



Interview to:
Ljubomir Jovanovic
Facilities Manager at Nelt Group



Ljubomir Jovanovic is the Facilities Manager at Nelt Group, one of the largest distributors companies in Serbia. at The Week of Facility Management in Belgrade he will speak about his professional experience and he shares with us his vision of FM here today.

1. What distinctive features does the Facility Manager's role have at a distributors company?

Nelt started doing distribution business in Serbia in 1992 and since then has been developing its distribution and logistics centers in Serbia, but also in all the countries where we started operations over the years. This means development and growth of employee number, warehousing and office areas, transport units etc. According to this development, Facility Management function grew from a few elementary features to a complex supporting role to the organization. Some of the key features provided consider setting policies and instructions within facility role according to the level of quality expected, cost budgeting of general facility expenses for continuous business processes or new projects along with actual cost tracking, and also reactions to specific situations in every day company life in order to resolve a problem with a service or equipment that could affect any of the processes supported.

2. How do you think the interaction among FM Departments and the other Departments in any company could be enhanced to improve internal customers' satisfaction?

The support service that a FM Department is giving in any company is directly connected to work methods and technology used by the key roles of that company. This is why it is most important that there are operational and strategic connections of the company's core processes with the activities lead by the FM Department. The result of cooperation should be much better performance that directly influences value created by the core business functions. Since internal customers are usually not only key organizational functions, but even single users with all of their demanding custom requirements, FM Departments should find ways to communicate within the processes not only in usual reporting methods, but also in accordance with the needs of specific users, including mass communication methods and usual customer service relations. This will benefit making these users conscious of the effort done and able to influences the processes, and making them more responsible for the activity they are interested in.

3. How has Facility Management evolved in Serbia for the past few years?

There are a reasonable number of FM companies that appeared in the region in the past few years that are offering a wider number of facility functions to perform. Also, existent FM companies have broadened their offer in covering these functions and made a significant improvement in service quality. This means that the quality of FM processes can be raised to a higher level in accordance with the described changes. FM companies and other companies offering services in this area started being more aware of business requests and special treatments they need to provide as a service according to the client's business needs. All of the mentioned occurrences made possible for client companies to start using external services instead of hiring and developing specialized employees. "Outsourcing" is a word used and appreciated much more in the past few years, often recognized as a tool for achieving better results in company core business processes.

4. How do you expect The Week of FM will contribute to the sector in the country?

Main focus in participating in this kind of conference should be on recognition and acceptance of good practice in FM functions, both in the country legislation and as examples from different kinds of industry presented and discussed at the event. Let's not forget sharing knowledge and acquired skills that help the FM concept should be done both on the conference presentations and round tables, and after them with help of contacts made through mutual introduction and networking.