

eBook



The Complete Guide to Auditing Your Facility



Introduction

Whether you are an existing facilities team wanting to improve your buildings or taking over a new facility altogether, this eBook is a step-by-step guide on how to perform a facilities audit. Auditing your facility—especially for the first time—is a major undertaking. This guide was written to help you break down each step into practical, actionable steps.

But, before we get started, let's review some key concepts and ideas.

WHAT IS A FACILITIES AUDIT?

A facilities audit is a comprehensive review of your facility's performance, needs, and current state. While audits are used to create an action plan, the audit itself is not forward-looking. The goal of the audit is to record a snapshot of the current state of the facility, as well as to identify previously unknown safety and cleanliness issues. Essentially, an audit is a way to objectively evaluate the health of a facility.

HOW IS AN AUDIT PERFORMED?

This eBook will go into extensive detail about how to perform a facilities audit. But, as a primer, an audit is performed in four stages:

1. The first step is to align on **quality expectations**, defining the scoring criteria and thresholds, as well as profiling the site.
2. The second stage is to **perform the audit** at the facility, commonly known as a "baseline audit."
3. In the third step, you will **analyze the data** collected from your facilities audit.
4. In the fourth and final step, you will **develop an action plan** to ensure failed areas are corrected. Also, in the fourth step, further audits should be scheduled.



WHEN SHOULD A FACILITIES AUDIT BE CONDUCTED?

Facilities audits should be conducted frequently. It is common practice for an audit to be conducted:

1. When a new facilities team takes over a site and performs a baseline audit.
2. When the current team wants to validate the performance of their facilities.
3. On a consistent schedule to drive facilities quality results. For best results, walk your facility monthly.

While there is no industry standard, you should audit your facilities as frequently as is useful for the facilities team. Frequent audits give facilities managers powerful data to manage their sites.

WHO IS 4INSITE?

Most facilities teams perform over 3,000 tasks per day. 4insite streamlines and optimizes these tasks, so facilities teams can keep their buildings safe and clean. 4insite automatically collects real-data, giving you the power to analyze your facilities and track against key performance indicators.

4insite is the perfect tool to power your facilities audit. With 4insite, facility managers:

- Centralize the entire audit process in one location
- Compare their audit results with their scope of work
- Take photos and document the entire audit process
- Compare audit scores over time to track whether a facility's performance is improving



The Complete Process: How to perform a facilities audit



[Introduction](#)

Step One:
Lay the groundwork

Step Two:
Perform the audit

Step Three:
Analyze the audit data

Step Four:
Design your action plan

Conclusion

Step One: Lay the groundwork

The first step of a major undertaking is often the most important, which is certainly the case when performing a facilities audit. Facilities teams who take the time to plan and organize their audit enjoy a smoother process and better results. And the teams who rush through their audit planning often find the audit is marred with setbacks.

But have no fear. We've broken down the process for laying the groundwork for your audit into a few best practices. Follow these simple guidelines, and you'll be ready to perform a world-class facilities audit.

REVIEW THE EXISTING SCOPE OF WORK

When laying the groundwork for your audit, the first step is to review the existing Scope of Work (SOW). Often, the SOW is handed down from one facilities team to another. Furthermore, facilities teams rarely reference the SOW in day-to-day operations.

But, the SOW is the single source of truth for what services should be performed in your facility, at what time, and at what frequency.

Take the time to review the current SOW and note any discrepancies with your current operating procedures. Do you currently clean a restroom twice per day, but the SOW calls for cleaning three times? Are you over or under-delivering in some areas of your management?

Some SOWs may not contain detailed service information. If that is the case for your facility, don't worry. The audit will allow you to collect this information.

If you are using 4insite to manage your facility, you will have your entire SOW in the platform. If this is the case, you should still review the SOW and your facilities' dashboards. Again, review and take note of any anomalies so that you can investigate them during your audit.

MEET WITH KEY STAKEHOLDERS

Before you conduct your audit, you should also meet with key facilities stakeholders. As each facility's management situation is different, a good question to ask is: "Who has an interest in the facility being safe and clean?" From this question, you can identify a list of people. Options for this list might include the current facilities staff, customers, integrated management teams, and building occupants.



Some powerful questions to ask your stakeholders are:

- What is currently working with the facility?
- What could use improvement?
- What are your expectations for the facility?

