

# Capability Statement

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Communication is the key to any relationship and we welcome any feedback that is given by our staff, contractors, clients, suppliers and other parties. This takes many forms and all are addressed individually as part of our commitment to constant improvement.

**Mark Hohn, Managing Director**

[www.cmbm.com.au](http://www.cmbm.com.au)

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## Build



CMBM provides our clients with a specialist service in managing fit outs, refurbishments, major repairs and building projects.

Each project requires a unique solution, tailor-made to the specific needs of each client. We understand the importance of a budget, delivery to agreed time frames, minimising disruption and limiting costs, all within an expertly handled project management system.

### **CMBM Building services include:**

- Interior and exterior concept design
- Design and construction
- Project management and completion of renovations and refurbishments for commercial and residential construction
- Project management of commercial and residential maintenance programs
- Office and shop fit out and reconfiguration
- Landscape design and construction

**CMBM can provide building services across all industries and sectors.**

## Manage



### **Our sole focus is to manage your facility. We do this by:**

- Providing a proven IT platform for monitoring and control
- Dedicated Client Service Managers (CSM) or Operations Manager for each site
- Audit and control of service and supply items
- Maintain compliance (fire, security, lifts etc.)
- Fully competent and compliant personnel

Our IT platform is designed to inspect the quality of services performed by our personnel to ensure that we meet and exceed your expectations.

All services can be managed from your PC, Smartphone or Tablet device using our innovative software program, Quality Management Control (QMC).

We provide you with a unique client login so you can place work orders, view maintenance schedules, monitor completion times, inspect and rate the quality of our service delivery, and track your communications with us.

### **Dedicated CSM/Operations Manager for each site**

We provide a dedicated CSM or Operations Manager for each client. These roles are responsible for ensuring that we are delivering our services on the agreed scope of work/s and are committed to constantly seeking out areas for quality improvement.

### **Audit and control of service and supply items**

CMBM can conduct a full audit of the broad range of client expenditure for maintenance and guarantee we can generate a transparent savings model for clients, with the savings returned to the client within 12 months. We do this by reducing the need for multiple service providers, contracts and all the associated administration/resourcing costs currently being invested.

Once a savings model has been negotiated with a client, we use our industry expertise to not only accurately forecast, but also automatically schedule your maintenance needs, all supported by our 24/7 Helpdesk and our innovative IT platform.