

OFFICE DESIGN RESOURCES

Empowering business to make better office space decisions

Surviving an Office Move

How a Relocation Management Consultant
can make your next move a “Non-Event”



RELOCATION MANAGEMENT CONSULTANTS

Making the Corporate Move a “Non-Event”

Relocating offices is a highly complex move, often involving hundreds of people and parts, both inside and outside of the business. It is an undertaking full of risk: financially, operationally, and psychologically. Success demands an understanding of the situation and the application of a strategy that addresses the defined goals of the project. Maintaining staff productivity, minimizing operational downtime, and creating a comfort level among all participants that every detail is being managed throughout the process presents a daunting challenge.



EMPLOYING STRATEGY AND PROCESS

Relocation Management Services employ a customized, highly detailed, relocation strategy and process aimed at delivering a reliable result and ensuring accountability from the various team members. “It’s all in the details” says Patsy Lesley, of Lesley & Associates, a leading provider of comprehensive relocation management services who has been involved in over 90 million square feet of successful projects.

“Our experience in all types of relocations allows us to understand the requirements of the project, giving us the ability to properly plan for specific needs, facilitate communications with management, staff, and the community, execute on hundreds of necessary tasks, oversee the physical move, and be accountable for measurable results.”

Lesley’s process is based upon a proven approach that seeks to manage these objectives in a manner that ensures that the myriad of tasks, simple to complex, that need to be completed for a successful result, are handled by the various team members according to a defined plan of action.



HOUR-BY-HOUR SCHEDULE Wed 7/24/13 8:23 AM

ID	Task Name	Resource Names	L&A	Origin	NEC1	Start	Finish	Comments
Start: Wed 7/24/13 8:00 AM								
3	Hang room no. signs and directionals	Lesley	JB SG		x	Wed 7/24/13 8:00 AM	Wed 7/24/13 5:00 PM	
Start: Wed 7/24/13 12:00 PM								
31	Attend pre-move walkthrough for existing damage	A-Rocket, Lesley	SU		x	Wed 7/24/13 12:00 PM	Wed 7/24/13 2:00 PM	
Start: Wed 7/24/13 1:00 PM								
47	Crew to arrive at 12707 for crate delivery	A-Rocket		12707		Wed 7/24/13 1:00 PM	Wed 7/24/13 1:00 PM	
1	Deliver crates and packing materials and 15 RBCs	A-Rocket, Lesley		12707		Wed 7/24/13 1:00 PM	Wed 7/24/13 7:00 PM	
29	Provide dock/elevators for crate delivery	Lincom		12707		Wed 7/24/13 1:00 PM	Wed 7/24/13 3:30 PM	
Start: Wed 7/24/13 2:00 PM								
4	Attend move mtg meeting with DMCs	Lesley, DMCs			x	Wed 7/24/13 2:00 PM	Wed 7/24/13 3:00 PM	
Start: Thu 7/25/13 1:00 PM								
48	Crew to arrive at 100 Glenborough for file pack	A-Rocket	PL	100		Thu 7/25/13 1:00 PM	Thu 7/25/13 1:00 PM	
26	Pack files and prep file cabinets to move and load onto trucks	A-Rocket	PL	100		Thu 7/25/13 1:00 PM	Thu 7/25/13 4:30 PM	
25	Provide dock/elevators and after-hours AC (air on floors 5, 6, 9, 11, 12, 13, 14)	Behringer/Hanvard		100		Thu 7/25/13 1:00 PM	Thu 7/25/13 9:30 PM	
Start: Thu 7/25/13 4:00 PM								
41	Computer techs to arrive at 100 and Technip	Move Tech	CH	Technip 100		Thu 7/25/13 4:00 PM	Thu 7/25/13 4:00 PM	
9	Crew to arrive at Technip	A-Rocket	CH	CC		Thu 7/25/13 4:00 PM	Thu 7/25/13 4:00 PM	
13	Disconnect desktop computer equipment & printers - List to be provided by Lesley	MoveTech	CH	x		Thu 7/25/13 4:00 PM	Thu 7/25/13 10:00 PM	
10	Load contents and equipment onto trucks - must be completed by 5:30pm	A-Rocket		Technip		Thu 7/25/13 4:00 PM	Thu 7/25/13 5:00 PM	
Start: Thu 7/25/13 4:30 PM								
8	Crew to arrive at 100 Glenborough for move	A-Rocket	PL	100		Thu 7/25/13 4:30 PM	Thu 7/25/13 4:30 PM	
16	Crew to arrive at NEC1	A-Rocket	JB SG		x	Thu 7/25/13 4:30 PM	Thu 7/25/13 4:30 PM	
40	Crew to arrive at NEC1 (building prep)	A-Rocket	JB SG		x	Thu 7/25/13 4:30 PM	Thu 7/25/13 4:30 PM	
20	Employees are to be packed and depart at 4:30 p.m.	Employees, DMCs			x	Thu 7/25/13 4:30 PM	Thu 7/25/13 4:30 PM	

Prepared by Lesley & Associates

An “Hour by Hour” schedule is developed, detailing exactly what will happen, the responsible parties, and when it will be executed.

