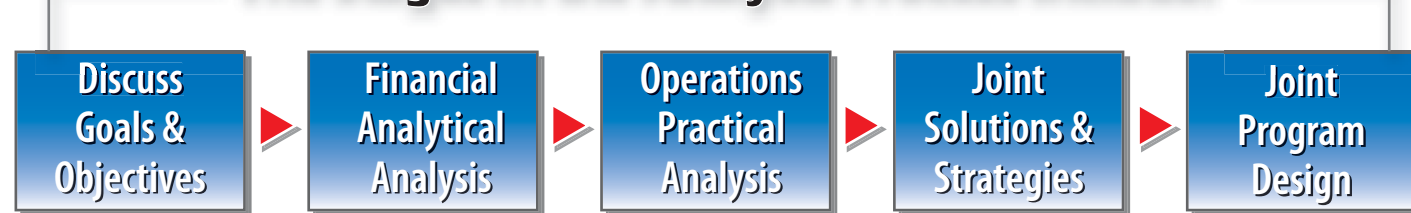


The FSSP Analysis Process

Strategic solutions will be the outcome of an **FSSP** Analysis only if the process is a **TEAM** effort. Beginning with a frank discussion of your goals, objectives and plans for the department's future, working through the financial and operational aspects of the program, and jointly creating appropriate solutions cannot take place in a vacuum, The greater the understanding we have of your operation, the more meaningful and valuable the process will be.

The Stages in the Analysis Process Include:



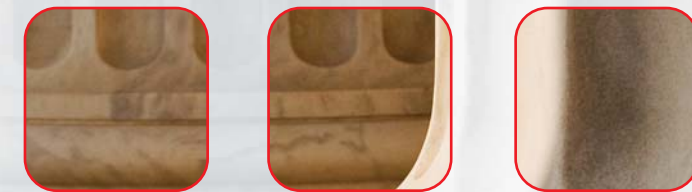
Why Look to Temco for Facilities Support?

- Like you, we are **OUTCOME DRIVEN** – the end result is more important than the process to get there.
- **FLEXIBILITY** – in every aspect of program development and service delivery options.
- We approach our involvement in your operation as **A PARTNERSHIP, NOT A CONTEST**.
- We are continuously evaluating the operation to see how **BETTER RESULTS** can be delivered at a **REDUCED COST** to the department.
- We have access to important resources that every Facilities Department can use. Sharing them is yet another way of bringing **ADDITIONAL VALUE** to the overall operation.

TO LEARN MORE ABOUT OUR UNIQUE APPROACH TO CAMPUS APPEARANCE SUPPORT SERVICES:

Call Harold Pandian at (212) 251-7826 and he will be able to explain more about the process.

TEMCO
FACILITIES SERVICES
Education Group



EXPERTISE



FLEXIBILITY



SAFETY

Facilities Support Services Program™



Components

★ Custodial

★ Grounds & Landscaping

★ Cosmetic Maintenance

★ Sub-Contractor Management

★ Painting

★ Roads & Parking

★ Call Center

★ Security

Introduction

Temco Education Facilities Support Services is focused on assisting College and University Facilities Directors deliver quality services required to provide a campus environment that attracts **new students** and raises student **retention rates**.

By working directly with the facility director, Temco's analysis team can help identify areas of concern and provide management solutions within the context of the current program. The flexibility of the **Facilities Support Services Program™** allows for any combination of services, management, supervision, and program content that makes sense for the department.

Facilities Support Services Program™ (FSSP)

Attracting and retaining students is becoming increasingly competitive. Just as changing technology and building systems have challenged the physical plant side of your responsibilities, the focus on how your campus "looks" and "feels" can have a major impact on enrollment.

Freedom Within A Framework

The **FSSP – Facilities Support Services Program™** applies the same principles and thought process used in developing the Campus and Facilities Master plans.

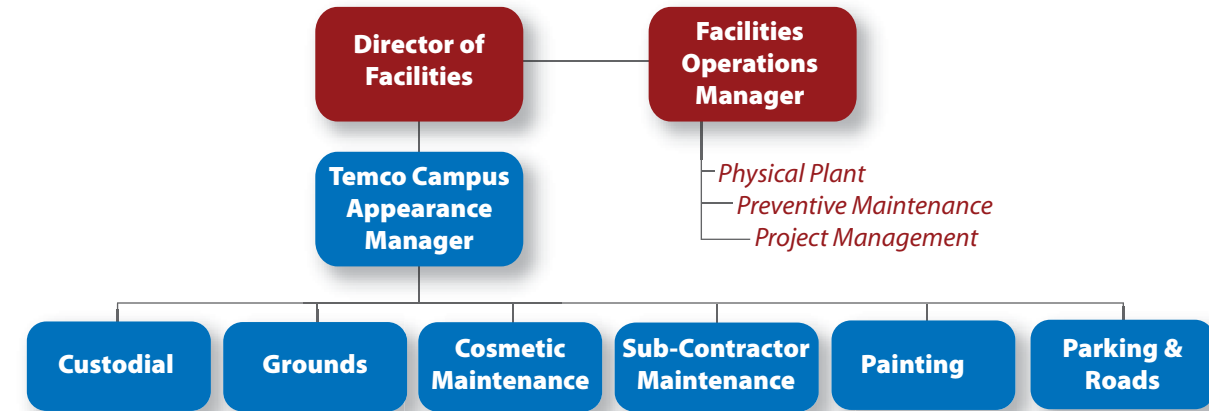
- Where are we now?
- Where do we want to be in 5 years?
- How do we get there, and with what resources?
- What will our finances allow?

