Multi-Site Facility Management Scorecard

A Practical Assessment Tool for Property Managers, Operations Leaders, and Multi-Location Organizations

Managing one facility is challenging.

Managing multiple facilities across Edmonton, Alberta, or Western Canada introduces a completely different level of complexity.

Different vendors.
Different standards.
Different communication processes.
Different expectations.

The result can be inconsistent service, increased management time, and operational inefficiencies.

This scorecard helps organizations assess whether their current facility management approach is creating consistency—or creating unnecessary headaches.

What High-Performing Multi-Site Organizations Do Differently

The most successful organizations typically have:

✓ Standardized service expectations
✓ Centralized communication processes
✓ Consistent inspection programs
✓ Proactive seasonal planning
✓ Clear accountability
✓ One point of contact for facility coordination
✓ Strong vendor oversight
✓ Regular performance reviews

Ready to Simplify Multi-Site Facility Management?

City Wide Facility Solutions Edmonton helps organizations reduce complexity through:

- One Point of Contact
- Quality Inspections
- Vendor Management
- Communication Oversight
- Seasonal Coordination
- Facility Maintenance Planning

Recommended Resources

Best Practices for Multi-Site Facility Management in Alberta
Services We Manage
Janitorial Services
Day Porter Services
Window Cleaning
Parking Lot Services

How to Use This Scorecard

Rate your organization from **1–5** in each category.

Rating	Meaning
1	Significant Improvement Needed
2	Below Expectations
3	Acceptable
4	Strong
5	Best Practice

Add your scores at the end to identify strengths and improvement opportunities.

Results Interpretation

150 – 180 Best-in-Class Program

Your organization has strong systems, communication processes, and operational consistency in place. Continue focusing on continuous improvement and proactive planning.

120 – 149 Strong Foundation

Your facilities are generally performing well, but opportunities exist to improve consistency, communication, or oversight. Targeted improvements could significantly reduce management burden.

90 – 119 Improvement Opportunities Exist

Operational inconsistencies may be affecting facility performance. Focus on standardization, accountability, and inspection processes.

Below 90 High Risk of Service Inconsistency

Your organization may be experiencing:

- Vendor management challenges
- Communication gaps
- Inconsistent service delivery
- Increased complaints
- Greater management workload

A more structured facility management approach may be beneficial.

City Wide Facility Solutions

3601 82 Ave., Unit 206 | Leduc, AB T9E 0H7
(587) 853-0001 | GoCityWide.com/Edmonton

Organization Information
Organization: _____
Number of Locations: _____
Completed By: _____
Date: _____

SECTION 1: Vendor Management
How effectively are facility vendors managed across locations?

Criteria	Score (1–5)
Vendor responsibilities are clearly defined	☐
Vendor performance is reviewed regularly	☐
Service expectations are standardized across locations	☐
Vendor issues are resolved promptly	☐
Vendor communication is consistent across sites	☐
There is clear accountability for vendor performance	☐

Vendor Management Score
Subtotal: _____ / 30

SECTION 2: Communication Effectiveness
How well does information flow between stakeholders?

Criteria	Score (1–5)
Each location knows who to contact for service issues	☐
Communication processes are documented	☐
Service requests receive timely responses	☐
Occupants receive updates on open issues	☐
Communication is consistent across all locations	☐
Escalation procedures are clearly defined	☐

Communication Score
Subtotal: _____ / 30

SECTION 3: Quality Control Processes
How is service consistency maintained?

Criteria	Score (1–5)
Service standards are documented	☐
Quality expectations are consistent across all locations	☐
Service deficiencies are tracked	☐
Corrective actions are documented	☐
Quality reviews occur regularly	☐
Performance trends are monitored over time	☐

Quality Control Score
Subtotal: _____ / 30

SECTION 4: Inspection Programs
Are facilities being evaluated proactively?

Criteria	Score (1–5)
Regular inspections are conducted	☐
Inspection frequency is appropriate for each location	☐
Findings are documented and shared	☐
Follow-up actions are completed	☐
Inspection results are used for continuous improvement	☐
Trends are tracked across all sites	☐

Inspection Program Score
Subtotal: _____ / 30

City Wide Facility Solutions
3601 82 Ave., Unit 206 | Leduc, AB T9E 0H7
(587) 853-0001 | GoCityWide.com/Edmonton

SECTION 5: Seasonal Preparedness
Is your organization prepared for Alberta's changing seasons?

Criteria	Score (1–5)
Seasonal maintenance plans are documented	☐
Snow and ice management plans are established	☐
Spring exterior maintenance reviews are conducted	☐
Summer maintenance projects are scheduled proactively	☐
Fall and winter preparation is completed on time	☐
Seasonal vendor coordination is well managed	☐

Seasonal Preparedness Score
Subtotal: _____ / 30

SECTION 6: Operational Consistency
Does every location provide a consistent experience?

Criteria	Score (1–5)
Service standards are consistent across facilities	☐
Occupant experience is similar at all locations	☐
Reporting processes are standardized	☐
Service expectations are clearly communicated	☐
Facility appearance standards are consistent	☐
Management has visibility across all locations	☐

Operational Consistency Score
Subtotal: _____ / 30

Overall Facility Management Assessment

Category	Maximum Score
Vendor Management	30
Communication Effectiveness	30
Quality Control Processes	30
Inspection Programs	30
Seasonal Preparedness	30
Operational Consistency	30

- **Total Possible Score: 180**
- **Your Score: _____ / 180**

Multi-Site Facility Management Red Flags
Check any that apply:
☐ Different locations operate under different standards
☐ Vendor communication is inconsistent
☐ Facility complaints vary significantly between locations
☐ Service quality differs by site
☐ Managers spend too much time coordinating vendors
☐ Inspection programs are inconsistent
☐ Seasonal planning is reactive rather than proactive
☐ There is no centralized accountability
☐ Reporting varies by location
☐ Facility managers lack visibility across sites
If you checked 3 or more boxes, there may be opportunities to improve consistency and operational efficiency.