DEVELOPING THE TEAM AND PLAN



Beginning with the development of a project management team at both the executive and department level, explicit roles are outlined, goals are set, and expectations are defined. The Move Strategy begins to take shape as the roles, responsibilities, and inter-relationships of all internal and external team members are outlined, including a system of interface and client management as part of an overall communications plan.

A work plan, in the form of a Relocation Manual, directs where equipment, materials, and people are coming from and going to. A management level project team has specific oversight filtering thru departmental move coordinators who are responsible for coordinating the needs of the individual personnel in their workgroups.

The Project Task List, an expansive project management tool that can consist of as many as 1,700 individual tasks, covers every aspect of the move from the preparation stage thru execution, with a highly granular level of detail.



Beginning with the development of a project management team at both the executive and department level, explicit roles are outlined, goals are set, and expectations are defined.

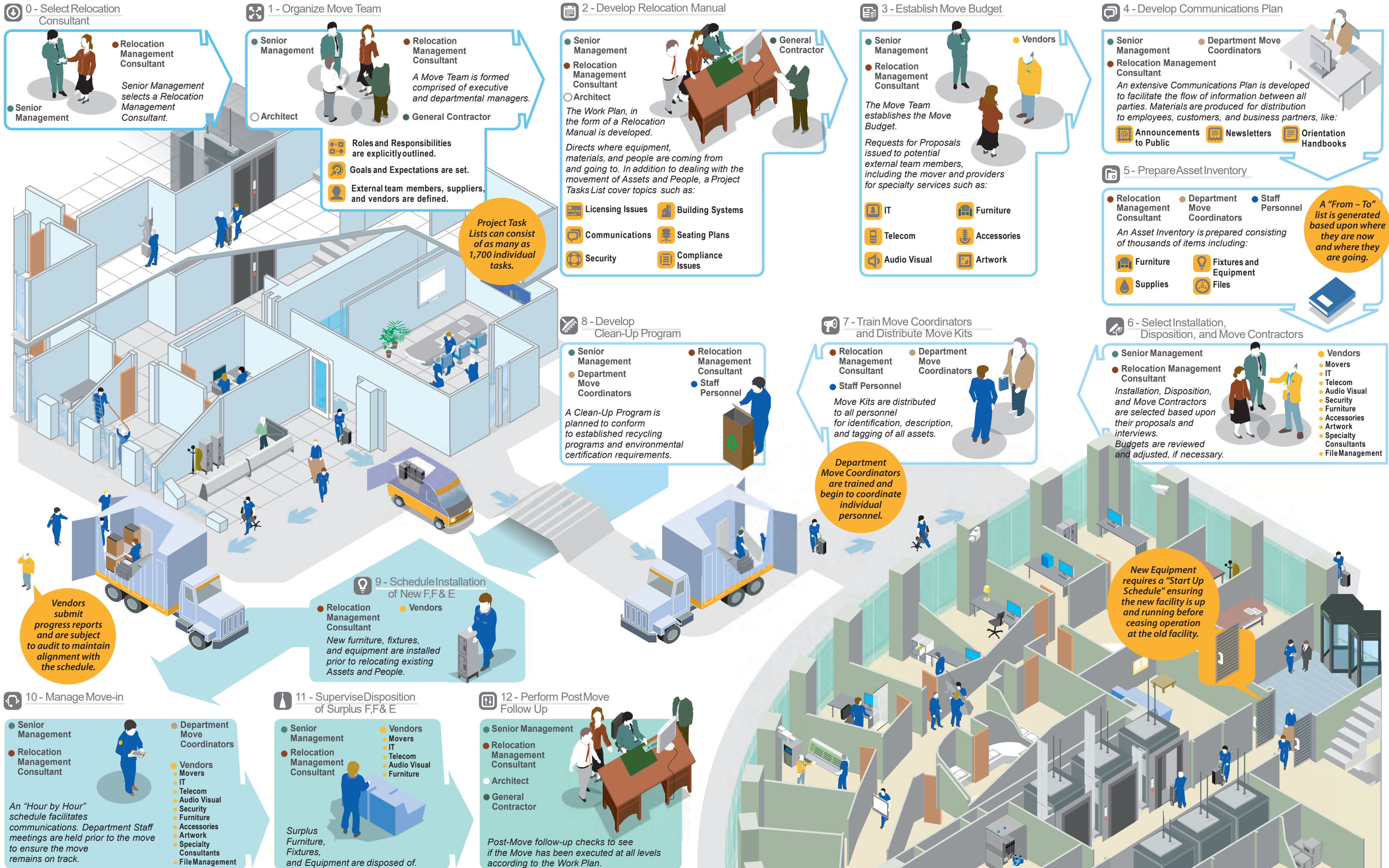
The information can be evaluated from multiple perspectives; including Subject , Department, Stakeholders, Asset, Licensing Issues, People, Building Systems, Communications, Security, Telecom, Way Finding, Seating Plans, Compliance, Scheduling, and Orientation.

