**Case Study- Architectural Services/ Design and FM Coordination**

Situation:

A global corporate retail client with a real estate portfolio of more than 1200 casual dining restaurants needed an acting executive department head for their Architecture/ Design and Facility Management groups during a critical period of change. Requirements included up-skilling critical roles, improving internal practices, enhancing brand standards and meeting projected annual plan for new and upgraded restaurants in the pipeline

Action:

* Conduct face to face interviews with direct employees and key stakeholder/ customers to obtain feedback
* Evaluate talent, provide performance reviews and make changes
* Assess critical service providers and provide focused oversight
* Identify significant opportunities for organizational restructuring
* Upgrade tools and improve processes to meet increased demand
* Support design and facility customers without interruption during leadership transition

Results:

* Identified process improvements and enhanced communication
* Assembled a comprehensive document of Design Brand Standards for use by internal staff, franchisees and architects
* Launched and completed the annual facilities assessment for all owned properties to assess R&M scope and budget
* Negotiated and executed master service agreements with all architect service providers
* Assisted with remodel upgrades for over 25 restaurants on the east coast
* Completed a comprehensive design and construction financial audit that identified significant recovery potential
* Maintained budgeted annual plan and established new initiatives
* Recruited and assimilated executive department head replacements within 7 months