

Performance Resource Partners

The Strength of Partnership. The Power of Performance.



Providing solutions to Facilities Organizations since 2009

The background is a dark blue image of a person in a suit and tie, with a hand holding a pen drawing on a transparent surface. Various white line-art icons are scattered across the image, including a circular flow diagram with three people, a bar chart with an upward-trending line, a lightbulb, a dollar sign, a hierarchical organizational chart, a puzzle piece, a magnifying glass, a smartphone, and a key. On the left side, there are four overlapping horizontal bars in shades of blue and teal, each containing white text.

ASSESSMENT & ANALYSIS

STRATEGIC PLANNING

IMPLEMENTATION

RESULTS MONITORING

WE DELIVER HIGH PERFORMANCE SOLUTIONS

As part of facility management today, executives and institutions are called upon to reduce expenses, improve performance and broaden sustainability efforts in support of core business strategies. Performance Resource Partners, LLC is a facilities management consulting firm that provides clients with innovative solutions to these organizational realities. Serving as a trusted advisor, we help our clients transform performance.

What Makes Us Different?

Performance Resource Partners is a collaboration of highly experienced professionals with a broad range of expertise. Our collaborating partners have decades of facilities management and operations experience. We harness the power of collaboration to solve complex operations and asset management challenges more efficiently and cost-effectively than traditional consulting firms helping our clients to save millions of dollars annually.

The advantages of our collaborative approach include:

Tailored Expertise – We bring together a team of talented professionals with complementary skills and deep, diverse experience. We select the right expertise for each project and design engagements to meet the specific needs of each client.

Timely Solutions - We personally lead and work on our projects. This hands-on approach enables us to be highly responsive to our clients needs and deliver actionable recommendations in a timely and efficient manner.

Unsurpassed Value - As a network of collaborating consultants, we do not have to fund a fixed infrastructure. This advantage enables us to be far more cost-competitive than hierarchical organizations. We apply the right resources, at the right levels at the right times to deliver greater value to our clients.

WE HELP OUR CLIENTS:

- Improve performance and lower costs
- Implement positive change strategies
- Harness data to improve decision making
- Document policies to reduce risk and raise morale
- Create safe and healthy indoor environments



Performance Resource Partners helps clients transform facility operations into strategic assets.



IMPROVING PERFORMANCE

- Enhancing work processes and workflows
- Training, compliance and continuity plans
- Contract administration and RFP development
- Enhancing communications to increase accountability
- Overseeing change initiatives, conception to completion
- Optimizing sourcing strategies (out-tasking, out-sourcing or integrated solutions)

BEST-IN-CLASS BUSINESS PRACTICES

At Performance Resource Partners, we help clients weave positive and sustainable improvements into the fabric of their organizational culture, structure and processes. We have built our business by helping our clients better understand and manage their facilities and operations. With experience on both the owner and service provider's side of engagements, we know what it's like to be in our client's shoes. We get to know each client's unique culture, resources and requirements, and tailor our approach accordingly.

Strategic Facility Management

We help institutions and executives use the latest industry strategies and tools to ensure that facility operations support organizational goals and objectives. Our approach helps organizations optimize asset performance and reduce the total cost of ownership, essential elements in successful facility and operations management.

We work alongside executives and team members to identify and track key performance indicators and improve work management processes. We help create or refine cost-effective, corrective and preventive maintenance practices. These policies and procedures markedly improve service levels (and therefore internal customer satisfaction), with consistent results.

Strategic Sourcing

When outsourcing or out-tasking of some services may be necessary, whether for a given project, a specialty task, or an entire operations and maintenance program, we provide counsel and effective sourcing strategies. We leverage our past experience in the service provider role to help clients find high quality service providers and develop favorable contracts and arrangements. We assist clients with all aspects of resource management, including: strategic sourcing; provider selection; bid support; vendor selection and ongoing project management.





