



**Client:**  
Total Fitness

**Project:**  
Implementation of a CAFM solution to improve administration, eradicate the duplication of jobs logged and to pro-actively manage planned maintenance.

**Objectives:**  
Improve administration of maintenance management, control of budgets and forecasting of building services and generate informative reports.

**Results:**  
Excellent cost and time savings have been achieved and the open operation runs more efficiently through the ability to make more informed decisions.



Total Fitness

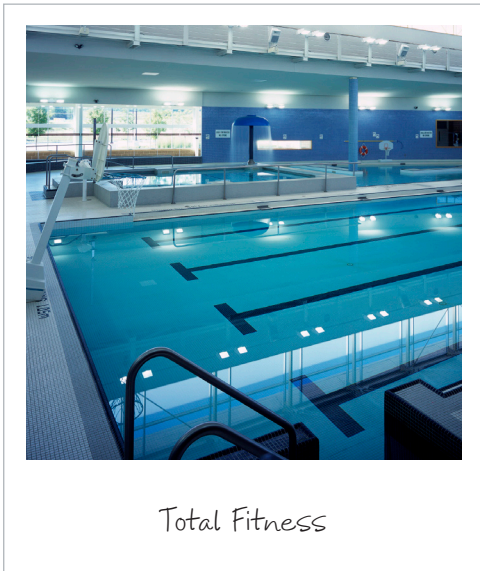
## Fit for the job

There is nothing more annoying than arriving at the local gym to find the last available bike is broken, the toning machine is out of use, or perhaps worse still, after finishing a hard workout and looking forward to a relaxing sauna, finding it closed for maintenance.

“Leisure centres have very little closure time to complete general maintenance and repair work,” says Total Fitness Maintenance Manager, Colin Piltcher, “so it is important to have a comprehensive and efficient management system in place in order to maximise what limited closure time there is.” Total Fitness has 21 centres across the northwest of England, plus three centres in Ireland. When the facilities team came to assess their needs it became clear that the company could benefit greatly from installing a Computer Aided Facilities Management (CAFM) system to help manage maintenance efficiently.

Case Study  
In Depth

Total Fitness



In February of this year the organisation opted to improve their centralised FM and maintenance procedures with Service Works Group's QFM software management tool.

## Eliminating Duplicate Jobs

Previously all jobs for the 24 sites were faxed to the Wilmslow centre in Cheshire where they were processed and assigned to respective local contractors. Approximately 99 per cent of works completed were reactive. However the existing system was simply not efficient in managing the administration of the maintenance process. One common problem was that duplicate jobs were logged as a result of the change over in shift from morning to afternoon staff.

Total Fitness now uses QFM, a CAFM application comprising of the following; helpdesk, planned maintenance, year planner, diary, preventative management reporting and contractor management. Run centrally from Wilmslow, jobs are still reported to the Cheshire site but are now managed and distributed more efficiently.

The centralisation of activities brings many benefits such as a reduction in the headcount of management staff, a reduction in admin costs and the obvious advantages of being able to address issues more efficiently as a result of having a data repository at one central source. "The system allows us to have an improved control of budgets and accurate measuring and forecasting of building services," commented Piltcher. "Savings have been made because there is no longer the requirement to print off job worksheets; these are now sent via e-mail or over the Web."

## Managing Workload

With the capability to produce scheduled work programs the system also handles automatic notification to the relevant service provider. It can plan tasks according to priority, immediately identifying repeat calls and alerting the Help Desk operator to urgent calls left unresolved. In addition, it is able to calculate the costs that are incurred by each event and provides a financial control tool including invoice reconciliation and budget management. In the leisure industry it is important that down time is kept to a minimum, as client satisfaction is a high priority. When joining a leisure club such as Total Fitness, clients have high expectations of the level of service they will receive and the standard of the facilities. It is therefore important that the facilities management function is invisible to clients; they are paying for facilities to be managed effectively and therefore the maintenance and upkeep should seem effortless. As with many areas of the FM function, things only become an issue when something goes wrong.



## Monitoring Contractors

One of the other advantages of QFM is that it is able to monitor the performance of maintenance providers against their contractual obligations (actual versus contractual response times) providing the opportunity to penalise for failure to meet contractual obligations, or indeed to commend if performance is particularly efficient. When rates are applied against a contractor, the system automatically calculates the cost, based on labour, travel and material rates. With between 500 and 700 jobs per day, it is important that they are completed quickly. There are a wide range of issues that have to be dealt with in a leisure centre, from pool maintenance, broken tiles, steam room problems, to the time set air conditioning. Perhaps most importantly 90 per cent of these jobs are potential Health and Safety issues, which Total Fitness needs to resolve promptly.

## Optimising Maintenance

Through the use of an effective computerised planned maintenance (PPM) schedule, it has been possible to reduce the amount of expenditure on planned maintenance and to optimise maintenance intervals therefore resulting in a more accurate plan. Having PPM information held within an electronic diarised system, it is now possible for reactive events to be co-ordinated with planned maintenance events, so that contractors can complete both planned and reactive jobs in one visit.

By definition, the ability to anticipate and proactively meet demands in advance is more efficient and cost effective than responding to jobs retrospectively. "QFM has enabled us to accurately forecast planned maintenance workload relating to each centre," said Piltcher. "Through the system diary we can see at a glance which activities are coming up (either monthly or annually) including details of health and safety schedules, contract renewal and warranty expiry dates, as well as newly entered reactive jobs."

"Prior to QFM we were struggling to keep up with admin side of maintenance, and the sheer quantity of it. The new system is a great asset to the company. Now the reporting of jobs is much better because the information that we need is readily available." Piltcher continued, "Analysing the jobs that come up in one centre can help to predict the future problems that might arise in others." When running a multi-site maintenance program it is of great benefit to be able to foresee potential issues and learn from other centres.



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## Results

The time taken to process maintenance administration has reduced greatly from 2-3 minutes previously to around 30 seconds with the new system. "We are very pleased with the software, and have seen savings of 75-80 per cent in the time that it takes to process jobs," said Piltcher. "The most important thing for us is that the jobs are completed quickly and that we minimise client complaints. At the Wilmslow centre we have a footfall of about 14,000 people per week, so if something isn't right it gets noticed. We want clients to leave the centre both satisfied with themselves after their workout and satisfied with the centre."

"Total Fitness is an ambitious company and has grown quickly in its first 10 years. It is important that the facilities

management function is able to cope with the growth and remain efficient," concluded Piltcher. As the company expands Piltcher is confident that the new system has the capability to grow alongside and support the maintenance management process on a national scale. Total Fitness is now working on rolling out the system to manage a number of other issues for the business.

With an efficient maintenance system now firmly in place and customer satisfaction high on the agenda, we can safely say the chances of our favourite treadmill (just under the air conditioning unit) being broken are at a minimum.