These questions will align your stakeholders' expectations, as well as uncover potential issues with your facility. Again, take note of what surprises you and also identify consistent trends. If your stakeholders are all concerned about safety in your facility, this will be a focus area in your audit and later action plan.

ESTABLISH WHAT IS KNOWN AND UNKNOWN

Often, you will already have a good idea of what is known and unknown in your facility. Before your audit, take a moment to make a list of your facilities' known and unknown questions. Some ideas might be:

1. Does the facility have existing KPIs?
2. Does the facility have existing performance data?
3. Do you have questions about concerns you uncovered in your stakeholder meetings?
4. What are the current complaint numbers?
5. When was the last time an audit was performed? What was the result?

Collecting this information before your audit will give you the ability to hone in on specific questions during the audit.

DETERMINE YOUR AUDIT TEAM

Managing a facility is a team effort, involving many different stakeholders. It can be helpful to include relevant stakeholders to walk the facility and perform the audit alongside you. With the right team in place, you'll gain better alignment and visibility of the facility's performance. You'll also benefit from the increased perspective of a diverse group of facilities staff.

Options for your audit team might be:

1. Key facilities management staff
2. Customers
3. Building staff
4. Representatives for the building occupants
5. Integrated facilities teams
6. Service providers such as maintenance, security, or landscaping

PREPARE YOUR AUDIT MATERIALS

The final step is to gather the materials you need to perform your audit. Make sure your audit checklist is set up by building, by room, by area, with service providers and service needs (waste management, security, etc) noted so you can ensure you collect the right data during your audit. Also, be sure to note the routes of your associates in your pre-audit materials. With this information, you can later analyze your route efficiency.

If you've followed the above best practices to prepare for your audit, you've already done a lot of work! You are now ready to walk your facility and perform your audit.

Traditionally, facilities managers performed audits with paper and pen, but new technology has made auditing more accurate, actionable, simple, and effective.

4insite revolutionizes the auditing process. Facility managers use 4insite to centralize their audit process. Instead of using a myriad of paper tools, facility managers can walk the facility with the 4insite app on their phone and conduct the entire audit right from the palm of their hand.

Step Two: Perform the audit



Coming into the second step of your facilities audit, you should have everything prepared and organized. The pre-audit process is extensive. But, in the second step, where you will perform the audit itself, you'll find the more you prepare in the first step, the easier and more thorough the actual audit will be.

In some situations, your audit might be the first time a facility has been thoroughly analyzed. If this is the case, expect the audit process to be longer. Also, you might find a lot of safety and quality issues. While this can be distressing, you should recognize that the entire point of the audit is to identify areas where you can improve the performance of your facility.

In step two, you'll conduct the actual audit. Below are the best practices to complete the audit.

WALK THE FACILITY WITH YOUR AUDIT TEAM

You are finally ready to walk the facility and document each area.

As you walk the facility, you'll want to assign a score to each area of the facility. The most common scoring method uses a 1-5 scale, where 5 represents the best score possible. A 5 score represents an area that is clean and free of safety issues.

GO SLOW

Performing an audit is a big undertaking, and it is easy to try and hurry through it. Spending a few extra minutes in one area might yield layers of insights. But, rushing through the audit might mean you miss critical areas of improvement.

So, take your time on the audit. When you enter a new area, be sure to evaluate the area as fully as possible.

COMMUNICATE WITH THE STAFF AND BUILDING OCCUPANTS

While auditing a site generally consists of walking your site and documenting each area, you might also discover a plethora of information if you communicate with the staff and building occupants. Take the time to ask questions as you come across building occupants and staff. You might uncover new opportunities to drive facility improvements by communicating with the people who use the facility.

When you interviewed the facility's stakeholders, you asked "What is working with the facility?" A similar question can be posed to building occupants and staff. You might discover information that the audit might have missed.

Step Three: Analyze the audit data

Now that you have conducted your audit, you will have a mound of information about the performance of your facility. But this information is useless unless you can analyze the data and find key insights.

This kind of heavy analysis isn't intuitive for facility managers, which is why we developed 4insite with pre-populated data analysis tools. You simply log your audit info into 4insite, and our system shows a series of reports and insights.

Expect to spend a significant amount of time analyzing your audit data. As with the audit, go slowly and be sure to think critically about each insight.

With 4insite, you are free from struggling with technology while enjoying world-class facilities management and insights.

