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Performance-Based Contracting in FM

Mostafa Galal

Head Of Commercial & Business Development

PERFECTPRO

# The cheapest FM contract can Become the most expensive operation

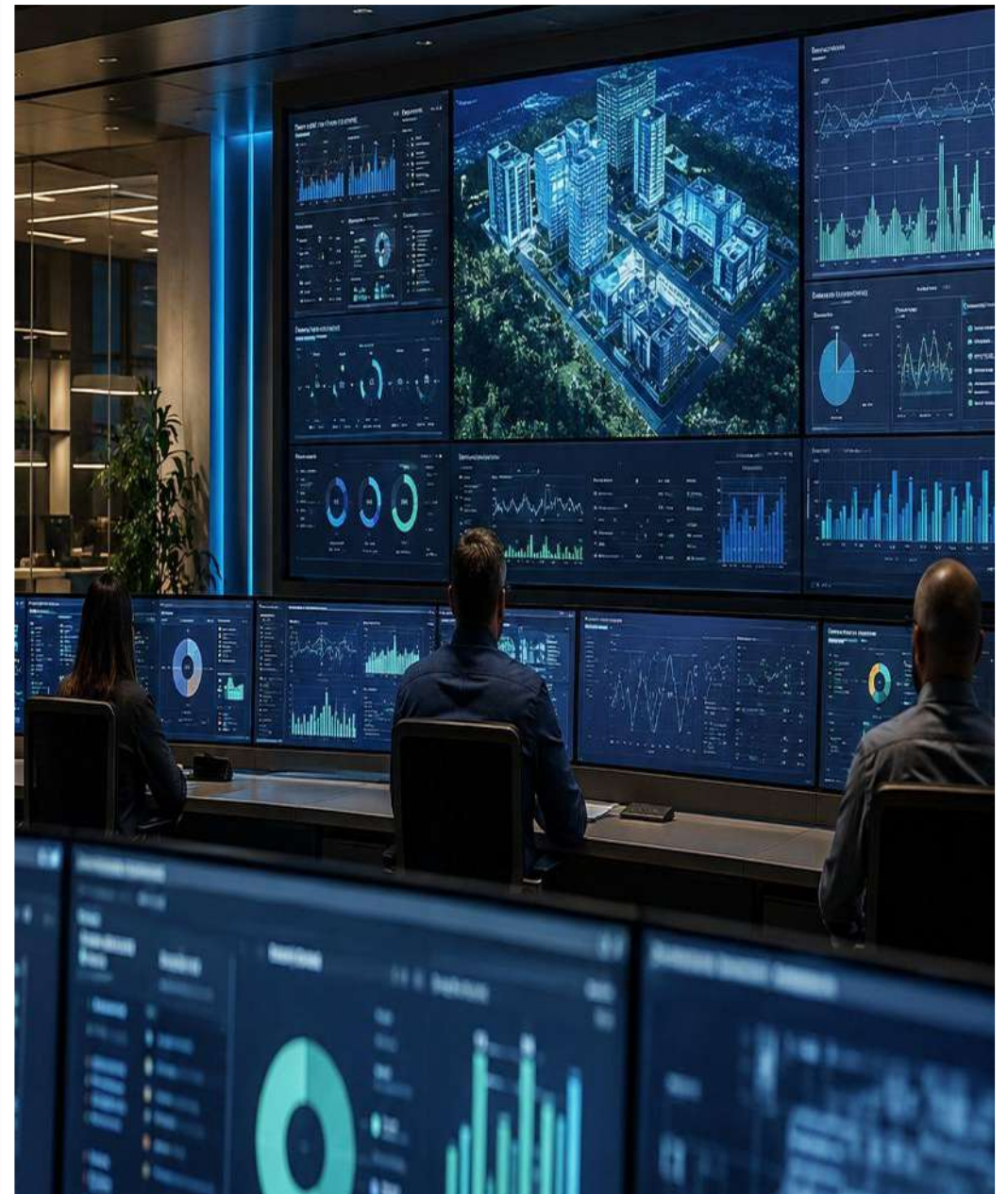
When performance is invisible, cost appears later as complaints, rework, service drift, and asset risk.

