



Facilities Consultation and Services

Engineering Department Survey & Operational Efficiency Audit

ENGINEERING DEPARTMENT SURVEY & AUDIT

Measure performance. Identify gaps. Build a stronger engineering operation.

TSFE provides independent engineering-department operational surveys and efficiency audits for hotels, resorts, condominiums, managed residential properties, and other facilities. The audit is designed to give ownership and property leadership a clear picture of how the department is performing today - and what should be improved next.

MANAGEMENT-FOCUSED OPERATIONAL REVIEW

This is an operations and productivity audit. TSFE evaluates department organization, staffing, work-order execution, preventive maintenance, accountability, purchasing controls, documentation, equipment planning and related management practices. The goal is practical improvement, not a generic checklist.

Who This Service Is For

Hotels & Resorts Properties seeking stronger engineering productivity, room readiness and preventive maintenance performance.	Condominiums & HOAs Boards and managers needing a clearer view of maintenance operations, staffing and future asset needs.
Property Management Companies Operators seeking a standardized engineering-performance review across one or multiple properties.	Ownership & Asset Management Decision-makers who need independent operational findings, priorities and measurable next steps.

What TSFE Evaluates

Leadership & Accountability Department structure, responsibilities, supervision, communication, follow-up and management visibility.	Staffing & Scheduling Coverage, overtime, skill mix, workload distribution, vacancies, cross-training and scheduling efficiency.
Work Orders & Response Backlog, aging work orders, completion time, repeat repairs, documentation and priority management.	Preventive Maintenance PM schedules, completion rates, missed PMs, equipment coverage, documentation and deficiency follow-up.
Parts Room & Purchasing Inventory organization, par levels, excess stock, purchasing controls, vendor use and potential supply savings.	Equipment & Capital Readiness Asset records, equipment condition, recurring failures, replacement concerns and capital-planning readiness.
Safety, Tools & Training Basic department safety practices, tool control, onboarding, technical development and cross-training.	KPIs & Reporting Performance measurements, management reports, dashboards, trend review and accountability metrics.

Recommended Service Levels

Pricing is based on property size, engineering staff count, number of buildings, operating complexity, documentation available, and the depth of onsite observation required.

Program	TSFE Fee	Onsite Time	Best For
Executive Engineering Survey	\$2,250	1 day	Initial management review, smaller properties, or a focused operational snapshot.
Three-Day Engineering Department Audit	\$6,500	3 days	Recommended core service for a complete productivity, PM, work-order and department review.
Comprehensive Engineering Audit	\$8,500-\$12,500	3-5 days	Larger hotels, resorts, high-rises, multi-building properties or departments with complex operations.
30-Day Improvement Support	Starting at \$7,500	Hybrid	Post-audit implementation, KPI setup, leadership coaching, work-order and PM follow-through.

RECOMMENDED CORE PACKAGE - \$6,500

The Three-Day Engineering Department Audit is TSFE's recommended entry point for properties that want a meaningful operational assessment rather than a brief walkthrough. It allows time to observe the department, review records, analyze performance and present management with a documented improvement plan.

Three-Day Engineering Department Audit

DAY 1 - Department & Operations	DAY 2 - Productivity & Maintenance	DAY 3 - Findings & Management Review
Management kickoff; department structure; staffing and scheduling; employee responsibilities; daily workflow; work-order process; engineering shop, parts room and selected mechanical-space observations.	Work-order backlog and aging analysis; repeat repairs; PM program and completion; overtime/vendor usage; parts and purchasing controls; equipment concerns; documentation and KPI baseline.	Department efficiency assessment; critical gaps; cost-saving opportunities; recommended KPIs; immediate priorities; 30-, 60- and 90-day action plan; management findings meeting.

What Management Receives

Executive Summary Clear description of current department condition, major strengths, weaknesses and management priorities.	Efficiency Assessment Scored or rated review of applicable engineering-operational categories.
Work-Order Findings Backlog, aging, repeat repairs, completion/documentation concerns and recommended controls.	PM Program Findings Completion performance, missed PMs, coverage gaps, documentation and follow-up recommendations.
Staffing Observations Coverage, scheduling, overtime, skill mix and workload observations; not an HR legal determination.	Supply & Inventory Opportunities Parts-room organization, excess/obsolete inventory, purchasing controls and savings opportunities.
Capital Concerns Operationally observed equipment risks and replacement concerns for future planning.	30/60/90 Action Plan Prioritized roadmap designed to move the department from findings to measurable improvement.

Department Efficiency Scorecard

Where records are available, TSFE establishes a baseline and recommends measurable targets. The exact KPI set is customized to the property and its operating model.

KPI / Management Measure	Current	Recommended Target
Preventive maintenance completion	Baseline	Property-specific
Open work orders over 30 days	Baseline	Property-specific
Repeat work orders	Baseline	Property-specific
Average response / completion time	Baseline	Property-specific
Monthly engineering overtime	Baseline	Property-specific
Monthly supply spend	Baseline	Property-specific
Equipment downtime / recurring failures	Baseline	Property-specific
Guest or resident engineering complaints	Baseline	Property-specific

Audit Workflow

1. Pre-Audit Information Available schedules, work-order/PM reports, supply spend, vendor information and relevant records are requested.	2. Management Kickoff Leadership identifies current concerns, service expectations, known problems and desired outcomes.
3. Onsite Observation TSFE observes engineering operations, reviews selected records and assesses department processes and organization.	4. Analysis Findings are organized by urgency, productivity impact, financial impact and implementation priority.
5. Findings Meeting TSFE reviews major findings with property leadership and discusses practical corrective priorities.	6. Final Report & Action Plan Management receives agreed written deliverables and prioritized 30-, 60- and 90-day recommendations.

Commercial Terms & Service Notes

Payment Terms: For new clients, TSFE may require 50% to schedule the engagement and 50% upon completion/delivery of the final report. Established accounts may qualify for Net 15 or Net 30 terms.

Travel: Airfare, lodging, rental vehicle, parking, tolls and other approved travel expenses are separate when applicable.

Scope: Pricing assumes reasonable access to department leadership, relevant records, engineering spaces and staff during the scheduled review. Material scope changes may require a revised proposal.

Operational Consulting: This service is an engineering-operations and facilities-management assessment. It is not a licensed engineering design, structural inspection, reserve study, milestone inspection, code certification, legal opinion or employee legal/HR investigation.

Capital Observations: Equipment replacement and capital concerns identified during the audit are for operational planning. Formal engineering evaluations or code-required inspections must be performed by the appropriately licensed professional when required.

Confidentiality: Property information, internal operating data and audit findings are treated as confidential and used only for the agreed engagement unless otherwise authorized in writing.

READY TO MEASURE AND IMPROVE ENGINEERING PERFORMANCE?

Contact TSFE Facilities Consultation and Services to schedule an Engineering Department Survey, Three-Day Audit, or customized operational review. A stronger department starts with a clear understanding of current performance and a practical plan for improvement.

ORGANIZED | ACCOUNTABLE | PRODUCTIVE | PROACTIVE | MEASURABLE