If you are not using 4insite for your facilities management, you'll likely use a spreadsheet tool like Microsoft Excel or Google Sheets.

Let's review best practices on how to analyze your audit data to find the insights you need.

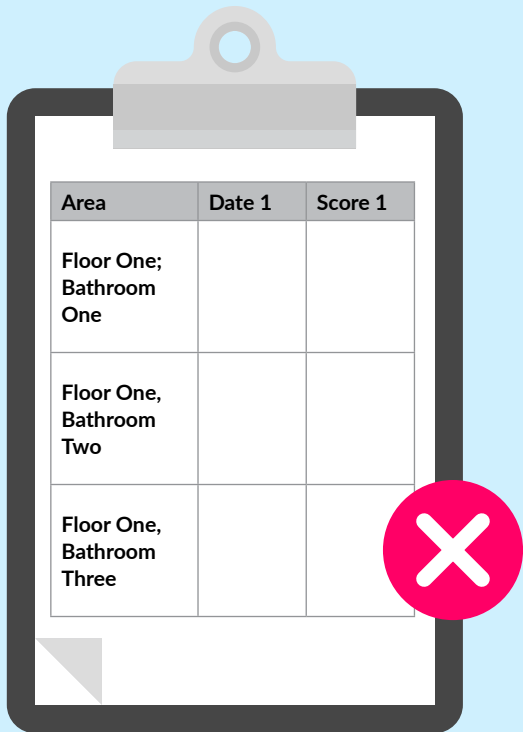


ORGANIZE AND ANALYZE YOUR AUDIT DATA

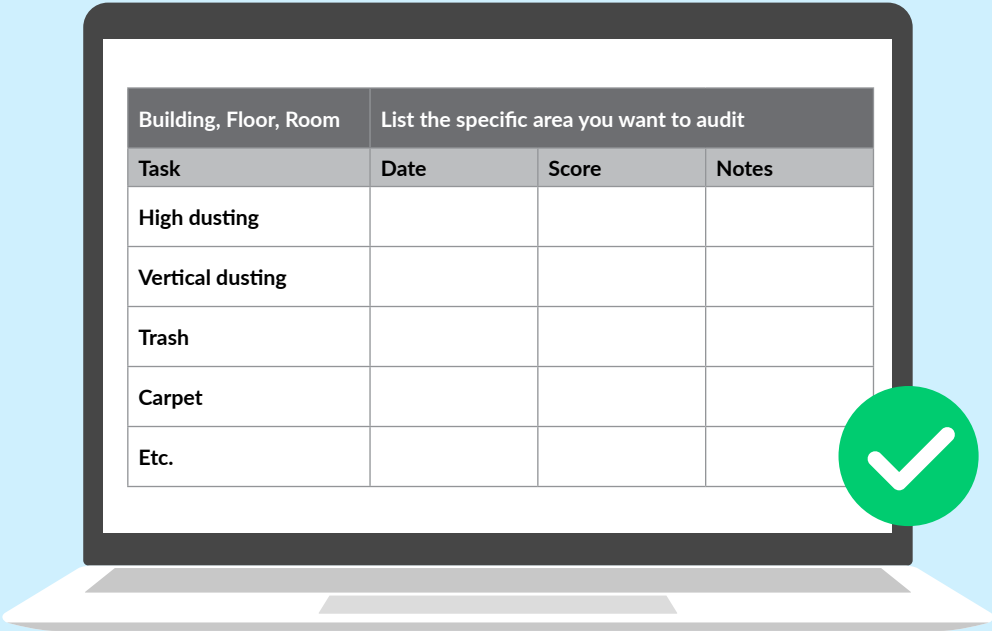
If you are using 4insite, organizing and analyzing your data is simple. As you enter your audit information into 4insite, the system will automatically organize your data by service, route, building, and vendor. You will also see that your dashboards will begin to populate with new data for analysis.

If you are using manual methods to audit your facility, you will need to import all of the data you have collected from your audit into the spreadsheet of your choice. Most facilities managers choose to use the below table as a standard organizational convention:

4insite recommends you go into greater detail to better identify strengths and weaknesses. We'll talk in a moment about how important this extra data will be. Using the below template, under the notes section, detail out any issues. If the carpet looks "bad", is it because it needs vacuuming, is there a rip or does it need replacement?