Hidden cost  
appears later

Service drift  
becomes  
normal

Asset risk  
increases

FM becomes  
measurable



# Performance-Based Contracting in FM

From Cost Pressure to Measurable Value

**Mostafa Galal**

Head of Commercial

**Egypt Facility Management Forum 2026**

Performance focused

Measurable results

Operational excellence

Partnership driven



# Integrated. Intelligent. Accountable.

Perfect Pro delivers Total Facility Management through integrated services, operational governance and measurable performance.

## Soft + Hard Services

One operating platform across sites and sectors.

## Performance Governance

KPIs, reviews, supervision and corrective actions.

## IFMA-aligned Mindset

Standards, training and safety support accountability.



**Total Facility Management Partner**

# Agenda

- 01  Market Reality
- 02  Perfect Pro Journey
- 03  Real Operating Cases
- 04  Performance Contracting Blueprint
- 05  KPIs & Dashboards
- 06  Future Direction



# Why this topic matters now

Clients want lower cost, but cannot afford lower control

## Cost volatility

Inflation, pricing movement and supply pressure challenge fixed assumptions.

## Higher expectations

Clients expect speed, hygiene, safety, appearance and transparency.

## Asset risk

Blind cuts increase complaints, disruptions and lifecycle exposure.

## Service visibility

Contracts need measurable outcomes, not only activity lists.

# The hidden cost of price-led contracting

A lower monthly price can become a higher operating risk



**A contract should protect performance across the asset lifecycle — not only look affordable on day one.**

# Price-led vs Performance-led FM

## Price-led Contract

- Lowest monthly price
- Manpower count
- Task checklist
- Reactive complaints
- Hidden cost later

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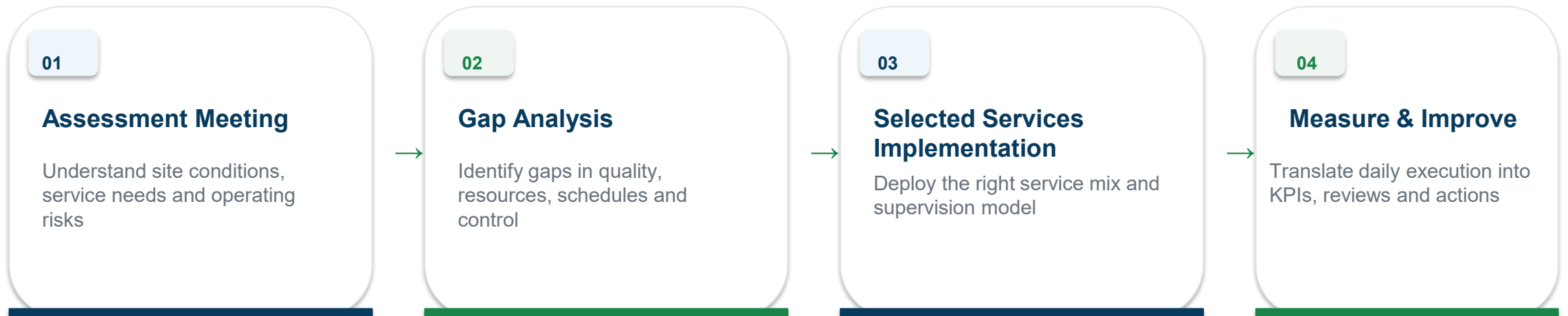
## Performance-led Contract

- Clear outcomes
- KPI dashboard
- Review rhythm
- Corrective actions
- Protected OPEX

**The goal is not cheaper FM. It is smarter FM with visible outcomes.**

# Website-based operating methodology

Assessment Meeting → Gap Analysis → Selected Services Implementation → Measure & Improve



**The right FM contract starts with site reality, then builds performance controls around delivery.**

# Perfect Pro at a Glance

A total facility management partner operating with scale, structure and measurable discipline.