The project Move Budget is established and Requests for Proposals are issued to all professionals, suppliers, and vendors that are to be considered for inclusion on the team. External team members include the Mover, as well as providers for a variety of specialty services such as IT, Telecom, Audio Visual, Furniture, Accessories, and Artwork, in addition to

the architects and construction contractors working in tandem to ready the space for occupancy.

The Move Strategy deals with top level objectives during the construction process, with an accelerating pace of task activities scheduled for completion as move day draws within 60 days, up to the week preceding the move, and through move day itself. A comprehensive Communications Plan is developed to facilitate the proper flow of information critical to maintaining the objectives. This may include announcements, newsletters, and facility orientation booklets for employees, customers, and business partners.





**RELOCATION MANUAL GUIDES
THE MOVE**



The Relocation Manual includes a “Resource List” to answer frequently asked questions that are specific to this company’s move execution, as well as a “From - To” list, generated from an Asset Inventory database, detailing where items currently reside, and where they are moving to. This can be as finite as a “mirror” move, in which the offices from one location to the next appear virtually identical to the prior location upon move-in to the new facility.

Service proposals are reviewed with contractors selected for all required services. The budget is reviewed and adjusted accordingly.

Move Coordinators are trained and a Move Kit is distributed to all personnel, facilitating the identification, description, and tagging of thousands of items in personal offices and support areas.

UP AND RUNNING

A Clean-Up Program is established to conform to established recycling programs, comply with LEED Certification requirements, and create consistency in the handling of boxes and crates on both sides of the move.

The installation of new furnishings, fixtures, and electronic infrastructure require a “Start-up Schedule,” which can consume up to 40 pages of detailed items, ensuring the new facility is up and running before the old facility ceases operations. This may include an “Hour by Hour” schedule, detailing exactly what will happen, the responsible parties, and when it will be executed.

Communications skills are paramount in placing all the parties in the right place, at the right time, doing what is expected of them. Attention to detail facilitates communications, allowing all stakeholders to understand what to expect from every stage of the relocation. Departmental staff and stakeholder meetings are held on a regular basis to ensure that the project remains on track. Progress reports and audits of vendor activities are provided to maintain alignment with the established project schedule. “As long as the client knows what to expect from the start, there is little room for disappointment,” says Lesley.

Moving is often stressful, always disruptive, and rarely without incident. “After a particularly complex move, a client summed up the benefits of using these services simply when he stated ‘Good planning makes the execution of the move a non-event,’” said Lesley. “That’s what we strive for.”

RESOURCE

Lesley & Associates
3800 Buffalo Speedway
Suite 165
Houston, TX 77098
Telephone: 713.850.9240
Fax: 713.850.9207
E-mail: info@lesley.net

Founded in 1984, Lesley & Associates is a leading provider of comprehensive facility relocation management services. With 90 million SF of successful projects, they have the proven experience and demonstrated skills to ensure a smooth, time efficient and cost effective transition.

