

CAFM Explorer Case Study

Royal Marsden's ISO 9001 with CAFM Explorer



Royal Marsden London

In December 2010, the Estates Department at The Royal Marsden NHS Foundation Trust achieved ISO 9001 certification for its Chelsea site.

CAFM Explorer is one of the core systems which continue to support the Estates Department with maintaining this international standard. CAFM Explorer is a popular Microsoft GOLD partnered software product, provided by authors FMx Ltd and a key partner of the Estates Department.

You cannot manage something which you do not measure and CAFM Explorer plays a fundamental role in helping to measure, analyse and understand the service and capability of the Estates Department. We believe it has increased effectiveness and transparency of activities,

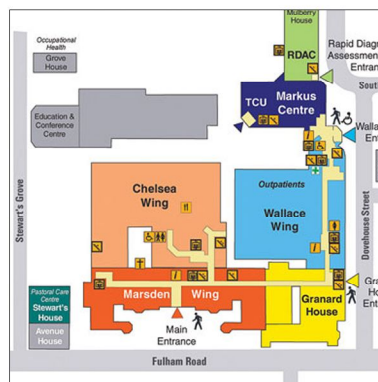
"CAFM Explorer has increased effectiveness and transparency of activities.."

resources, services and costs. The certainty of decision making and the management of budgets, forward planning and statutory compliance has increased.

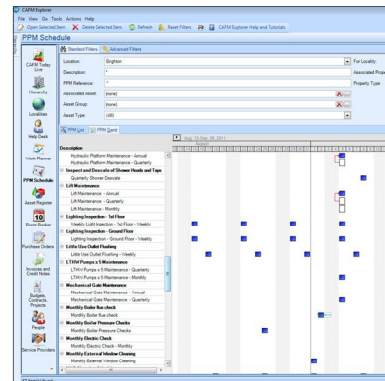
We also believe it forms part of the training and development of staff; increasing participation and motivation. Cost savings have been achieved through holding optimum levels of stock and helping to increase staff efficiency and productivity. CAFM Explorer lays down specific protocol for reactive and planned maintenance, all of which helps the Trust Estates Department deliver services and projects within budget and in a timely manner.

The Quality Assurance audit showed CAFM Explorer plays a significant and fundamental role, in ensuring the reactive Help Desk is well controlled and calls are efficiently implemented, with the backup of

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The Royal Marsden site achieved ISO 9001 in December 2010



The Planned Maintenance App

service level agreements and relevant operational statistics. It supports staff with managing planned preventative maintenance that is closely associated with individual critical assets and subcontractor activities.

Asbestos/Legionella is also essential activities led by specialist contractors but controlled from within the CAFM Explorer software. A key element of any NHS Trust is critical spares and the calibration of instruments and CAFM Explorer could also be relied upon to save costs by identifying optimum levels of maintenance and stock for instruments/assets.

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