Area	Date 1	Score 1
Floor One; Bathroom One		
Floor One, Bathroom Two		
Floor One, Bathroom Three		



Building, Floor, Room		List the specific area you want to audit		
Task	Date	Score	Notes	
High dusting				
Vertical dusting				
Trash				
Carpet				
Etc.				

WHAT ARE THE TOP-LEVEL INSIGHTS?

With your audit data organized, the first step is to look for top-level insights into the performance of your facility. Below are some best practices on how to look for top-level insights.

- How closely aligned are your vendor or service provider scores with your expectations? If they are far apart, you'll need to discuss your scope of work and ensure you're aligned on scope and expectations.
- How do buildings within your facility compare to each other? If there is a difference in building scores, drill into the data and find out if it's a particular service (custodial or waste management) or route (maybe one has too long of a route and items are getting completed).
- View by service program, especially if you have multiple vendors for a service. Custodial, landscaping, security, etc. This will show you overall if there are service areas that need attention.
- Anything scored below a "3" should be considered an audit failure and require immediate attention.

HOW DOES EACH AREA COMPARE WITH YOUR EXPECTATIONS AND THE SOW?

As you analyze your audit data, compare the current service levels with the SOW. Look at where there might be a discrepancy between expected quality levels in the SOW and the audit results.

WHERE ARE THE PROBLEM AREAS?

Often, your audit will uncover problem areas in your facility. Your audit data might also align with your customer complaint numbers, giving you a fuller picture of the places in your facility that might need extra service and support.

Also, safety issues are often uncovered by your audit. Ensure safety issues are immediately assigned to an associate to be addressed.



Step Four: Design your action plan



With your audit and analysis complete, now is the time to design your action plan. This is where you decide how you will drive the performance of your facility.

Your action plan will determine how you transform the rich insights from your audit into practical and effective action steps to drive the quality and safety of your facility. These steps will look different for each facility, but the key to your action plan is defining your facility's targets and identifying the activities that will carry you to the KPI.

You might find that your action plan must change between audits or through the year as potential problems are identified and then resolved. Be sure to revisit your action plan as you perform further audits, to ensure the facility's staff is always driving the highest performance possible.

The below best practices will help you and your staff develop your action plan.

SET KPIS FOR QUALITY AND SAFETY

With your audit data in place, you can now set KPIs for each area, building, facility, and associate. These KPIs are aspirational to what performance you'd like to achieve in your facility.

Common KPIs for facilities management include:

- Future audits/inspections to have an overall score above 4.5
- Safety: 0 reported incidents
- Each employee to report two potential safety hazards per month
- Complaints reduced by 50% within a specific time-frame

Your KPIs will become a central part of your facilities management plan. Using the data from future audits, you will be able to track where you are producing results, where you might need to adapt your action plan, and gain overall visibility into the performance of your facility.

DETERMINE YOUR SERVICE PLAN & ROUTES

With your audit complete and KPIs in place, you can now decide on the best service routes and plan, especially if your audit uncovered focus areas in your facility. After an audit, it is not uncommon for facilities staff to have their assigned areas adjusted to improve quality and safety.

You might find that some areas need drastically increased service as a result of a building experiencing new occupants or usage requirements. You can now use your audit data to identify where either additional or reduced facility management is required.

IMPLEMENT EMPLOYEE TRAINING

With new routes and responsibilities, you might need to train your employees for new skills and responsibilities. Start by identifying new skills that you think your employees will need to perform their job. From there, use existing training or build new training modules to ensure your staff is trained on the skills they need to execute against your KPIs.

4insite centralizes training within your organization in our app. Associates can watch short training videos in their native language and even take quizzes to test their knowledge. With 4insite, training is painless, effective and trackable.

SCHEDULE FUTURE AUDITS AND PERIODIC REVIEWS

While audits are at the center of a healthy facilities management team, they must be performed consistently to track relevant data and ensure your facility strives towards achieving its KPIs.

4insite recommends scheduling the next audit as soon as you've completed your current audit. This way, you know how long you have to prepare and execute your action plan.

Typically, facilities teams schedule monthly audits, though sometimes audits are performed at random across different facilities and routes. Whatever your schedule, ensure you are auditing your facilities as often as necessary to ensure your team is driving towards your KPIs.



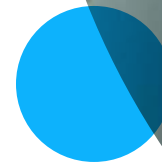
Conclusion

A facilities audit is a massive undertaking, so facilities often push the practice off as long as possible. But, with a comprehensive and robust auditing plan, you will ensure a clean and safe facility.

