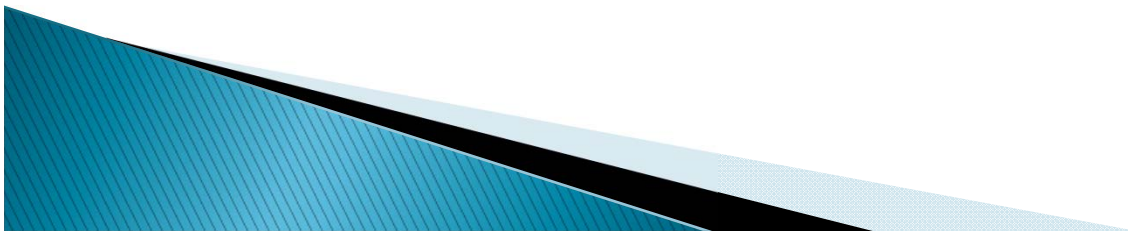
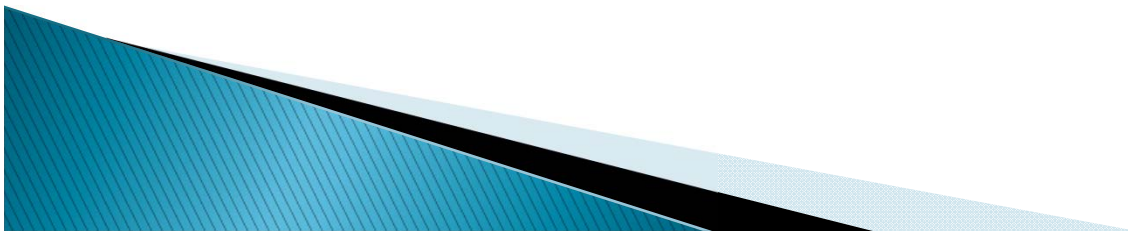


Tertiary Education Sector – CAM Workshop  
**Some Feedback from Independent  
CAM Reviews**

22 February 2013



- Key Learnings for the institutes
  - Preparing for the review
    - Our learnings



# Key learnings for the institutes

1. Good practice observed but a general lack of SoPs.
2. Very good business case and capital planning processes.
3. Good demand detail – tenuous to long-term consolidated view



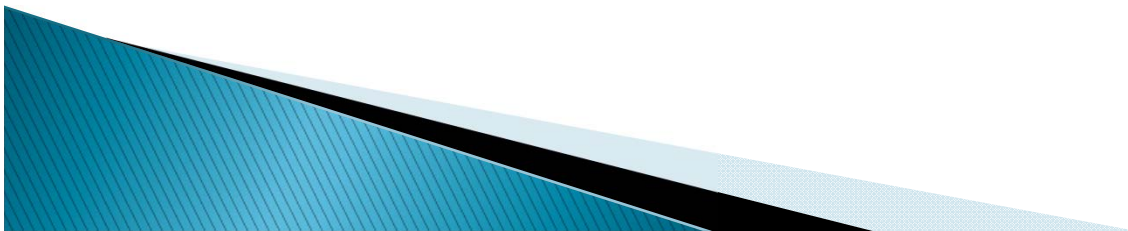
# Key learnings for the institutes

4. SAMP at too higher level to be useful day to day
5. Customer focused Los and KPIs poorly defined or absent
6. Asset planning practiced as a facilities management business discipline rather than whole of organisation business process

