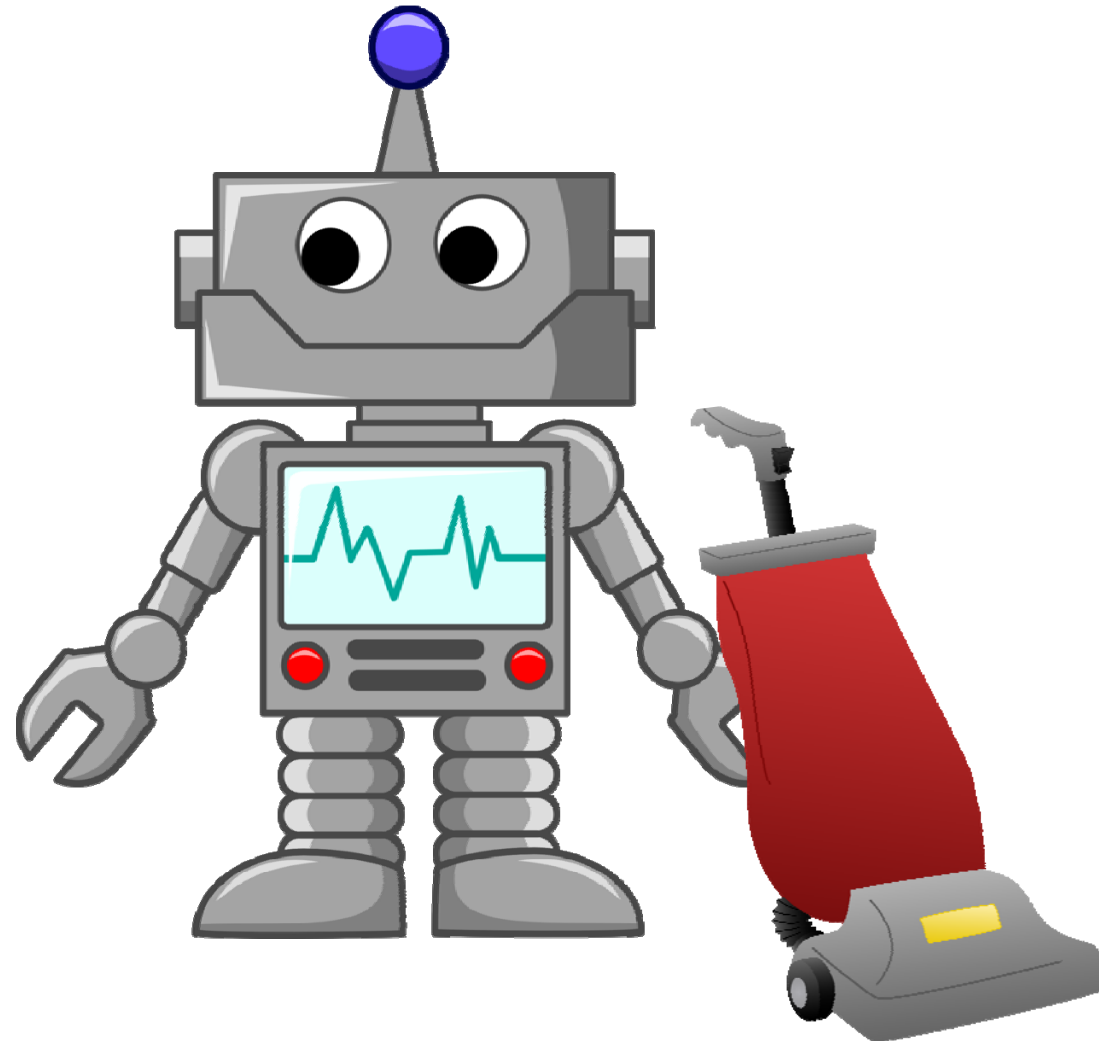


# South Korean woman attacked by robot vacuum cleaner



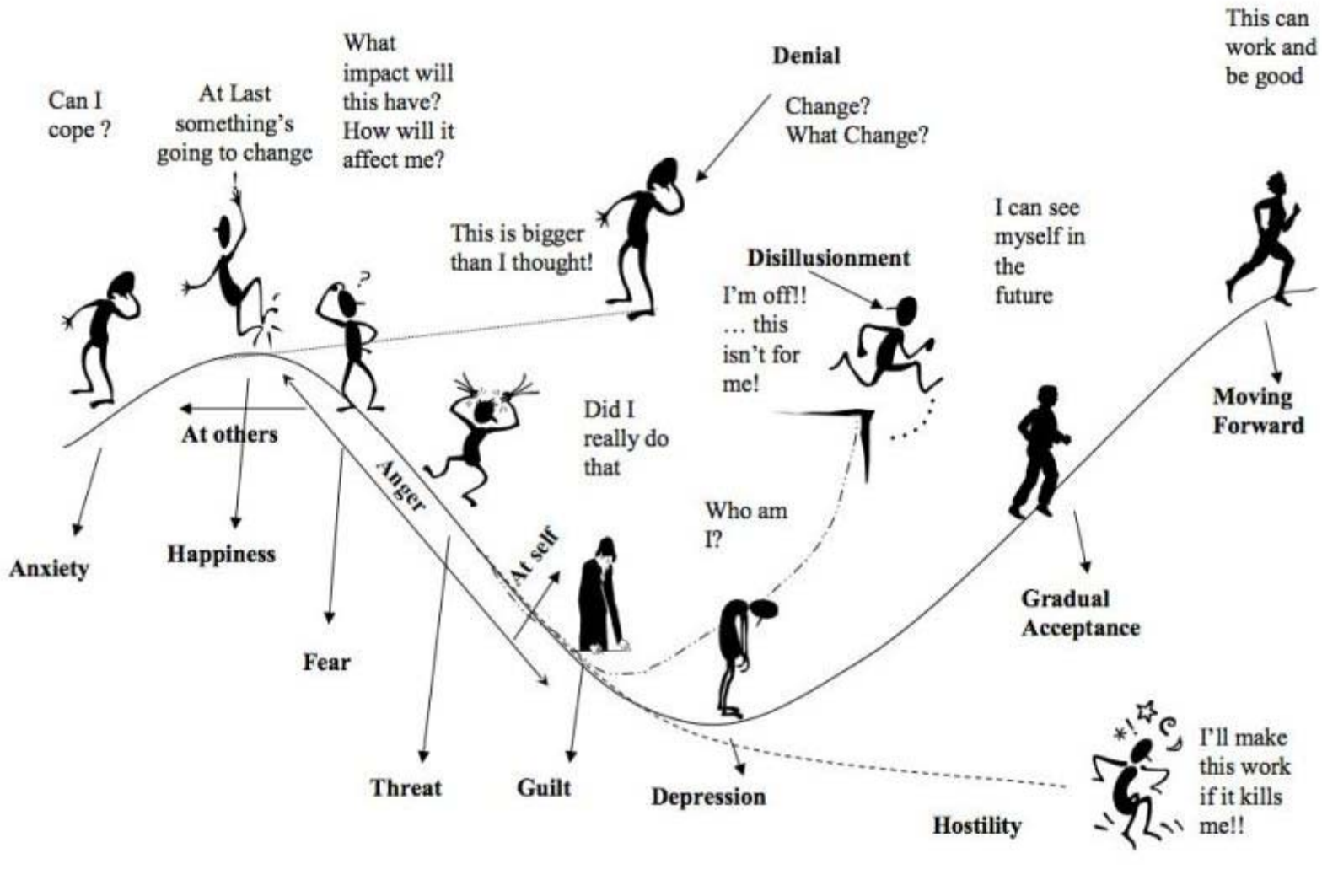
# Driving Efficiency in Cleaning



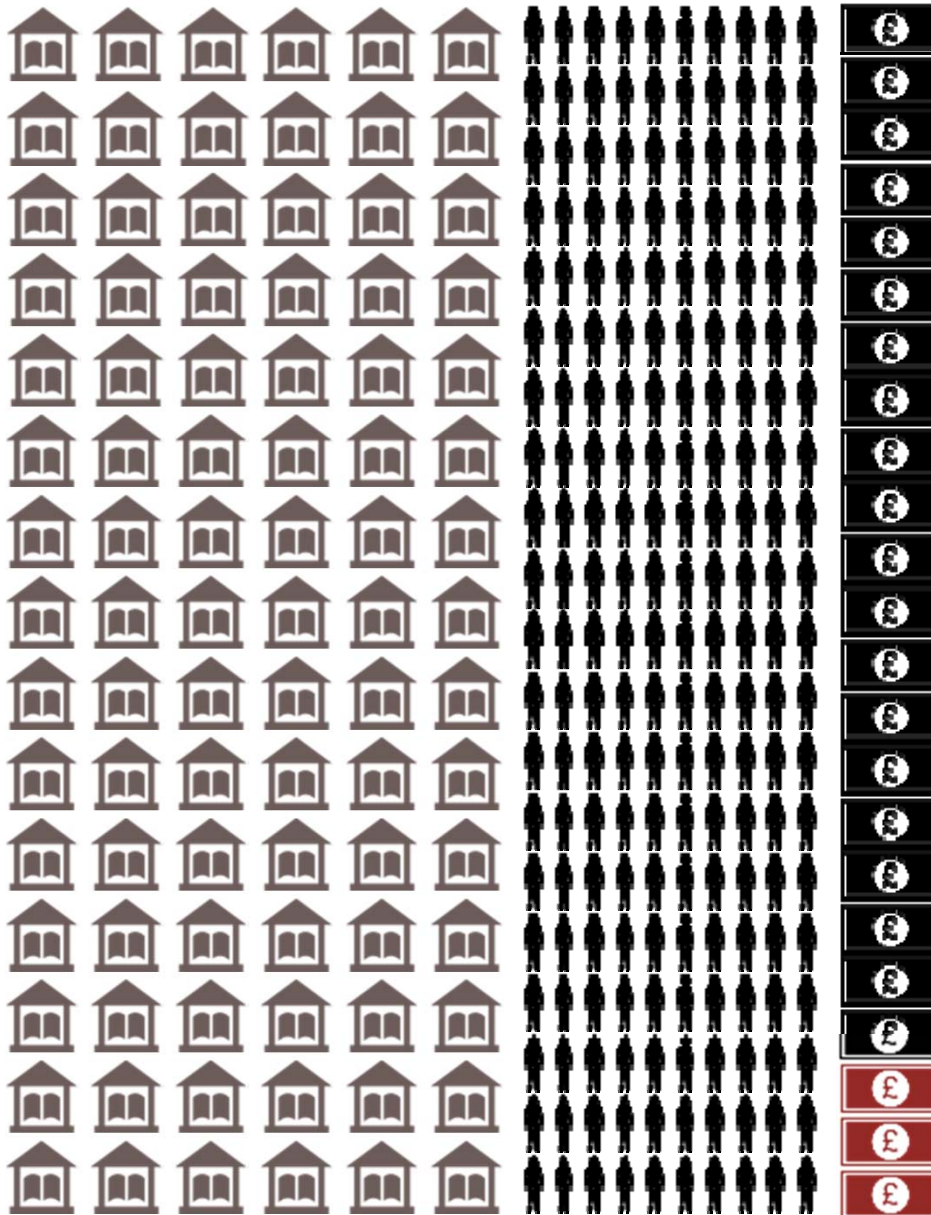
*A company and its culture must be  
constantly adaptable to new directions.*



# The Process of Transition



# Background



90 schools

200 employees

Turnover: over £2,000,000

Deficit: over £300,000

Independent Review – February 2014



# 1 to 3 Year Improvements Plan



Increase in charging - £100,000 – 3% cap

Holiday Cleaning Days – 25 to 10 generating a saving of £70,000 p/a

Output not input

Review of all processes

Investment in New Equipment – Year 1

Action Planning

Monthly Performance Monitoring – Direct Labour Costs Budget against Actual

Targeting High Deficit Contracts – Option to Give Notice

Review of Cleaning Materials



# Business Impact



Lost Business

In-House / Alternative Provider

Perception of Value – Increasing Charges but Reducing Service

Financial Impact

Service Viability – Under Threat

Current Turnover

Business Feasibility

Output not Input



# APSE – Informing the Search for Efficiencies

Output not Input

Input Productivity Rate per Hour is  
199m<sup>2</sup> for Secondary Schools  
166m<sup>2</sup> for Primary Schools