**Y** **15+**  
Years in FM

**C** **80+**  
Clients

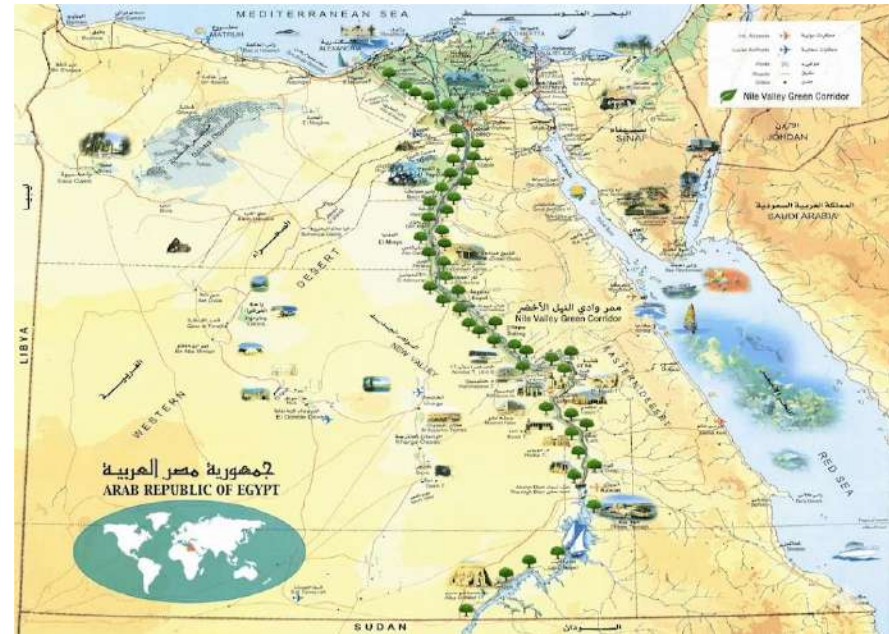
**L** **800+**  
Locations

**W** **3560+**  
Workforce

Total FM platform

IFMA-aligned mindset

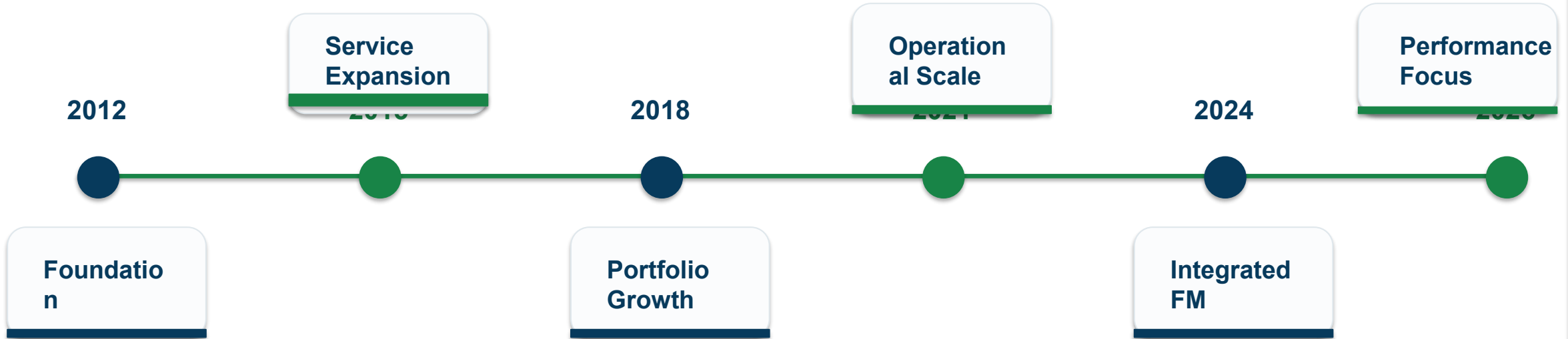
Structured KPIs



**Soft services + hard services + governance layer in one operating platform.**

# Perfect Pro Journey

The company journey expressed as stages of development — not exhibition visits.



