

CASE STUDY: CLEANING

PRESTIGIOUS MULTI USE OFFICE IN LONDON

THE CHALLENGE

Our client a leading FM provider was awarded a new contract to clean an 11 story multi use office building in London. The prestigious building was active and occupied 24 hours per day.

As part of the contract win and mobilisation our client was looking to create a sustainable model to meet the needs of the business while also improving service standards and productivity.

Being a prestigious building with large numbers of high-profile visitors, first impressions were very important. This meant the delivered service needed to reflect the building usage. The client decided to use Cosmos Performance as their delivery partner to provide Lean & Process Improvement expertise.

THE SOLUTION

One of the key requirements was to understand the building demand and how it is used, therefore we conducted a Dynamic Needs Analysis, this gave a clear understanding of which sections of the building were in demand at specific points throughout the 24h period. With this information we were able to tailor the service delivery to align with the building utilisation, allowing for the activities to mirror that demand.

It was identified that 31% of the working hours were filled with Non-Value Adding activities. This downtime occurred when personnel were moving inefficiently around the large building, dealing with limited access to important locations and spending time on extra duties when dealing with core cleaning tasks. By removing this waste, the time could also be utilised to focus on improving and maintaining standards.

The benefits accomplished included the following:

- **Providing additional cleaning time** to high foot fall areas enabling greater attention to detail.
- **Introduction of complete mobile cleaning stations** reducing the need for multiple replenishing throughout the shift.
- **Implementation of dedicated housekeeping tours** allowing for improved frequency of daytime cleaning.
- **Adjustment to core working hours** to allow for cleaning activities to be carried out when the building was at its quietest.
- **Implementation of sidewinder vacuums** improving productivity, standards and safety through better posture during use.
- **Improved supervision** across all shifts ensuring consistent management and offering support to employees

THE OUTCOMES

Ensuring a sustainable effective outcome allowed for a range of benefits that not only created a positive impact for the client but also to the staff and the end users. Showcasing the prestigious building through the cleaning service.



Cost reduction of 18%, allowing for investment into other new equipment and employee training .



29% reduction in working hours , while delivering a reliable and improved cleaning service .



Improved standard and increased frequencies within high usage areas showcasing the prestigious environment.



Enhanced pay rates for working unsociable hours, the cost of which was covered through the savings gained.



Introduction of market-leading and innovative equipment giving a more efficient approach and improved safety.



Clearly defined roles and responsibilities for all team members allowing for a structured approach and consistent management .

Cosmos Performance has also supported this client on several other projects, including assisting the sales team to build Lean & Process Improvement methodology into future contract tenders.

“ The review carried out by Cosmos Performance really allowed us to understand how the building is used. This teamed with the structure Cosmos implemented guaranteed we were meeting the customers needs ensuring the prestige building looked its best.”

– Operations Director

To find out how Cosmos Performance can help your organisation, reach out to us at info@cosmosperformanceltd.com or visit www.cosmosperformanceltd.com.