



**Singapore Best FM  
Service Provider of the Year**

**Organized By:**



**Managed By:**



**Strategic Partner:**



**Concurrent Event:**



## About the Singapore FM Awards 2019

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**Singapore FM Awards 2019** recognizes those at the forefront and have made significant contribution to the knowledge, practical application and sustainable performance of the Facilities Management industry in Singapore.

Benchmarked as the industry leading awards for Singapore, the awards seek to identify the industry leaders, promote excellence, and encourage innovations to raise professional recognition for the FM industry as well as the building and real estate sectors.

## About the Singapore Best FM Service Provider of the Year

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**Singapore Best FM Service Provider of the Year** recognizes the importance of service quality provided by a service provider to meet the customers' business objectives and expectations. We are looking for a service provider that delivers an excellent customer service that brings added value to their clients, be it through innovative solutions, state-of-the-art technologies or industry best practices etc.

## Judging Criteria

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**The judges will consider the following criteria for excellence in the category:-**

1. Choose a specific or unique need or problem of a customer and describe in details what the underlying issue(s) are.
2. Describe in details the process you have taken to analyse the issue, explore various solution options, deriving relevant performance indicators and finally developing an action plan. Describe what the action plan was.
3. Describe in details the approach in servicing its client and implementation of the solution: list the challenges faced and how they were overcome, working as part of clients' team, actual amount of time and resources utilized etc. Explain also how the performance indicators were measured.
4. Explain if all desired outcomes or planned objectives were achieved. Quantify the benefits enjoyed by the customer. Provide evidence of customer's acknowledgement and appreciation.
5. Review on hindsight if the solution can be further refined or improved based on the experience learned.

The judging criteria will be based on 2 main categories; **written submission and on-site inspection**. The written submission will be assessed on its clarity and quality of the information supported by documental evidence (if applicable) whilst the presentation will be assessed on quality of presentation and replies to the questions and answers session.

## Judging Process

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An independent panel of judges who are prominent industry experts, representing the facilities management industry, will determine the winners through a balanced judging assessment. The judges will bring their extensive knowledge and expertise to the judging process to ensure that the winning entries are truly outstanding and worthy of receiving a Facilities Management Award.

## Entry Criteria

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All third party or “external” FM service providers in Singapore are eligible to submit their entries for the Awards.

All entries must be made on the Official Entry Form. An administrative fee is payable for **each** entry submitted.

IFMA Singapore Chapter Member	: \$53.50 (Inclusive of GST)
Non- IFMA Singapore Chapter Member	: \$107.00 (Inclusive of GST)

## Benefits of Participation

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Ownership of the prestigious awards gives immediate prominence to your organization profile and serves as a testimony of your organization.

- **National Recognition**  
The FM Awards is an exclusive platform that brings you recognition on a national scale for your achievements in Singapore.
- **Industry Recognition & Endorsement**  
Receive a winner's plaque and industry endorsement by IFMA Singapore Chapter as a leader of the FM industry in Singapore.
- **Benchmarking**  
Entering the awards will allow you to see how you rank against your competitors.
- **Media Coverage & Publicity**  
Access unrivalled media coverage and promotion as the winner of Singapore's Most Prestigious FM Awards.
- **Customers Approval & Acknowledgment**  
Drive businesses to further heights and catch the attention of potential clients as a winner of the awards. Use the **Winner's Award Logo** for your future publicity and marketing materials.
- **Networking**  
Attendees of our awards programmes are industry leaders. This is an excellent opportunity to meet clients and potential clients.
- **Entry-Based Judging**  
Your submissions will be assessed and judged against the assessment criteria by an independent panel of industry experts. All categories are judged entry-by-entry basis. These levels the playing field as each category is assessed on the entries rather than the size of the company. Smaller companies have a real chance of competing with industry giants.

# OFFICIAL APPLICATION FORM

## SINGAPORE BEST FM SERVICE PROVIDER OF THE YEAR

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Supporting brochures, photographs or promotional video clips (no longer than 5mins) of the training programme are to be submitted. Only third party or “external” FM service providers in Singapore are eligible to enter.