A journey of scale, maturity and operating discipline.

# Success Partners



A diverse portfolio across banking, institutional, industrial and commercial environments.

# Industry Presence & International Exposure

Exhibition participation is shown separately from the company journey.

## 1 Verona Exhibition

Industry visit and exposure to international FM practices

## 2 Rome Exhibition

Market awareness and sector benchmarking

## 3 Berlin Exhibition

Learning exposure to advanced facility operations

**The company journey remains focused on business development stages; international visits support learning and benchmarking.**

# Total FM: one operating platform

## Soft Services

- Facility cleaning & housekeeping
- Exterior / façade cleaning
- Landscaping and soft scaping
- Sterilization & disinfection
- Pest & rodent control
- Waste management
- Buffet and hospitality support






## Hard Services

- Painting works
- Electrical works
- Air conditioning & refrigeration
- General installations
- Wood works
- Marble & porcelain works
- Blacksmithing works

## Performance Layer

- Service plans
- Site supervision
- Quality inspections
- Safety discipline
- Issue closure
- Monthly value reviews
- Client reporting

# Real Operating Cases

	<b>Banque du Caire</b>	Nationwide except Sinai	<b>542 staff</b>	<b>Integrated FM scope</b>
	<b>National Bank of Egypt</b>	Greater Cairo	<b>816 staff</b>	<b>Integrated FM scope</b>
	<b>Bank of Alexandria</b>	Cairo, Alexandria, Delta	<b>Multi-region</b>	<b>Integrated FM scope</b>
	<b>ABK Egypt</b>	Nationwide	<b>82 staff</b>	<b>Soft Services + Technical Support</b>
	<b>League of Arab States</b>	Nationwide	<b>94 staff</b>	<b>Institutional Support Services</b>

# Banking operations: performance risk needs visible control

## Operating environment

- Multi-site coverage
- Sensitive branches
- Daily appearance standards
- Confidentiality and continuity

## KPI logic

- Attendance coverage
- Inspection score
- Complaint closure time
- Supervisor visit completion
- Material readiness

