

CASE STUDY: CLEANING SUPERMARKET WITH A VARIETY OF STORE TYPES

THE CHALLENGE

As part of a retender process for a large supermarket chain, Cosmos Performance were invited to support our client create a cost-effective proposal with an aim to reduce labour costs by 8% while meeting expected service levels. Through early discussions it was identified that there were several areas where value could be added to the supermarket by offering to take on additional services, including trolley and shelf cleaning.

Due to the nature of the supermarket and operational tasks, there was little residual time to focus on cleaning activities. Therefore, it was common to perform cleaning activities prior to busy periods, resulting in a significant duration until the subsequent clean. To provide the best outcome the cleaning needed to align to the demands of the stores.

THE SOLUTION

Through a series of planning workshops it was agreed the proposition would be made up of multiple smaller modules which were aligned to departments and locations within the stores, this would mean for each store the relevant modules required to match the store layout were utilised to create a proposition tailored to the varying store requirements.

Using value stream mapping it was identified that 2 key factors were impacting both service and productivity. Firstly 16% of the working hours were not productive due to cleaning activities overlapping with store tasks and secondly that some tasks were not being completed at the optimal time of day, resulting in standards not being fully achieved. Each module created, addressed these factors allowing for the saved time to be reused to carry out the additional services.

The benefits included the following components:

- **Staff and customer safety improved** by ensuring rubbish and other packaging is removed quickly after deliveries and restocking.
- **Introduction of waste trucks** allowed for large volume of cardboard waste to be removed without the need for multiple journeys.
- **Improved Housekeeping carts** tailored to the store requirements meant cleaning task could be carried out quickly, minimising disruption to store customers.
- **Balanced working hours and supervision** to match the both the store activities and customer foot fall.
- **Implementation of transposable modules** allowed for the tailored proposition to meet individual store requirements, while keeping a consistent way of working.

THE OUTCOMES

The tangible benefits are able to be passed on to the supermarket chain while also providing positive improvements for the operational teams. These outcomes include the following benchmarks:



Contract value grown by 15% through the ability to absorb additional services within the existing hours.



10% working hours reduction, which was used to carry out additional services as an extension to the contract.



Increased supervision aligning to the total working hours giving greater coverage.



Improved cleaning frequency of high usage and touch points, enabling consistent standards being achieved.



Standardised ways of working and structure has allowed for consistency across all stores.



Enhanced staff engagement through the use of equipment that allows for tasks to be completed more effectively.

Our client is now using individually tailored proposition created as the foundation when tendering for other similar retail environments.

“Our client has said they can notice an improvement in cleaning standards since starting using the new cleaning model. Also getting lots of positive feedback about the new equipment from the ops team. Thanks for your help, there is no doubt we wouldn't have achieved the same results without your help.”

– Business Development Director

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