

## Remit Case Study: M J Mapp

M J Mapp is one of the UK's specialist commercial property and asset management service providers. As part of a larger project to develop, integrate and streamline its current systems, the company identified a need to refine and document its core business processes. M J Mapp hired Remit Consulting LLP to carry out the project, which resulted in a number of unexpected additional benefits.

### Managing over £6bn of property across the UK

Property management is the primary activity at M J Mapp. The company manages over £6 billion worth of property all over the UK for an increasing number of the UK's leading property funds including Schroders Property Investment Management, TH Real Estate, Standard Life, Orchard Street Investment Management and Shaftesbury Plc's among others, comprising a managed portfolios of over 560 properties and 3,300 occupiers.



### The challenge: to refine and document processes

M J Mapp wanted to further improve and expand its services to clients in order to establish a sound base for future growth. To help with this the company needed to ensure it had market leading business processes in place, consistent delivery across teams and a clear understanding of different people's roles and responsibilities.

The task was to ensure that its core business processes were:

- Efficient and effective
- Compliant with national standards and best practice
- Accepted and agreed by relevant staff, with clear ownership and responsibility identified for each process
- Documented and available, to facilitate consistency and quality across the business
- Measurable, so they could be managed and monitored.

"The main driver behind the project was to map our processes so they were documented at a standard to provide a basis for further system and business improvements," says M J Mapp Director Tina Kikaj.

"We looked at doing the project in house at first," she says. "But we don't have business analysis or project managers on hand. It was a balance between pulling people away from their day job to carry out this resource-heavy, intensive project or going externally and getting someone in to help."

The company decided to seek external help in order to save time and reduce pressure on internal resources.

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"We went with Remit because, compared to the other consultants we were considering, they were by far the best able to demonstrate a good knowledge and expertise of the property management and real estate industry." says M J Mapp Director Tina Kikaj

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## A taster workshop

As part of the formal tender process, Remit Consulting offered a demonstration workshop to give M J Mapp a flavour of its approach. [Melita Thomas](#), a Partner at Remit Consulting, ran the workshop, which drew on the consultancy's library of process maps to help establish an ideal future state based on leading practice.

Many of Remit's consultants are surveyors, and their deep understanding of the property business means they are able to challenge workshop participants in a constructive, productive way, based on their extensive knowledge. This interactive, highly participative workshop gave M J Mapp a good idea of Remit's methods and approach.

## Investigating processes across the whole organisation

The project kicked off in July 2014 with a series of workshops that investigated all the key business processes that M J Mapp undertakes in order to manage its clients' properties.

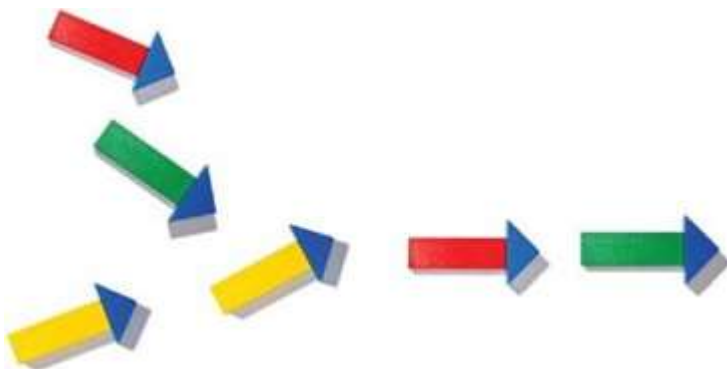
These processes include:

- Client management
- Asset and property management
- Building and facilities management
- Building consultancy
- Expenditure management
- Accounting and finance
- Reporting.

"We ran 19 workshops at a rate of one or two a week over several months, covering the whole gamut of M J Mapp's business from rent collection to unblocking drains," says [Melita](#). "We looked at each process in turn, analysing the best way to carry it out, the best people to do the job, and how to ensure that the systems support the process effectively and efficiently - from booking and tracking through to billing."

This approach highlighted both the strengths and the challenges of M J Mapp's existing processes. "We discovered that we were delivering to clients and giving them what they needed, but that we were using variable methods to do that. At a localised team level we weren't consistent," says [Tina](#).

As a result of the workshops, Remit Consulting was able to draw up a consistent set of documented 'future state' processes in an agreed and prescribed format. These have now been transferred to M J Mapp's corporate intranet so they are available for all staff to access and use, and improvements and quick wins are being implemented.



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"We are very pleased with the results, and particularly the expertise, experience and stamina shown by Remit to facilitate, digest, document and deliver an extensive scope to a very tight timescale. It's a truly commendable achievement" says [Tina Kikaj](#), Director, M J Mapp

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## Learning from each other

An additional benefit of the process was that people from teams across the business were able to share knowledge and learn from each other. “We often find that organisations gain a great deal of value simply from having people from different teams in the same room talking about how they do business, and listening to each other,” says [Mark Jones, Partner at Remit Consulting](#).

“They understand other people’s roles and responsibilities, and why things are important, and see how to make each other’s day to day life easier and more efficient. And they identify quick wins they can put into action straight away. You don’t have to change the world to improve things quite noticeably.”

[Tina](#) agrees, adding: “The workshops pulled in individuals from different teams and areas of the business – people who don’t normally spend much time together and don’t interact daily. The project was great in that respect, as it helped to spread knowledge and understanding of how others work, and brought together people who maybe work at different ends of the processes. So it helped broaden understanding of the wider processes throughout the business.”

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“I would definitely recommend Remit Consulting to other property companies in our position. Their approach is great and their knowledge too. Very early on, Remit developed a high level of trust with us. We felt we were in safe hands, which was a great place to be.” says [Tina Kikaj, Director, M J Mapp](#)

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For more information:

**Remit Consulting**

Melita Thomas

[melita.thomas@remitconsulting.com](mailto:melita.thomas@remitconsulting.com)

+44 020 7969 2738