STRATEGIC SOURCING

CHANGE LEADERSHIP

PERFORMANCE MANAGEMENT

PROCESS IMPROVEMENT



ORGANIZATIONAL MODELING

STAFFING ASSESSMENT

CUSTOMER SERVICE ANALYSIS

TRAINING AND COACHING

ORGANIZATIONAL MODELING FOR RESULTS

At Performance Resource Partners, we partner with clients to help them identify, refine and adopt organizational models that optimize performance and deliver bottom line results. Our objective approach to requirements analysis provides senior executives and facility leaders with powerful solutions to their organizational challenges. We quickly evaluate areas of high and low performance and work with clients to take action to address inefficiencies.

Improved Customer Service

We know that high facilities management and maintenance customer satisfaction translates into measurable results – namely increased productivity, lower operating costs and stronger financial performance. We partner with clients to improve facility management service levels for internal and external customers alike. We help clients evaluate current delivery levels, implement best practices for work order management, and implement improvement programs.

Resource Alignment

We perform benchmarking research and analysis to properly align resources, and define the right positions, right quantities and right reporting relationships to get the job done. We help clients prepare for the future with succession plans prioritized for implementation.

Staff Support & Training

Our solutions recognize the role of interpersonal team dynamics and training on performance. We provide coaching and mentoring support to facility managers, and bridge knowledge and skill gaps with competency-based training to improve facility management know-how and soft skills. To improve efficiency, we help clients develop systems requirements for managing physical assets and processes, and more fully utilize Computerized Maintenance Management Systems.

SUSTAINING EXCELLENCE

- Strong focus on customer service
- Clearly defined staffing roles
- Training to remove productivity barriers
- Meaningful benchmarking and data analysis
- Leveraging technology investments



A wireframe illustration of a modern building with multiple levels and a complex geometric design, rendered in white lines against a dark blue background. The building is composed of numerous rectangular and triangular frames, creating a sense of depth and structure. The overall aesthetic is technical and architectural.

FACILITY LIFECYCLE MANAGEMENT

OPTIMIZING BUILDING PERFORMANCE

FACILITY CONDITION ASSESSMENTS

CONTRACTING AND BID SUPPORT

FACILITY LIFECYCLE PERFORMANCE

Performance Resource Partners provides a host of services to help clients get the most out of their physical space and buildings, even in periods of change. Facility owners and executives must continually adapt to a host of circumstances which can include: new business practices; social norms; program changes; standards of living and care; shifting budgets and changing work environments.

Our engineering and building performance management services are focused on increasing profits through better facility performance, from building conception to retirement. We equip clients with better information about their infrastructure's physical condition, the health of their indoor work environment and building system performance. We apply management techniques to all project development phases including: planning; design; bidding; oversight and monitoring.

Financial Impact

The best facility management financial planning blends with the organization's culture and is undertaken with the knowledge that maintenance is about supporting the organization's core business. In today's

matrixed organizations, however, the financial impact of facility management practices and initiatives may be little understood. We help clients better understand the organizational and financial impact of all aspects of facility management, leading to better management decisions.

Facility Condition Assessments

We begin from an understanding of the client's needs and goals. Together we create solutions to assess the physical infrastructure using a method that both qualifies and quantifies facility resources. We develop specifications, help select the right resources to carry out the plan, create best practices guidelines, provide benchmarks with dedicated resources, and monitor the progress of the program to ensure its success.

Performance Resource Partners' approach provides a vital cost-projection tool that improves the accuracy of operating budgets, capital budgets, and long-term facility master plans. Moreover, participation results in a deeper appreciation of the varied elements of facility management, including how to identify priorities, how to balance work with resources, and ultimately how to undertake process improvements.

PRP WILL HELP YOU MANAGE:

- Physical infrastructure and major assets
- Facility management budgeting
- Proof of concept reviews
- Physical infrastructure and major assets
- Service provider specifications
- Program management

Program Oversight

As a trusted business advisor, Performance Resource Partners works with clients to design and provide insight for all aspects of large or complex facility management projects. This includes: discovery; development of requests for proposals or standard operating procedures; bid support; service provider specifications and contract reviews.