## Client value

- Stable service quality
- Lower escalation
- Better operational visibility

# Institutional operations require discipline and continuity

## Operating sensitivity

- Protocol-driven spaces
- High visibility environment
- Continuity requirements

## Governance needs

- Clear supervision
- Issue escalation route
- Daily quality evidence

## Contract value

- Dependable service
- Risk-sensitive delivery
- Accountable operations

# Performance Contracting Blueprint

## 1 Define outcomes

- Output standards
- Service levels
- Quality expectations

## 2 Build baseline

- Site assessment
- Gap analysis
- Cost drivers

## 3 KPI matrix

- Targets
- Measurement rules
- Review rhythm

# Step 1: Define outcomes before price

## Outcomes

- Cleanliness/appearance
- Availability
- Response time

## Commercial clarity

- Scope boundaries
- Service depth
- Acceptance criteria

## Why it matters

- Prevents ambiguity
- Protects value
- Aligns expectations

# Step 2: Build the baseline

## Assessment

- Site survey
- Service volume
- Risk mapping

## Gap analysis

- Current pain points
- Resource mismatch
- Hidden effort

## Contract logic

- Price reflects reality
- Scope supports outcomes
- KPIs fit delivery

# Step 3: Translate scope into KPIs

## Quality KPIs

- Inspection score
- Repeat issues
- Client satisfaction

## Delivery KPIs

- Attendance
- Task completion
- SLA response

## Governance KPIs

- Review completion
- Corrective actions
- Escalation closure

# Step 4: Govern daily delivery

## Daily control

- Attendance check
- Task confirmation
- Issue logging

## Supervision

- Site visits
- Inspection records
- Material readiness

## Reporting

- Dashboard view
- Exception focus
- Action plan

# Step 5: Monthly performance review

## Review

- KPI scorecard
- Trend review
- Root cause analysis

## Actions

- Corrective plan
- Resource adjustment
- Client alignment

## Value

- Better visibility
- Reduced escalation
- Continuous improvement

# KPI Library for Performance-Based FM

## Quality

- Inspection score
- Repeat complaints
- Client satisfaction

## SLA

- Response time
- Closure time
- Escalation age

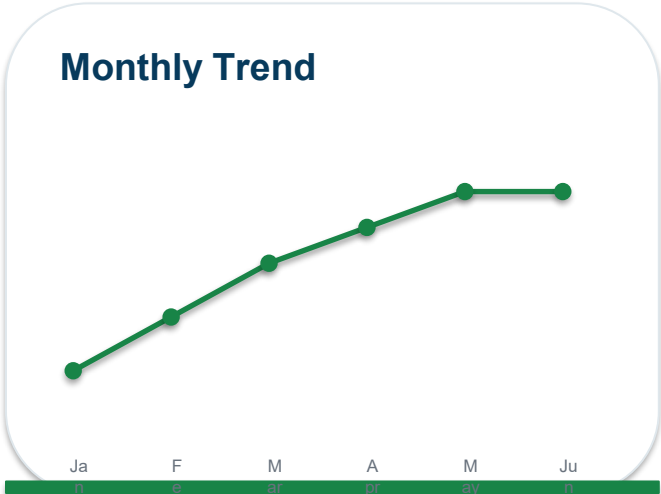
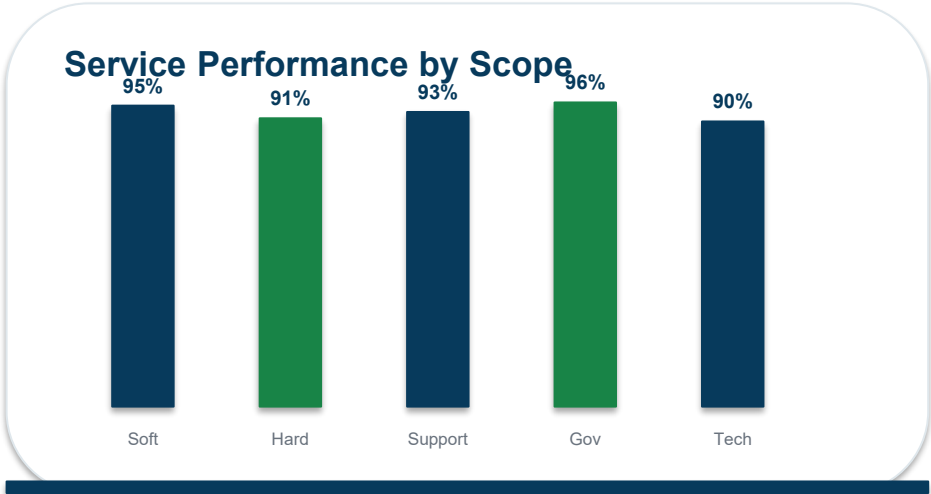
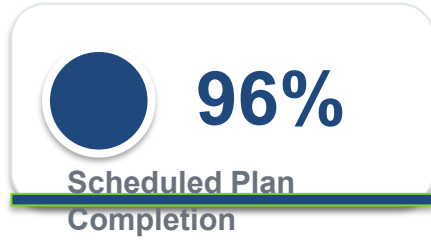
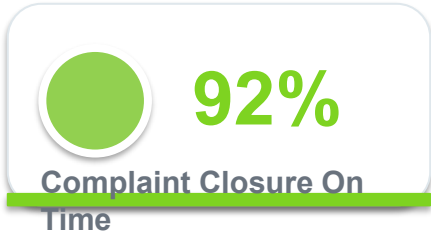
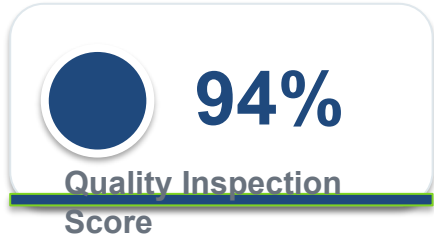
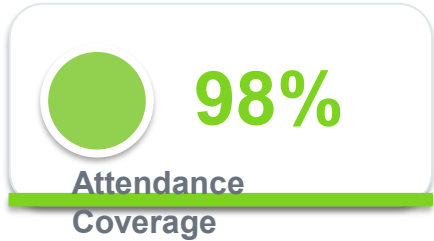
## People