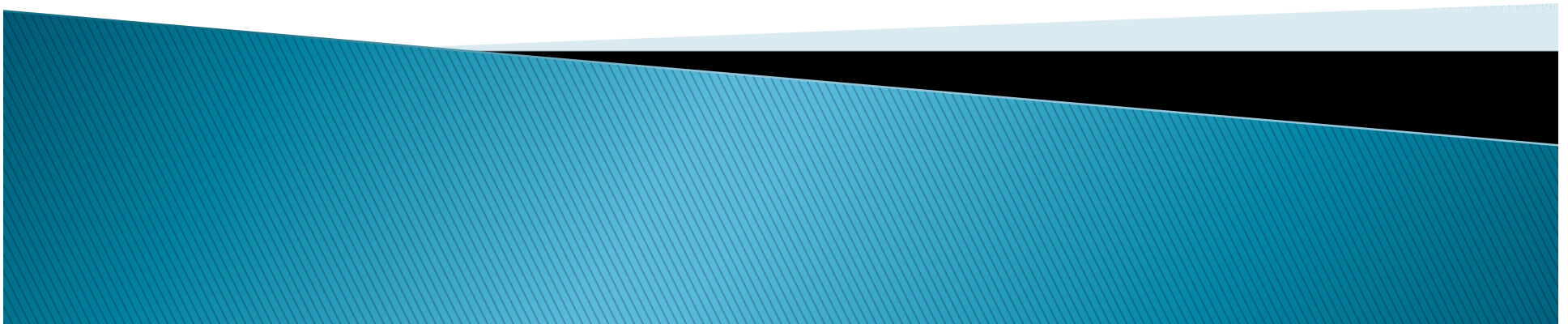


**1. Good practice but lack of  
SoPs.**

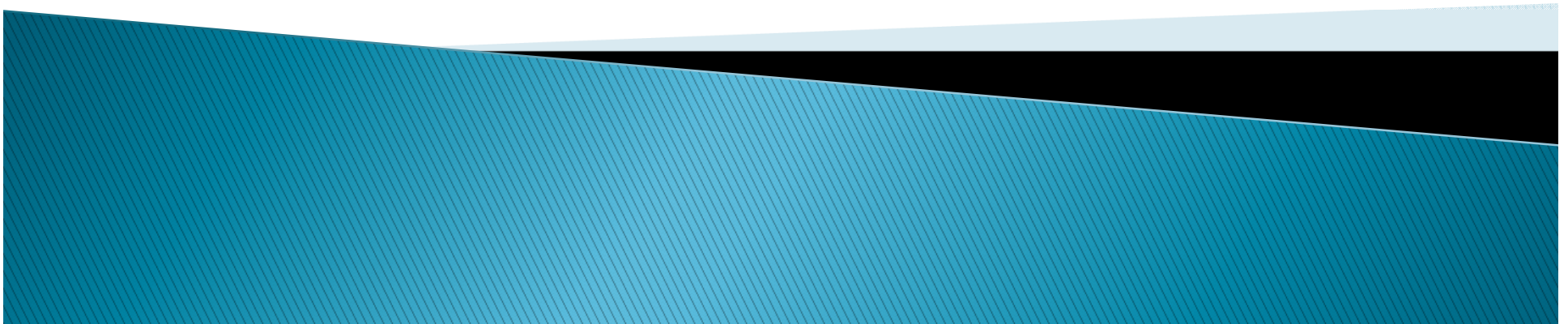
**Risk: loss of institutional  
knowledge if key people leave.**



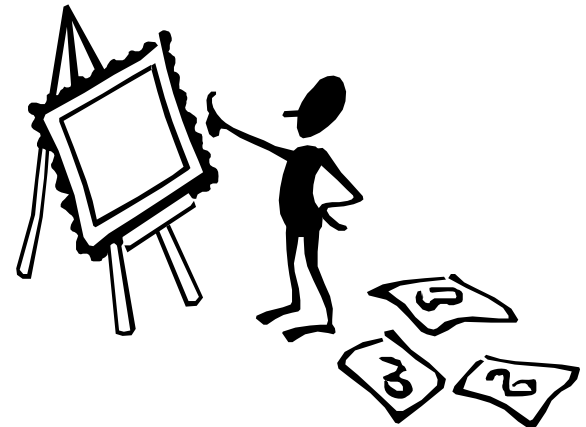
**2. Very good business case  
and capital planning  
processes.**