Having on-site expertise in planning and managing campus appearance issues allows you to better answer those questions each year.

By zero-basing resource allocation, the **FSSP** program can align related campus appearance units for maximum efficiency, economy and the flexibility to staff-up to meet demand and reduce staff as department requirements dictate.



Sample –Reporting Structure of FSSP

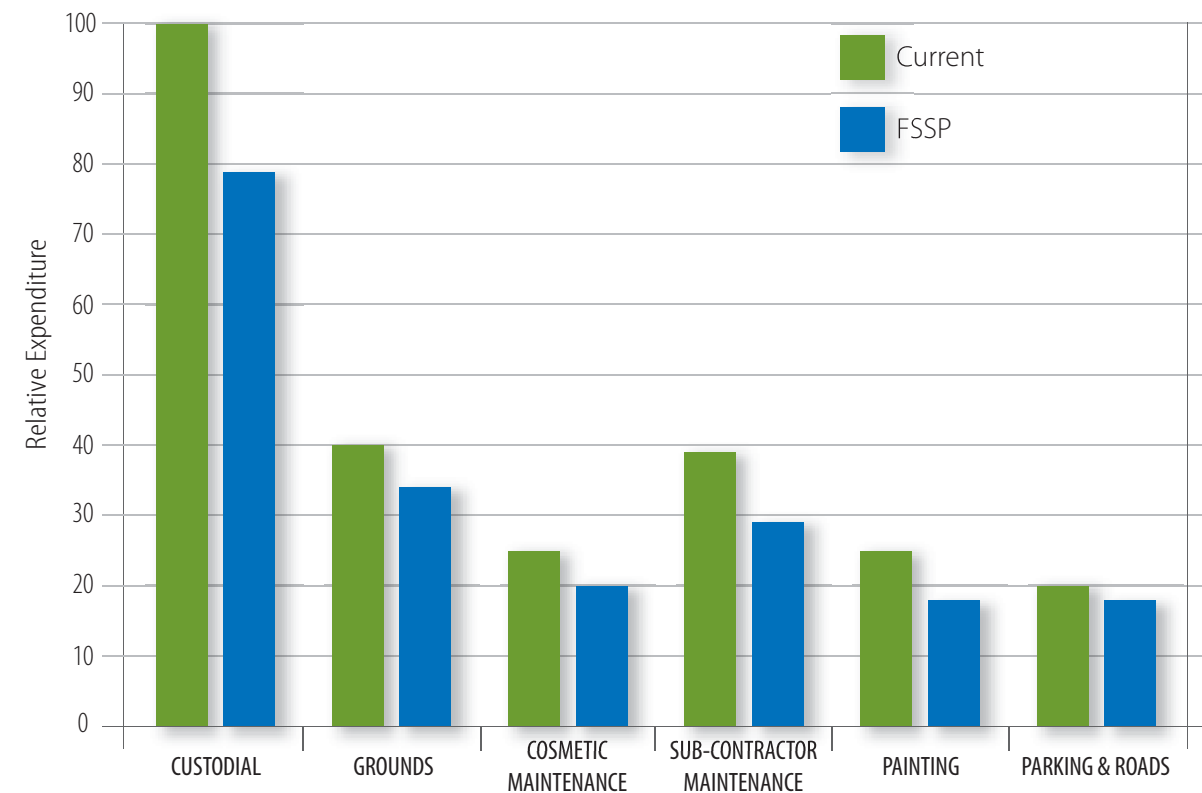


The Concept of the FSSP:

"To combine responsibility for non-technical campus appearance functions under a single entity, reporting to the Director of Facilities."

Using a **RESOURCING™** approach to asset re-allocation, Temco can work within the current framework and structure of the department to focus staff, management and systems on support areas that truly are decision factors for students and their families in whether they are students on your campus or someone else's.

Results: Savings of 13% to 21%



Results

★ Reduced Costs Average of 19%

★ Increased Student Campus Satisfaction 31%

★ Raised Quality Scores from 71% to 88% in 6 months

★ Overall Customer Satisfaction Score Increase of 22%

★ Stabilized Workforce – Reduced turnover from 31% to 6%