

MODUS OPERANDI

STEP 1

- Detailed understanding of the client's requirement with regard to the services
- 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

STEP 2

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 Boys/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)

STEP 3

On Boarding:

- 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

EXPERIENCE
EXCELLENCE