**3. Good demand detail –  
tenuous to long-term  
consolidated view.**

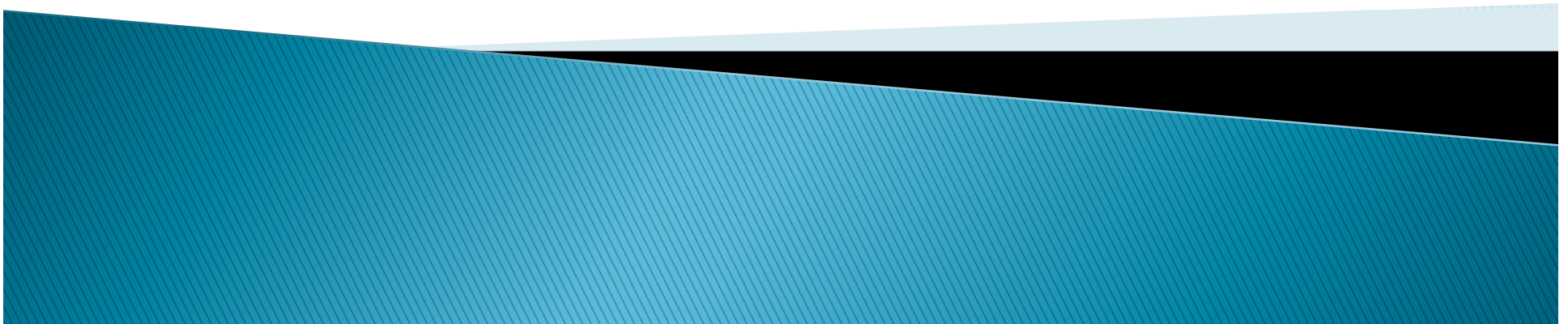


4. *SAMP* at too high a level to be useful day to day.

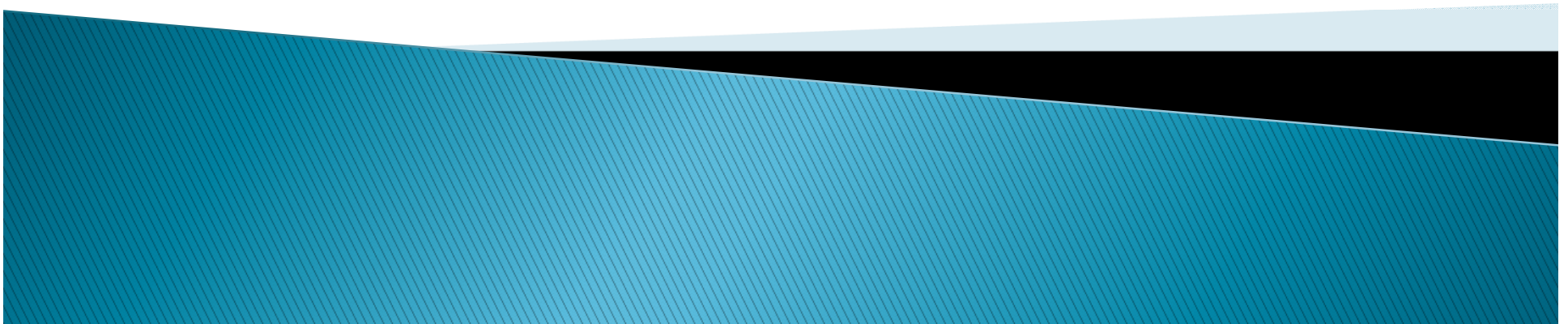




**5. Everyone seems to be poor at defining customer focused LoS and KPIs.**

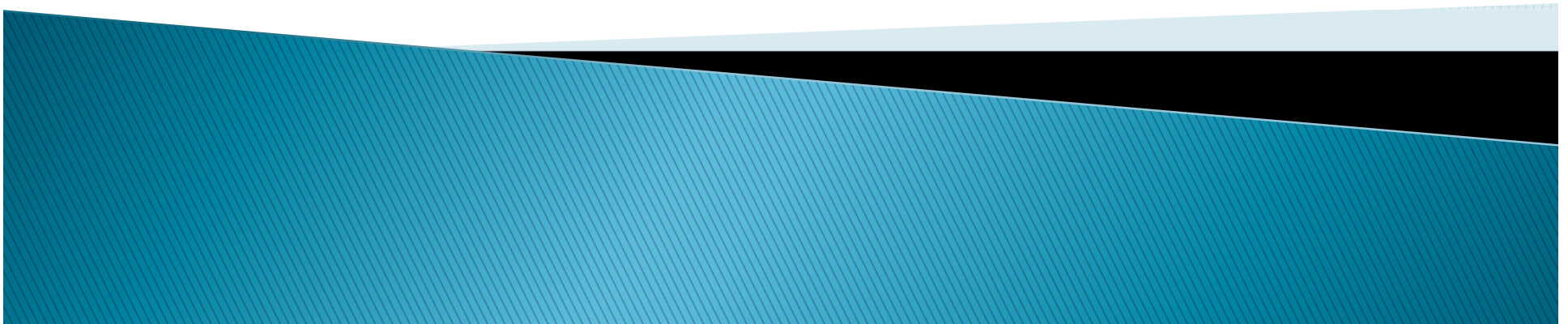


**6. Asset planning practiced  
as a facilities management  
business discipline rather  
than whole of organisation  
business process**



