Increasing Market competition and Technological advancement leave no room for prevailing and upcoming Organizations round the globe to work keenly and deeply upon their Key Operating Propositions [KOPs]. In this very concern the allied and back office support functions are needed to be very swift, cost effective and un-interrupted; In order to establish a well planned and focused strategic Modes Operandi these support functions are being outsourced by the Organization far and wide. This outsourcing paved new ways for the Organizations to root out their key areas on the one hand and saves a lot on the other and it is the fundamental reason that Outsourcing of support functions has become an ultimate choice to reduce cost.

AAA-FM takes into account proactively all Hard and Soft Integrated Facility Management Services comprising Core Functions of Facility Operations, Management & Maintenance and FM Consultancy with Support Functions of Facility Systems and Equipments, Staffing Solutions and Support Services, Facility Development and Space Management & Corporate Real Estate Management. We offer customized service modules of Dedicated On-site Management, Mobile Team Management and FM Consultancy that suite our customer requirements and expectations.

AAA-FM is professionally organized and managed under the compliance of Quality, Environment and Occupational Health and Safety Management System. Our Technical team is professionally qualified, dedicated, experienced and trained to handle the complex Facility Management 24 hours a day, 7 days a week and 365 days a year.

AAA-FM provides Cost Effective Integrated Facility Management Services to all types of Built environments, commercial Buildings, Industrial sites, Shopping Malls, Residential Complexes, Hospital, Recreational Parks, Hotels, University and educational institutes, Airports and other communal sites.
On Your Core Business

Should I outsource Facility Management Operations?
This is the basic question concerns everyone before thinking of a service provider. Globalization has re-shaped the Modes Operandi of Corporate world and the need of business partners appears more than ever. Organizations round the world with core commercial goals require to draw their focus upon instinctive Core Competencies and take on board those professional agencies that are well versed with intermediate and back office assignments. It would help corporate to derive the benefits of higher profitability through better efficiency and productivity.

Outsourcing Benefits:
• Concentrate on the core business.
• Experience a single point responsibility system.
• Support of CAFM (Computer Aided Facility Management) to maximize the efficiency.
• Minimize the operating cost of business.
• Entrust the job to experts for professional execution.
• Experience a comprehensive approach to strategic facility planning align with business objectives.
• Get lasting Durability & Performance of Equipment & Assets.
• Pro-Active Management Rather Reactive Maintenance to minimize the number of breakdowns to improve the reliability and reduce the cost of Operations, Maintenance & Management.
• The reputation of a particular property will eventually translate into value; good reputation, appearance, functionally, location and automation level of a particular building or asset deciphers into higher net value.
AAA FM has had well been into this profession for more than twenty long years. The core vision envisaged by our noteworthy Chief Executive based upon true commitment, prowess and foresightedness. AAA FM is ISO 9001:2008 Certified Organization and has developed an outstanding service reputation measured by an exceptional performance record, an unswerving commitment to quality and dedication to our clients. We understand the importance of well maintained premises which creates the reflection of our customers business as well as ours. AAA-FM upholds working premises in pertinent style with efficient methodology keeping cost effectiveness under close consideration.

AAA-FM has the professional synergy of AAA Partnership (Pvt.) Limited dealing in Project and Construction Management and Costveyors (Pvt.) Limited, Cost surveyors & Estimators and as such delivered some very prestigious projects like SSGC Head Office Building Karachi, MCB Towers, PC Hotel Lahore Extension, Faysal House, PC Hotel Muzaffarabad, Siemens Head Office Karachi, State Life Building Faisalabad, Children Hospital Quetta, Karachi club etc.

AAA FM enjoys a sound reputation and as such provided Integrated Facility Management Services to around One Million (1,000,000) Sq. Meters. Our prestigious clients include ABN AMRO Bank Limited, Faysal Bank Limited, MCB Bank Limited, Royal Bank of Scotland, Metro Cash & Carry, Hypermarket (Pvt.) Ltd, JS Bank Limited, Indus Hospital, to whom we provide the services of HVAC, Power Generation, Electrical, Elevators, Fire Fighting System, BMS, Plumbing, Water Management / R.O. Plant, Building Maintenance, Façade Maintenance, House Keeping, Fumigation & Landscaping.
Further, we also provide the services of Development and Space Management to Standard Chartered Bank Limited and Corporate Real Estate Management to Software Technology Park, Lahore

“Skies are the limits” is the nucleus of our benchmarking insignia and AAA FM keeps on uprooting its benchmarks by every passing day. We believe in hard line standards and stringent productive measures and always strive for the best; Our aim is not to leave any stone unturned to secure the best of what is possibly available for our clients. We strongly believe and implement the philosophy of “Proactive Management rather Active Maintenance”.