**Full terms and conditions are enclosed.**

Please submit the following information together with your application forms:-

1. Problem Identification
2. Analytical & Solutioning Capability
3. Implementation
4. Results or Outcome
5. Review

### COMPANY DETAILS

<b>Company Name</b>	
<b>Address</b>	
<b>Contact Person</b>	
<b>Designation</b>	
<b>Tel</b>	
<b>Email</b>	
<b>Country</b>	

**CLOSING DATE: Thursday, 01 August 2019**

Please submit your completed entries (**page 5- 10**) and supporting documents to:

**Singapore FM Awards 2019**

Conference & Exhibition Management Services Pte Ltd

1 Maritime Square, #09-43 HarbourFront Centre, Singapore 099253.

Tel: (65) 6278 8666 Fax: (65) 6278 4077 Email: [alaric@cems.com.sg](mailto:alaric@cems.com.sg)

# OFFICIAL APPLICATION FORM 1.0

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## PROBLEM IDENTIFICATION

- Choose a specific or unique need or problem of a customer and describe in details what the underlying issue(s) are.

e.g Words are intentionally underline to facilitate reading...

Click here to enter text.

# OFFICIAL APPLICATION FORM 2.0

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## ANALYTICAL & SOLUTIONING CAPABILITY

- Describe in details the process you have taken to analyse the issue, explore various solution options, deriving relevant performance indicators and finally developing an action plan. Describe what the action plan was.

e.g Words are intentionally underline to facilitate reading...

Click here to enter text.

# OFFICIAL APPLICATION FORM 3.0

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## IMPLEMENTATION

- Describe in details the approach in servicing its client and implementation of the solution: list the challenges faced and how they were overcome, working as part of clients' team, actual amount of time and resources utilized etc. Explain also how the performance indicators were measured.

e.g Words are intentionally underline to facilitate reading...

Click here to enter text.



# OFFICIAL APPLICATION FORM 4.0

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## RESULTS/ OUTCOME

- Explain if all desired outcomes or planned objectives were achieved. Quantify the benefits enjoyed by the customer. Provide evidence of customer's acknowledgement and appreciation.

e.g Words are intentionally underline to facilitate reading...

[Click here to enter text.](#)

# OFFICIAL APPLICATION FORM 5.0

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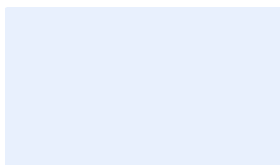
## REVIEW

- Review on hindsight if the solution can be further refined or improved based on the experience learned.

e.g Words are intentionally underline to facilitate reading...

Click here to enter text.

I have read and understood the Terms and Conditions.



Signature,

Name, Designation

Date of Submission

## CHECKLIST:

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- Have you submitted the necessary documents?
- Have you included your supporting brochures, photographs, or videography?
- Have you enclosed the administrative fee payable to Conference & Exhibition Management Services Pte Ltd?

IFMA Singapore Chapter Member : \$53.50 (Inclusive of GST)  
Non- IFMA Singapore Chapter Member : \$107.00 (Inclusive of GST)

## THE TERMS & CONDITIONS

- Applicants are requested to read all Terms & Conditions carefully before submission.
- Applicants are reminded to submit the documents on time as any late submission after the deadline will not be entertained.
- All third party or “external” FM service providers in Singapore only are eligible for participation in the Singapore FM Awards.
- Organizers and supporting bodies are not eligible to participate in the Singapore FM Awards.
- The judges' decisions are final. No correspondence will be entertained.
- Organizers reserve the rights to change and appoint judges on the panel.
- Organizers reserve the rights to amend the Terms & Conditions without prior notice.
- Organizers reserve the rights to disqualify any entries that are found to be ineligible or misrepresented.
- Organizers will not be held liable for any loss, injury or death resulting from any of the processes of the Singapore FM Awards.
- Entries must be submitted on Official Application Forms.
- All information provided by the participants will be kept and treated with the strictest confidence.