

# CASE STUDY: MULTIPLE SERVICES

## A VARIETY OF NATIONAL SHOPPING CENTRES

### THE CHALLENGE

Our client, a leading Facilities Management provider, was tendering on a national contract for multiple shopping centres delivering a range of soft services. Due to our relationship with the client, Cosmos Performance were asked to support providing an efficient, cost-effective proposal to deliver the services while exceeding the current service levels.

As part of the site visits it was identified, there was residual time that could focus on other tasks and elements of the contract. This resulted in tasks being completed throughout the day, meaning core activities were present during opening hours. To provide the best outcome, the core tasks needed to align outside the demands of the centre and operational hours.

### THE SOLUTION

Through a series of observations and data analysis, it was agreed the proposition would consist of tasks being spilt into points of the day that allow them to be delivered efficiently.

Using Route Cause Analysis tools, it was identified that a few key factors were impacting both service and productivity. Firstly 10% of the working hours were not productive due to activities being duplicated. Secondly, some ways of working resulted in standards being compromised, along with identification that the use of robotic cleaning systems were not being fully utilised to achieve the best productivity and standards of cleaning. As part of the bespoke implemented solution these inefficiencies were removed ensuring the desired productivity was achieved.

#### The benefits included the following components:

- **Staff and customer safety improved** by ensuring the core cleaning activities were carried out with little or no staff around due to moving the start and finish times
- **Improved use of robotic cleaning** ensuring full floor coverage and standards while operating with the time constraints
- **Enhanced quality and improved efficiency** by introducing market leading equipment and developing clear roles and responsibilities for everyone
- **Balanced working hours and supervision** to match both the centre activities and customer footfall
- **Greater visibility of operatives** to reassure guest confidence within the services delivered

## THE OUTCOMES

The financial benefits were split between giving a cost saving to the property landlord and enhanced pay to the frontline teams, while also giving positive improvements for the operational teams.



### **Cost reduction of 12%**

allowing for investment into other new equipment and employee pay and training



**8% reduction of working hours** while delivering a consistent, reliable and improved service across all service lines



**Increased supervision** by aligning the total working hours to the needs of the service delivery and centre operating hours



### **Improved customer safety**

by increasing housekeeping frequencies in high footfall areas to enable a consistent standard throughout the day



**New ways of working introduced** to deliver a standardised approach across all centres and operating hours



### **Market leading innovative equipment introduced**

delivering efficiencies and sustainability while improving operative wellbeing and engagement processes.

**Due to the success of the project across these centres the property landlord is now implementing a similar process across their other shopping centres.**



The work carried out by Cosmos Performance really allowed us to understand how each of the centres are used. This combined with the new structure that Cosmos implemented, guaranteed we are meeting the customer needs and ensuring the centre reflect their brand.”

– Account Director

To find out how Cosmos Performance can help your organisation, reach out to us at [info@cosmosperformanceltd.com](mailto:info@cosmosperformanceltd.com) or visit [www.cosmosperformanceltd.com](http://www.cosmosperformanceltd.com).