- Attendance coverage
- Training completion
- Supervisor visits

## Operations

- Planned tasks
- Work orders
- Material readiness

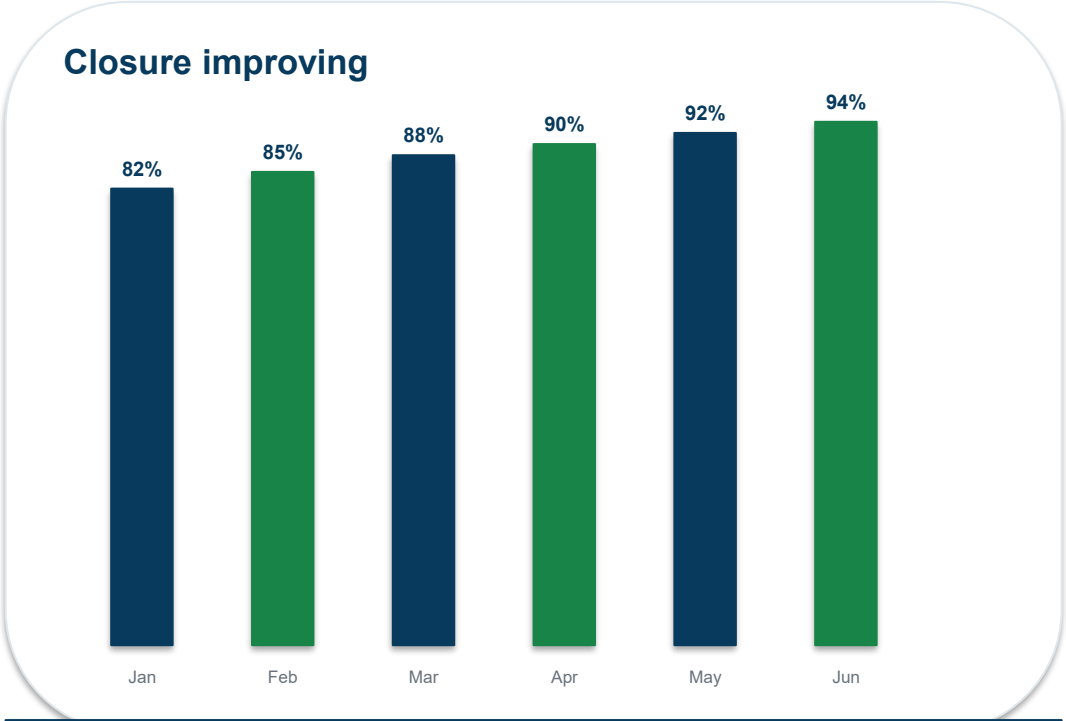
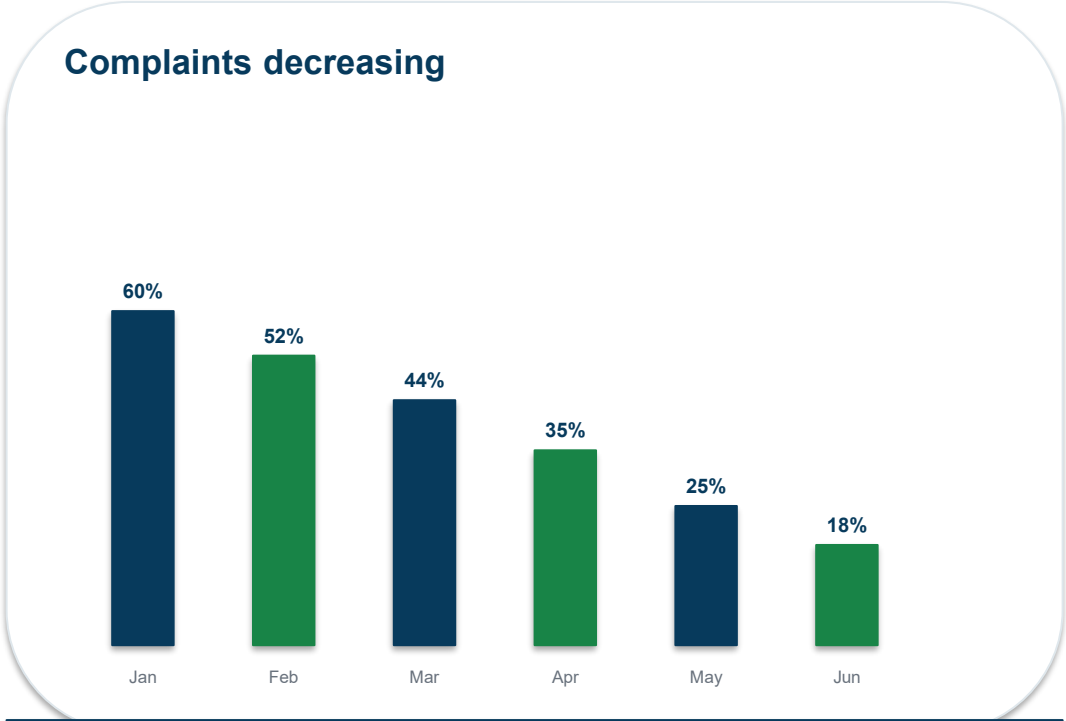
# KPIs & Executive Dashboard



