



Cleaning Services

Start Point
<ul style="list-style-type: none">• £6.7m spend• Multiple suppliers• Functional demarcation• Minimal contractor control• Inconsistent quality• Low technical operation• Low customer satisfaction
Objective
<ul style="list-style-type: none">• Reduce costs• Consolidate invoices• Flexible service provision• Supplier accountability• Measurable service• Improve customer satisfaction
Methodology
<ul style="list-style-type: none">• Bundle services• Multi skill staff• Rationalise suppliers• Electronic invoicing• On-line workflow management system• Formalise SLA's• Feedback to key customers
Outcome Benefits
<ul style="list-style-type: none">• 17.8% savings• Service improvement• 1 invoice per region• Visible performance measures• Heightened Customer Satisfaction