Our strength lies in round the clock Research and Development, we never offer any services to our clients which has not been passed through our Research sphere. We do acknowledge that continual improvement in our own functions and operations is the only area which should be worked upon round the clock and we keep on doing it. Our entire operation is based upon Quality Management System in compliance of ISO 9001:2008 and Environmental Management System and Occupational Health & Safety Management System.

Today we are winning through Quality workmanship of our people, making customers’ satisfaction a reality. Ensuring that services are delivered in a way that contributes to the productivity and profitability of our customers and end beneficiaries.
Vision

To make a place where the facilities and grounds are aesthetically pleasing, technologically innovative & supporting, well maintained, energy efficient, responsive and appropriate to support needs of our customers.

Mission

To be a leading provider of Integrated Facility Management Services, whilst retaining our honesty, integrity & giving value to our clients pro-actively.

Policy

Occupational Health, Safety & Environment

We acknowledge that the occupational health and safety of our employees, contractors and all other personnel to whom we supervise, is a fundamental aspect of our business operations and we commit to minimize Injury and Accident at our workplace.

- Information, instructions and awareness of health, safety and environment training programmes for our employees and contractors.
- Develop and review safe systems of work to ensure the health and safety of all personnel at all times.
- Comply with all applicable health, safety and environment legislation and regulations.
- Continually improve our HSE performance so that work related ill health and incidents are reduced and so that environmental emissions, waste and the use of energy are reduced relative to activity.
- Drive HSE improvements by setting objectives through reviewing, monitoring and auditing performance.
- Effective communication of HSE matters to internal and external stake holders.
- Effective Documentation, {Manual, System Operating Procedures, Work Instructions, Forms and Formats}
Quality Policy

We are committed to deliver the efficient, reliable and cost-effective Integrated Facility Management Solutions to meet the expectations of our Valued Customers with Continual Improvement.

Core Values & Objectives

- Continually improve the Customer Satisfaction Index.
- Perform the Pro-Active Management rather Reactive Maintenance.
- Enhance the Facility Equipments’ Life & to minimize failures/breakdowns.
- Providing On Job Training to all staff for improving & upgrading skills.
- Continuous Service Improvement through Benchmarking.
- Continually developing the expertise, professionalism and integrity of our people.
- Nurturing a culture of engineering excellence and innovation.
- Comply with the statutory regulations & improve the effectiveness of QMS.

Customer Requirement / Expectation

- Cost Effective and Efficient Operations.
- Energy Conservation.
- Neat and Clean, Hygienic Environment
- Well maintained Lighting and Electrical Systems.
- Maintenance of appropriate HVAC System.
- Good and Uninterrupted Working Environment.
- Tenant Management.
- Employee Performance Enhancement.
- Minimizing Break down Maintenance of Equipments and Systems
- Increase of Net Asset Value (NAV).

Our Approach

Pro-Active Management Rather Reactive Maintenance to minimize the number of breakdowns

- To improve the Reliability
- To reduce the cost of OM&M

Our Methodology

- Skilled Staff & On Job Trainings
- Quality Management System / Standard Operating Procedures - KPI
- Support of CAFM – Computer Aided Facility Management Software
- Strong Human Resource Data Base
- Operational Plans / Monitoring / Controls
- Schedule for Reactive & Preventive Maintenance as per KPI
- Parts Inventory Management
- Planning, Monitoring & Controlling of Specialized Contractors
- Energy Management
- Safety Engineering
- Emergency Preparedness & Trainings
- Data Analysis

Tools for Customer Satisfaction

- Regular Quality Audits & Facility Assessment
- Customer Feedback / Complaints
- Planning, Monitoring & Controlling for Preventive Maintenance
- Monitoring of Reactive Maintenance as per KPI
- Planning & Controlling OM&M KPI’s as per SLA
- Energy Audit
- Safety Audit
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