

Case Example: Housekeeping

Most organizations do not have adequate tools to plan and control housekeeping costs according to the incremental demand patterns of building occupants. By intelligently managing housekeeping services, many of our clients have realized ongoing cost savings of 15-25%+.

Reducing Housekeeping Costs

Disguised Client Example

<u>Situation</u>	<u>Approach</u>	<u>Results</u>
<ul style="list-style-type: none">■ Client self-performed many housekeeping services.■ Client was not aware of full extent of housekeeping costs, or position relative to benchmarks.■ Client had no mechanism to measure or monitor service level performance.■ Client provided the same levels of service at all locations and time periods, and across all organizational units.■ Client had no tools to modulate costs according to demand fluctuations.	<ul style="list-style-type: none">■ Determined how much the organization is spending on housekeeping, by source, and the components of spending across different types of housekeeping.■ Determined actual housekeeping needs and drivers, by cost center, relative to competitive benchmarks, affordability, etc.■ Established effective planning, measurement, monitoring and demand management tools.■ Identified a full range of feasible alternatives, and competitively selected the most effective internal and / or external resources.	<ul style="list-style-type: none">■ Reduced standard annual costs for routine cleaning by \$1MM (18%).■ Decreased volume of “special” cleaning by 32%.■ Reduced frequency of vacuuming glass and brass polishing until complaint levels reach user threshold.■ Established competitive rate card tools to integrate the planning, sourcing and control process.■ Revised accountabilities so that service levels and respective costs are adjustable on a group by group basis.