

Partnering relations in facility services – An empirical study

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Abstract

In recent years, companies have begun to utilize partnership sourcing also in facility service purchases. This transition has created the need for a deeper understanding of what kind of relationships partnering relations are and how they should be managed. The aim of this paper is to identify the characteristics of partnering and partnering success factors from facility services perspective. Empirical data was collected through interviews from both client and service provider organizations. Respondents were asked to focus on partnering relations generally and, on the other hand, on the success factors of a particular relationship. Furthermore, reasons for the dissolution of earlier relationships were analyzed. The results indicate that the partnering approach is, in most cases, justified by purchasing volume. Factors contributing to the success and failure of a relationship are related to co-operation, communications, economical aspects and reliability. In addition, the successful implementation of a partnering relation needs a change in the mindset of both parties.

Keywords: relationship management, partnering relations, facility services