ACCOMPLISHED EXPERTS WITH OVER 25 YEARS OF EXPERIENCE IN:

- Facilities and management
- Organizational assessments
- Operations and maintenance support
- Budgeting, contract administration and business development
- CMMS needs analysis and implementation
- Engineering and construction management
- Project planning and management
- Superior building performance

PERFORMANCE RESOURCE PARTNERS LEADERSHIP



MARK L. HEROUX, CPMM

Mark is Founder and Managing Partner of Performance Resource Partners, LLC. He has assembled an experienced, talented team of professionals to provide exceptional services. Mark's unique diversification of experience includes organizational assessments and realignment, staffing assignments, contract administration, operations and maintenance support, engineering, budgeting, business development, project management, and planning and construction management.

Mark is nationally recognized for his innovative and practical approaches to solving clients' challenges and providing meaningful solutions. He has more than 30 years of experience in the field of facilities and property management with a wide-range of business and operational knowledge. Mark is a member of the International Facility Management Association, is on the Board for the Association of Facility Engineering representing Chapter 37, and is Associate member of New England Hospital Engineers.



**ARCH CURRIE, AIA,
LEED AP BD+C**

Arch is a collaborating partner with PRP and an expert in the areas of facilities organization, project management and design integration. He is a Registered Architect and LEED Accredited Professional in Building Design and Construction.

Arch helps clients improve organization effectiveness and technical expertise with a view to proper prioritization of client needs. He applies more than 40 years of experience in nationally recognized design and facilities organizations, such as AECOM/Ellerbe Becket and Yale University, to implement viable cost-effective goals in the client's business.

Arch is Owner of No Left Turn, LLC, consulting to Architects, Owners, and Contractors in the execution of their business operations. He has taught and presented in multiple University and Professional settings on the benefits of a well-grounded approach to facilities design, construction, and management. Arch is a member of the American Institute of Architects.



JIM WALLACE

Jim is a PRP collaborating partner with decades of experience in educational administration, including facilities operations and planning, construction management, campus auxiliary services, human resources, financial management, re-engineering and change management. Within higher education settings he has provided leadership to campus residential organizations, food service operations, conference and event services, mail services, shipping and receiving, landscape management, custodial services, routine repair and maintenance services, parking management and power plant operations and utilities.

Jim's experience includes over 40 years as a higher education manager and administrator at the University of Massachusetts at Amherst, State University College at Buffalo, Massachusetts of Technology, and Suffolk University.



**DAVID WARD, P.E., LEED
AP, CBCP**

A collaborating partner with PRP, Dave is a professional mechanical engineer with over 25 years of experience in construction, contracting, engineering, and project development of mechanical systems in the commercial, industrial, institutional and government sectors and is an expert in residential, commercial and industrial HVAC and refrigeration systems. Dave is a Certified Building Commissioning Professional, a Building Operator Certification trainer, an EPA Star Partner and holds an OSHA 30 certification.

Dave collaborates with building owners and operators to improve building performance and comfort while reducing operating costs through mechanical improvements, optimization of operating and maintenance procedures and operator training.





JEFF BEDNARZ

A PRP collaborating partner, Jeff brings 25+ years of diversified expertise in security and facilities management.

This includes long-range institutional planning, construction management, and strategic forecasting.

Jeff has considerable expertise with maintaining and executing regulatory compliance mandates at the local, state, and federal level, including OSHA, Massachusetts Department of Environmental Protection (MassDEP), and the EPA. He is well-versed in Clery Act compliance, Title IV accreditation, and NECHE Standard 7 requirements for institutional resources, and has a wealth of knowledge and experience expanding emergency operations plans. In public safety leadership roles Jeff has shown a demonstrated aptitude for developing organizational cultures that embrace service, equality, diversity, inclusion, and intercultural competencies.

Jeff is Owner of Operations Support Partners, leading a team of seasoned security and facilities professionals that bring a broad range of experience and a wealth of subject matter expertise.



