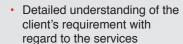
# **MODUS OPERANDI**

STEP 1

STEP 2



- Study of the site/area by respective Subject matter experts
- Snagging of the building/Area of the scope
- Preparation of the transition tracker keeping the agreed timelines in preview

Mobilisation plan for the bench strength & further outsourcing of the staff as per following standard:

#### **Executive:**

- Current Pool of talented Executive within APMS
- In House Data Bank
- Various Job Portal
- Internal Referral scheme (Every year APMS sponsors 10 seasoned executives for the customized facility management programme through NICMAR.)

### Supervisors:

- Current Pool of talented Supervisors within APMS (Bench strength comprises the talent from various industries like Hospital, Mall, Pharma Sector, Corporate Office)
- In House Data Bank
- Various Job Portal
- · Internal Referral scheme

### **Electrician/HVAC:**

- ITI & Polytechnic institutes
- In House Data Bank
- Various Job Portal
- · Walkin interviews
- · Internal Referral scheme
- Pradhan Mantri Kaushal
- VikasYoujna (MSDE)

#### Plumbers/Mason/Painter:

- · Internal Referral Scheme
- Specialized Outsourcing team for such categories
- · Pradhan Mantri Kaushal
- VikasYoujna (MSDE)

### Housekeeping Staff/Office Bovs/Pantry Staff/:

- · Internal Referral Scheme
- Specialized Outsourcing team for such categories

## Security Guards/lady Guard/Head Guard:

- · Internal Referral Scheme
- Specialized Outsourcing team for such categories
- · Pradhan Mantri Kaushal
- VikasYoujna (MSDE)

### On Boarding:

STEP 3

- Induction & Orientation Programme
- Accommodation arrangement for two weeks
- Specialized training at Training Academy to enhance their skill set; Soft Skill training etc.
- Free Transport facility for two weeks
- Facilitation in the permanent accommodation/food arrangements
- Facilitation in Account Opening; Aadhar Card related work etc.
- Buddy Culture

STEP 4

Customization of Systems & Process, Training & Audit Calendar, & SLA Finalization & Finally CRM which would be an on going process:

- APMS Concerned Subject Matter Expert (SME) along with the Transition Manager will customize all the required systems & process, training & audit calendar will be defined to meet the mutually agreed SLAs.
- Training: Class room session cum skill enhancement sessions at APMS Training Academy before joining & post that on job trainings at site on fortnightly basis through APMS SMEs & Training team.

- The focus will be on continuous employee engagement and attrition control mechanism.
- Monthly Audits by APMS
  SMEs as per the mutually
  agreed Parameters along with
  the surprise visits report. The
  outcome of the report will be
  reviewed & the action plan to
  close all the gaps will be
  developed by operation team
  & will be shared with Client
- CRM: Close Governance & Periodic Proactive meetings with client on further enhancement of the service levels; latest trends in the industry & feedback session etc.

### **ALL THIS IS POSSIBLE DUE TO:**



- · Commitment to be the best customer centric organisation with proven track records
- 10+ years' experience of handling over 10 million sft. of Aparna Residential Properties
- Diversified pool of talented team members IPC; Defence, Marine Engineer, Hotels, Hospitals, Airport, Agricultural University
- Employee Friendly HR Policies with 100% adherence towards all the Statutory Compliances further added with Voluntary Social security schemes
- Staff grievance addressable mechanism along with the continuous Staff Engagement Programme
- · Strong Supply Chain system
- Financial Stability
- Exclusive focus on continuous Training & Development;
  Our Comprehensive in-house Residential Training Academy & our association with NICMAR is testimony of the same
- Realization towards the importance of the "Technology" in the Service Industry Online Daily Activity Report, Periodic maintenance monitoring, Central Help Desk, Central Command Centre, Visitor Management tools, Help Desk Management tool
- · Local Presence & Speedy decision ability APMS Head Office is in Hyderabad