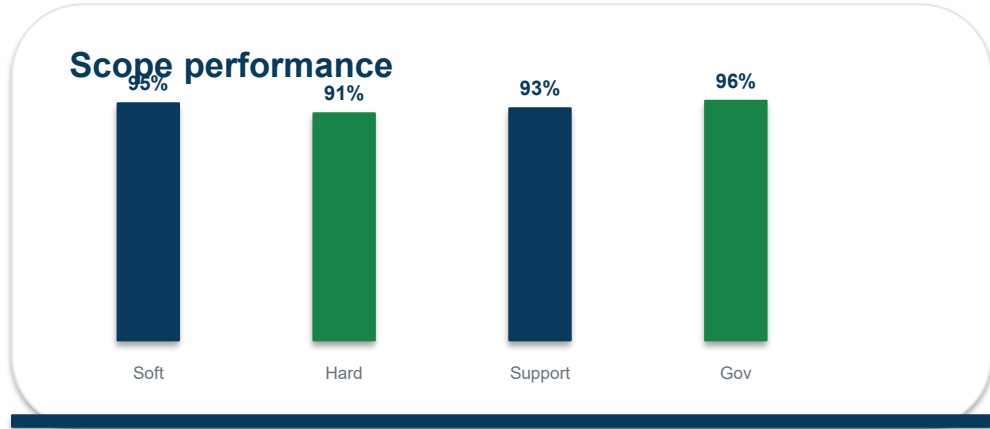
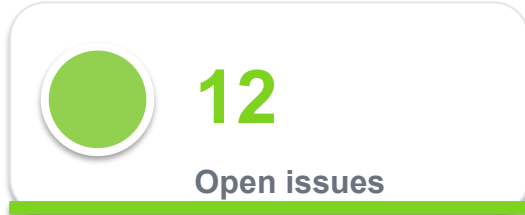
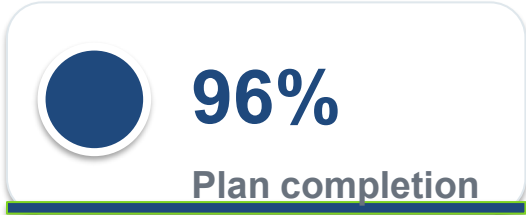
### Management Focus