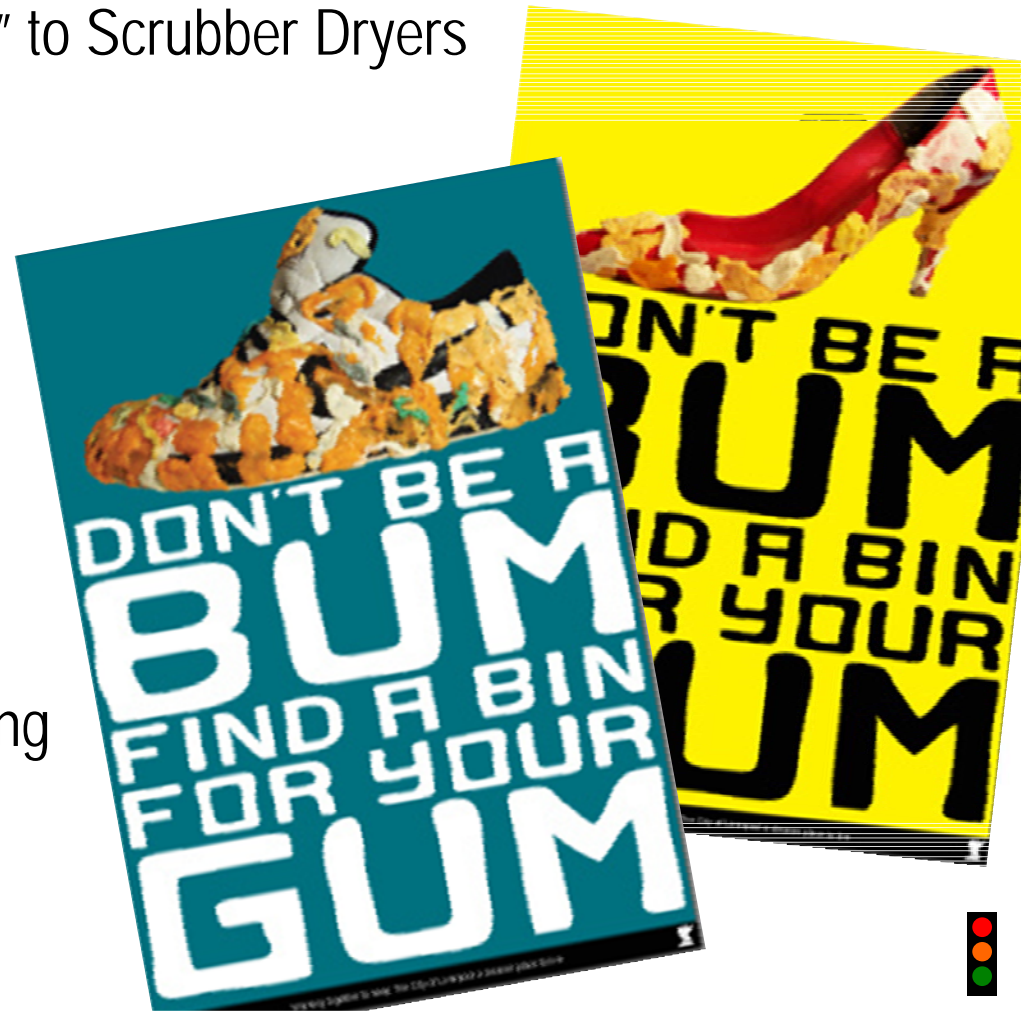
Output Productivity Rate per Hour is  
298m<sup>2</sup> for Secondary Schools  
249m<sup>2</sup> for Primary Schools



# Approach



- Mechanical Investment
- Moving from the “Mop & Bucket” to Scrubber Dryers
- Team Cleaning
- “Time & Motion” Study
- Allocation of Areas
- Empowerment at the Frontline
- Cleaning Frequencies
- Saying “No” to chewing gum
- Continuous Improvement
- Phased & Managed
- Better use of “Inset Day” Cleaning
- Specialist Additional Cleaning





# Delivering to an Output Model in High Schools



School Name	Meterage	Current hours	Current productivity	Input Hours	Output Hours	Efficiency Gap	Potential Saving
1	7535.1	37.2	202.56	37.86	25.29	11.91	
2	7706.1	33.75	228.35	38.73	25.86	7.89	
3	11550	55.2	209.24	58.04	38.76	16.44	
4	8209.6	36.5	224.92	41.25	27.55	8.95	
5	7797.89	41.5	187.9	39.19	26.17	15.33	
Total	42798.69	204.15	210.594	215.07	143.63	60.52	> £100,000.00

- Cleaning 43,000 Metres
- Using 204 hours
- Productivity rate per hour is 210 metres
- Service marginally better than 'Input' Indicator
- 30% efficiency to achieve 'Output' Indicator
- Saving Opportunity - over £100K



# Challenge Other Costs



- Management Overhead
- CECs
- Contribution %



# Client Focused



- Cleaning School
- Ofsted ready?
- Prompt Response on Support
- Value for Money
- Evidence of Monitoring
- Happy & Motivated Workforce
- Added Value
- Healthy Kids



# Delivering Output Across the Service



- Efficiency Potential
- Discuss Approach for Small, Medium & Large Primary Schools





*That's all Folks!*