Lesley has served some of the nation’s most prominent institutions and companies in a full range of sectors:

- Corporate
- Education
- Government
- Healthcare
- Science and Research

ID	Task Name	Resource	Section	Start	Finish	Comments
Task List Sun 2/17/13						
Finish: Thu 1/21/13						
101	Determine furniture configuration for executives	Buckner,Marlatt		Thu 1/21/13	Thu 1/21/13	
Finish: Fri 2/1/13						
189	Determine categories for prizes (see notes)	Buckner,Robertson	Clean-up Program	Fri 1/25/13	Fri 2/1/13	
192	Determine content of service guide	Buckner,Lesley	Service Guide	Fri 1/4/13	Fri 2/1/13	
179	Determine if contest will be weekly or one contest at the end of the program	Buckner,Robertson	Clean-up Program	Fri 1/25/13	Fri 2/1/13	
25	Develop schedule by building and floor for Clean-Up Program	Gonzalez	Clean-up Program	Fri 1/25/13	Fri 2/1/13	
	Provide contact information for each property manager to Lesley	Gonzalez	Property Managers	Fri 1/18/13	Fri 2/1/13	
Finish: Tue 2/5/13						
184	Schedule shred and trash bin delivery	Gonzalez	Clean-up Program	Tue 1/29/13	Tue 2/5/13	
Finish: Wed 2/6/13						
183	Determine food to be provided	Buckner	Clean-up Program	Wed 1/30/13	Wed 2/6/13	
187	Finalize and publish Clean-Up bulletin (see notes)	Robertson	Clean-up Program	Wed 1/23/13	Wed 2/6/13	
185	Schedule JCS to deploy shred bins, trash bins, and supply collection boxes	Gonzalez	Clean-up Program	Wed 1/30/13	Wed 2/6/13	
Finish: Fri 2/8/13						
191	Determine drop off location for entry submittals (one central location or one in each building)	Buckner,Robertson	Clean-up Program	Fri 2/1/13	Fri 2/8/13	
51	Determine where existing equipment will go	Adelman	Audio Visual	Fri 1/11/13	Fri 2/8/13	
190	Establish team to judge entries (see notes)	Brown,Robertson,Chandler	Clean-up Program	Fri 2/1/13	Fri 2/8/13	
142	Provide inventory of IT/Telecom equipment to be moved for mover bid package	Geiger	Mover	Fri 1/11/13	Fri 2/8/13	
140	Provide safety requirements for mover RFP	Adams	Mover	Fri 1/11/13	Fri 2/8/13	
Finish: Fri 2/15/13						
48	Determine how much artwork will move (for mover bid)	Buckner,Lesley	Artwork	Fri 12/21/12	Fri 2/15/13	
189	Determine prizes to be awarded	Buckner,Robertson	Clean-up Program	Fri 2/1/13	Fri 2/15/13	
87	Determine quantity of file cabinets, shelving, and misc. furniture to move	Buckner	Furniture	Fri 1/4/13	Fri 2/15/13	
48	Determine what will happen to the following - SEE NOTES	Buckner	Artwork	Fri 12/21/12	Fri 2/15/13	
Finish: Fri 2/22/13						
				Fri 12/28/12	Fri 2/22/13	
Prepared by Lesley & Associates						

The Project Task List, an expansive project management tool that can consist of as many as 1,700 individual tasks, covers every aspect of the move from the preparation stage through execution, with a highly granular level of detail.

Move Coordinators are trained and a Move Kit is distributed to all personnel, facilitating the identification, description, and tagging of thousands of items in personal offices and support areas.



Instructions on “How To” and “How Not To” Pack and Tag personal items are explained to maximize employee productivity and safety.



WHAT YOU SHOULD EXPECT

The client’s expectations and requirements are the standard by which the service is measured. A Relocation Management Consultant should be totally hands-on, with feet on the ground for the entire project. Their goals are your goals, with benchmarks set using metrics to measure results for:

- Minimal downtime or disruption
- An uninterrupted revenue stream
- Executing the relocation on schedule
- Staying within budget
- A safe, secure, and stress-free move
- Having 95% of management satisfied with the move
- Obtaining positive feedback from managers, staff, and users
- Positive feedback from the community
- Assurance that all equipment is functional
- A thorough orientation of the entire staff
- Minimizing damage to building and equipment
- Creating successful way finding
- Successfully creating a new identity
- Having a successful blending of cultures
- Demonstrating competency in all areas



A Note from the Author

Moving office facilities is something most businesses prefer to avoid. It can be a drain on resources, cause unproductive downtime, and create a costly business distraction. A qualified Relocation Management Consultant employs an organized process that can virtually eliminate the associated frustrations, reduce errors, and keep business on track with little or no disruption.

This issue of OFFICE DESIGN RESOURCES focuses on how this process works. Most businesses that have engaged these services will quickly testify to it being one of their best investments.

Jay Holland

 archidoodles

OFFICE DESIGN RESOURCES