- Reduce repeat complaints
- Improve plan adherence
- Sustain attendance coverage

# Monthly Performance Trend



# Monthly Contract Review Dashboard



### Management actions

Close gaps, reduce repeat issues and protect attendance coverage.

# Before vs After Value Visibility

## Before

Price-led decisions  
Reactive firefighting  
Hidden cost  
Low visibility



## After

Performance KPIs  
Monthly reviews  
Corrective actions  
Protected value

# KPI to Action Model

## Visibility

Make performance visible

## Control

Act on exceptions

## Value

Protect OPEX and service quality

# OPEX & Value Protection

## Visibility

Make performance visible

## Control

Act on exceptions

## Value

Protect OPEX and service quality

# Resource Optimization

## Visibility

Make performance visible

## Control

Act on exceptions

## Value

Protect OPEX and service quality

# HSE & Safety Governance

## Visibility

Make performance visible

## Control

Act on exceptions

## Value

Protect OPEX and service quality

# Sustainability Direction

## Visibility

Make performance visible

## Control

Act on exceptions

## Value

Protect OPEX and service quality

# Technology & Reporting

## Visibility

Make performance visible

## Control

Act on exceptions

## Value

Protect OPEX and service quality

# Risk Register

## Visibility

Make performance visible

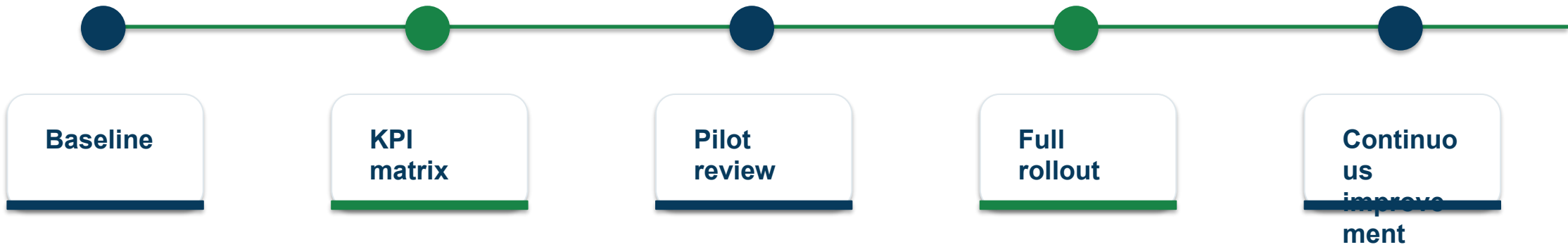
## Control

Act on exceptions

## Value

Protect OPEX and service quality

# Implementation Roadmap



# What Clients Should Ask Before Awarding

## Before

- Price-led decisions
- Reactive firefighting
- Hidden cost
- Low visibility



## After

- Performance KPIs
- Monthly reviews
- Corrective actions
- Protected value

# Final Message

## Visibility

Make performance visible

## Control

Act on exceptions

## Value

Protect OPEX and service quality

# Q&A



# Thank You

## Questions & Discussion

Mostafa Galal — Head of Commercial