BRAD PEPIN

Brad, a PRP collaborating partner, is a seasoned Organizational Effectiveness professional with extensive experience leading change management and Learning &

Development projects supporting Fortune 500 clients in manufacturing, supply chain/distribution, operations, and facilities management. Brad helps clients improve overall effectiveness by focusing on the human performance in integrated systems and processes. He brings a breadth and depth of experience and skills, including training program design and evaluation, Instructional Design, Trainer evaluation, coaching & development, and eLearning authoring capabilities. Brad is a talented writer and communicator, and brings passion for metrics-driven results around training initiatives. He has been recognized as an award-winning innovator, outstanding performer, and noteworthy team player throughout his career.



STEVE SAVAS

A collaborating partner with PRP, Steve is a seasoned, results-oriented financial professional with extensive experience in both the for-profit and non-

profit sectors. With experience as a Chief Transformation Officer, he specializes in system implementations, process redesign, and change management initiatives that result in financial turnarounds and enhanced work environments.

Some of Steve's accomplishments include:

Turnaround of a \$50M non-profit organization losing \$7M a year to three consecutive years of positive return on net assets.

System implementations and conversions for several clients, with an emphasis on streamlining the work environment, including general ledger, accounts receivable, accounts payable, and payroll.

Leadership of an initiative to centralize services for an organization, consolidating several departments and resulting in a measured 100% increase in customer service levels.

THE ADVANTAGES OF OUR COLLABORATIVE APPROACH

- In-depth expertise across a wide-range of industries
- Critical insights that deliver high-impact results
- Knowledge & experience to solve complex FM challenges
- Proven processes that reduce costs, increase efficiency & optimize performance
- Extensive benchmarking and analytical capabilities
- Targeted expertise, timely solutions and unsurpassed value





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OUR CLIENTS

Performance Resource Partners, LLC is proud to have partnered with these leading institutions:

Higher Education

American International College, Springfield, MA
Dartmouth College, Hanover, NH
Elms College, Chicopee, MA
Harvard Law School, Cambridge, MA
Harvard Medical School, Boston, MA
Harvard University, Cambridge, MA
John Carroll University, University Heights, OH
Massachusetts Higher Education Consortium, Springfield MA-
New England Wide
Massachusetts Institute of Technology, Cambridge, MA
Morehead State University, Morehead, KY
Oberlin College, Oberlin, OH
Ohio Wesleyan University, Delaware, OH
Penn State University, State College, PA
Providence College, Providence, RI
Regis College, Weston, MA
Rivier University, Nashua, NH
Suffolk University, Boston, MA
Trinity College, Hartford, CT
UMass Medical Center, Worcester, MA
University of Massachusetts / Amherst, Amherst, MA
University of Saint Joseph, Hartford, CT
Yale University, New Haven, CT

K-12 Schools

Cape Ann Waldorf School, Beverly, MA
Success Academy Charter Schools, Bronx, NY
Providence Public Schools District, Providence, RI

Healthcare/Hospitals

Beth Israel Deaconess Medical Center, Boston, MA
Cooley Dickinson Hospital, Northampton, MA
Emerson Hospital, Concord, MA
Glenview Nursing Home, Newton, MA
Lahey Clinic, Burlington, MA
Large New England Hospitals, Boston, MA
Maine Medical Center, Portland, ME
New York University Downtown Hospital, NYC, NY

Public Use Facilities

Cleveland Museum of Art, Cleveland, OH
Marriot International, Eastern United States
New England Aquarium, Boston, MA

Aviation/Transportation

Dallas/Fort Worth International Airport, Dallas, TX
Indianapolis International Airport, Indianapolis, IN

Commercial/Corporate

American Red Cross, Arlington, VA
Ellerbe Becket, New York, NY
Newman Architects, LLC, New Haven, CT

Government

DCAM- DYS, Boston, MA
Five Federal Buildings, New England
Massachusetts Bay Transportation Authority (MBTA), Boston MA
Operational Service Division - COMMBUYS- Statewide Pentagon