell, US Secretary of State, 2001 - 2004
Knowledge Transfer Partnerships

• Partnership between university and industry
• Co-funded by the Government and the company
• Assist industry in gaining new knowledge and expertise
GP Plantscape

- Interior and exterior landscaping
- Green recycling – organic compost
- Gritting and snow clearing
- Corporate artwork
- Machinery rental
GP Plantscape
Developing a plantscape solution for improved workplace productivity
Project Objectives

- Demonstrate link between corporate plantscaping and employee productivity
- Develop a new product tailored to the commercial FM market
Effect of Work Environment

• Improved work environment reduces complaints, stress and sickness and increases productivity
• Workplace satisfaction associated with job satisfaction
94% of Facilities Managers believe the workplace affects productivity.
The Benefits of Plants

- Sick Building Syndrome
- Toxin absorption – natural air filters
- Humidity
- Psychological
- Aesthetic
- Image
Positive Distractions

- Trees, plants, water
- Large plants increase perception of privacy
- Those with a view of nature are more satisfied
- Natural areas at work
Testing times

• Live plant trials:
  – Air quality
  – Sickness rates
  – Psychological factors
  – Health complaints
  – Productivity
Initial Results

- Relative Humidity:

```
Relative Humidity with and without plants

Day readings taken

Day 1   Day 2   Day 3   Day 4   Day 5

% RH

With Plants

No Plants
```
Product Development
Further Information

- Plants For People - http://plants-for-people.org/
- Healthy Green at Work - www.healthygreenatwork.org
- GP Plantscape - www.gpplantscape.com