



client  
confidential energy company



facilities  
worldwide



services  
furniture program audit &  
assessment



notable  
identified potential \$2M in  
product cost savings and  
operational efficiencies

confidential energy company

# case study

## PROBLEM

This global company's best efforts were hampered by a shortfall of technical furniture expertise and the cycling of internal project management. Inconsistent processes and ineffective methods created areas of risk. The client posed five straightforward questions, drilling down to the basis of kimiko's investigation.

## APPROACH

To capture maximum results and save real dollars for the organization, kimiko interviewed the client's personnel, consultants and vendors, researched historical data and reviewed documents. The audit and assessment of the furniture program pointed to people, process and product as areas for improved knowledge distribution, more efficient methods and suitability of items.

### client's 5 questions

- spec performance
- procurement efficiency
- appropriate pricing
- ancillary inclusion
- installation labor

### areas of review

- FF&E standards
- current processes
- selected projects
- benchmarking & industry trends
- contracts & procurement
- vendor experience

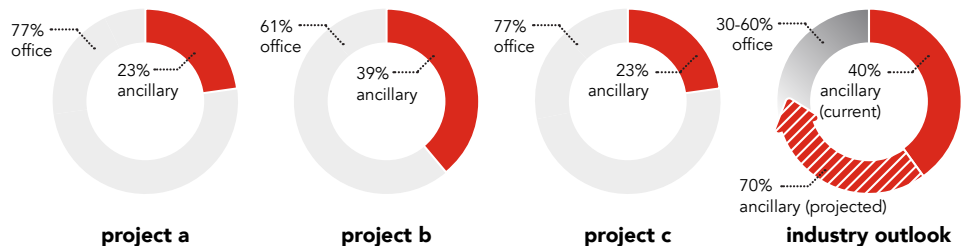
### deliverables provided

- executive summary
- report of possibilities
- case studies
- key findings
- financial implications
- cost savings
- insider tips
- next steps

## EXAMPLE OF FINDINGS

Data crunching on three completed projects revealed how the client's workplace and furniture strategies performed against industry benchmarks.

### product distribution by project



## OUTCOME

Fueled by kimiko's furniture expertise, tangible, significant cost savings were discovered. The client has a treasure map of opportunities to explore and incorporate into their FF&E program. These recommendations will become a workable platform for continued process improvement, exceptional facility results and operational savings.

## TAKEAWAY

Even companies with established furniture programs can benefit from a vendor-neutral, external review by a subject matter expert to identify ways to increase value and align with their strategic business outcomes.