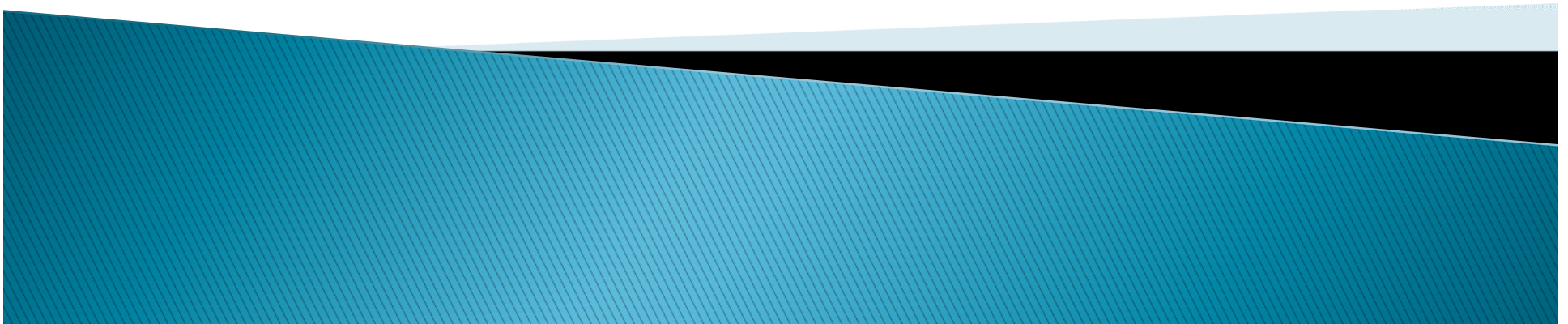
# Preparing for the Review

- Availability of documents before the review allows focus on gaps not process
- Inputs – Process – Outputs
- Opportunity to tap into the reviewer's experience.



# Our Learnings

- CAM has improved
- Need to articulate value (or lack)
- Therefore one size does not fit all
- Pockets of excellence within sector
- Leverage Local Government experience

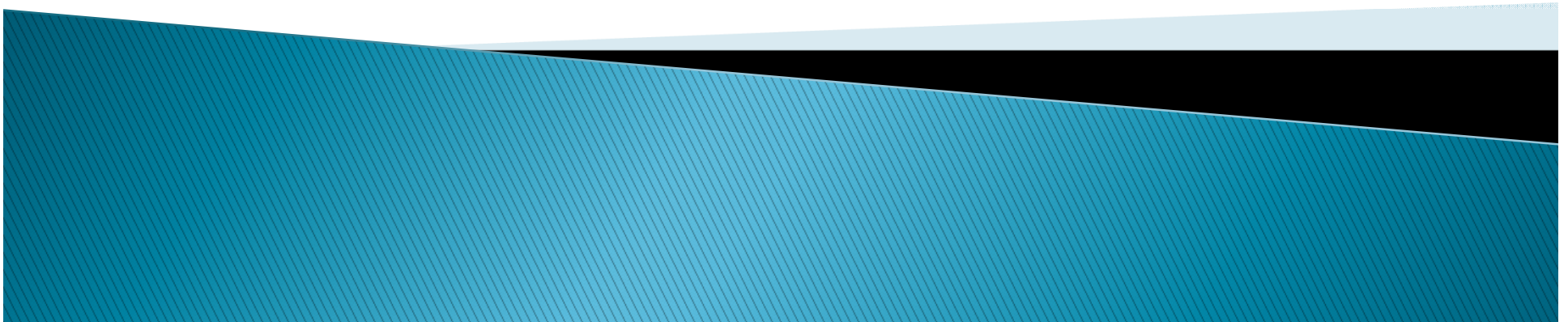




# Our Learnings

Applying granularity to the level a TEI should be at

- Based on a TEI's
  - Size
  - Capacity
  - Growth
  - Diversity



# Takeaways

- Improvement is obvious
- Attention needed on SOPs
- Long-term demand of assets is loose
- Customer focused LoS and KPIs
- Focus on facilities only
- Excellence within TEIs and in Local Government to leverage