In this guide, we reviewed the four steps to performing a comprehensive and effective audit. But, if you want a partner to both help you implement cutting-edge technology solutions and design a robust audit, reach out to 4insite for help. As a seasoned team of facilities managers, our staff is available to both help you adopt a complete facilities management technology solution, but also better manage your facilities audit.

To get in touch with 4insite, send us an email at info@4insite.com. A member of our staff will reach out to schedule a complimentary strategy session with you.

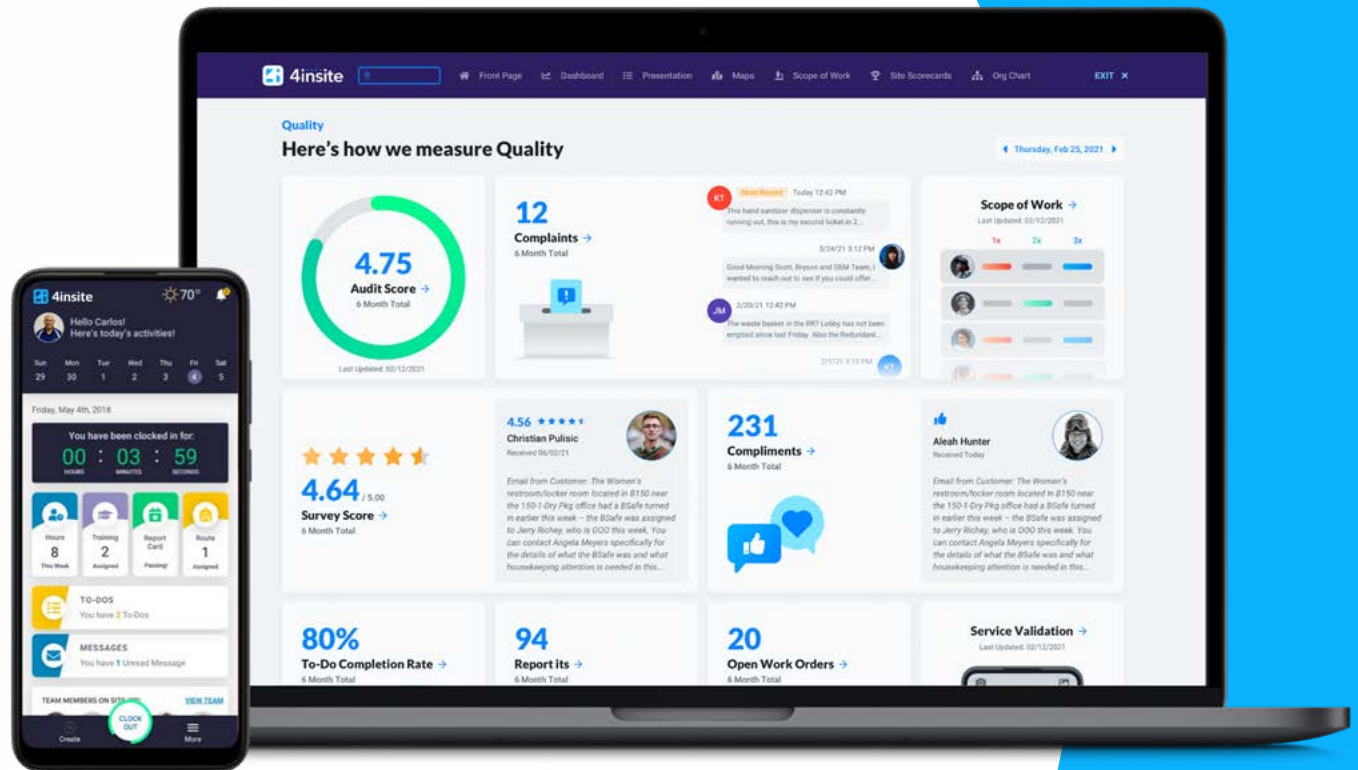
Thank you for reading this eBook, and we trust you are well on your way to effective and comprehensive audits.



4insite revolutionizes facilities management by providing real-time data to facilities managers. Now you can centralize and take control of your facilities, deliver quality results to your building occupants, and ensure the safety of your facility, all within one app.

LEARN MORE

To see how 4insite will transform your facilities management, email sales@4insite.com to schedule a demo with a consultant.



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