

# Essentials of Move Management Services

Adapted from *The Architect's Handbook of Professional Practice*, 13<sup>th</sup> edition

Revised February 2007

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## SUMMARY

A/E firms can expand their service offerings by providing move management services. While some clients may seek specialists to handle particular assets, the need to move conventional office spaces is also desired. A sample outline of the typical scope of move management services is provided below.

## BROADENING YOUR SERVICE OFFERINGS

Many commercial or institutional clients seek "single source" solutions to large renovation and relocation projects. The increasing complexity of commercial and institutional workplaces has spurred the growth of "move management services" as a bona fide business specialty. Organizations with valuable assets, including research laboratories, manufacturing facilities, and museums, are likely to seek out specialists who can handle these assets properly. But even the move of conventional office space can pose considerable technical challenges. Providing "move management consulting services" can be a lucrative business opportunity for A/E firms, helping to cement relationships with important clients and cultivate new ones. The following checklist provides a sample outline of the typical scope of move management services.

## PLANNING

1. Interview managers of key departments.
2. Identify major issues related to the move.
3. Identify special needs that must be considered, including the following:
  - a) relationship of the move to ongoing operational schedules
  - b) critical operations that must remain operational at all times
  - c) the length of acceptable downtime, if any
  - d) any needed contingency planning
  - e) sequencing of priorities
4. Prepare a moving plan that clearly identifies
  - a) move objectives
  - b) approach
  - c) methods
  - d) team
  - e) schedule
  - f) insurance requirements
5. Prepare a comprehensive move budget, including
  - g) move-related construction costs
  - h) move consultant and service fees
  - i) furniture acquisition costs
  - j) telecommunications relocation costs, including telecomm system installation, if required
  - k) information technology costs, including purchase of new computer equipment and network installation costs
  - l) expenses related to change of address (new business stationery, mailed announcements, etc.)



- m) downtime or loss-of-productivity costs
- n) employee and customer communication program costs
- o) interim storage costs, if any
- p) any other expenses related to the move

**PRE-MOVE PREPARATION AND COORDINATION**

- 6. Oversee tagging, packing, and related pre-move preparation.
- 7. Produce and distribute employee and/or customer orientation and communications materials.
- 8. If necessary, conduct simulation exercises to rehearse contingency plans.

**TRANSPORT AND ON-SITE SUPERVISION**

- 9. Coordinate the move of existing assets.
- 10. Oversee the delivery and installation of new furniture and equipment.

**POST-MOVE FOLLOW-UP**

- 11. Assist the client in filing any necessary claims for damage.
- 12. Review and certify contractor invoices.
- 13. Dispose of unneeded assets and packing materials.
- 14. Prepare a post-move punch list of items to be completed.
- 15. Close out the project upon confirmation of completion.

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**RESOURCES**

**Feedback**

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**More Best Practices**

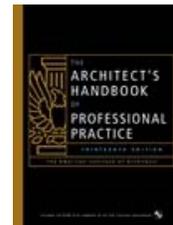
The following AIA Best Practices provide additional information related to this topic

- 11.08.01 Building Commissioning and Maintenance
- 11.05.01 Green Building Postoccupancy Evaluations
- 11.08.10 Measuring Floor Area for Commercial Leases

**For More Information on This Topic**

This article is adapted from "Move Management," by Patricia Henriques, *The Architect's Handbook of Professional Practice*, 13th edition, Chapter 19, page 684.

See also the 14th edition of the *Handbook*, which can be ordered from the AIA Bookstore by calling 800-242-3837 (option 4) or by email at [bookstore@aia.org](mailto:bookstore@aia.org).



**Key Terms**

- Practice
- Business planning