‘Quality – the application of IT in monitoring and recording building cleaning’

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Contents

- Building Cleaning Standards & Soft FM compliance
- Implications of growth in compliance
- Specific Challenges of Traditional Monitoring Processes
- Application of IT Solutions (mobile technology)
- Case study - automating compliance
- Business case - deployment of mobile technology
- How are organisations like ours qualified to help?

Building Cleaning Standards & Soft FM compliance

- More and more organisations are proactively reviewing how they manage all areas of compliance & quality, both regulatory and operational.
- With the scope of FM on the increase, so too is regulation and alignment to quality monitoring frameworks, i.e. standards of cleanliness.
- Core regulations impacting FM:
  - Health & safety, risk management, fire safety
  - Building regulations
  - Waste management
  - Environment management
  - Energy management

Implications of growth in compliance

- With an increase in compliance comes:
  - Greater responsibility to meet regulations
  - Increased workload by means of audits/assessments
- Met with a myriad of challenges
  - Limited increase in budgets
  - Traditional paper based monitoring
  - Keeping /accessing records
  - Resource issues
  - Implementation of new business processes/procedures

Specific Challenges of Traditional Monitoring Processes

- Traditionally paper-based manual processes
- Customised to business needs
- Multiple sites
- Time consuming
- Requires duplication of effort for any management statistics
- All assessments require management to review how a current process operates with a view to implementing positive action
- It becomes an issue when too much time is spent on the ‘doing’ rather than the ‘reviewing

Application of IT Solutions (mobile technology)

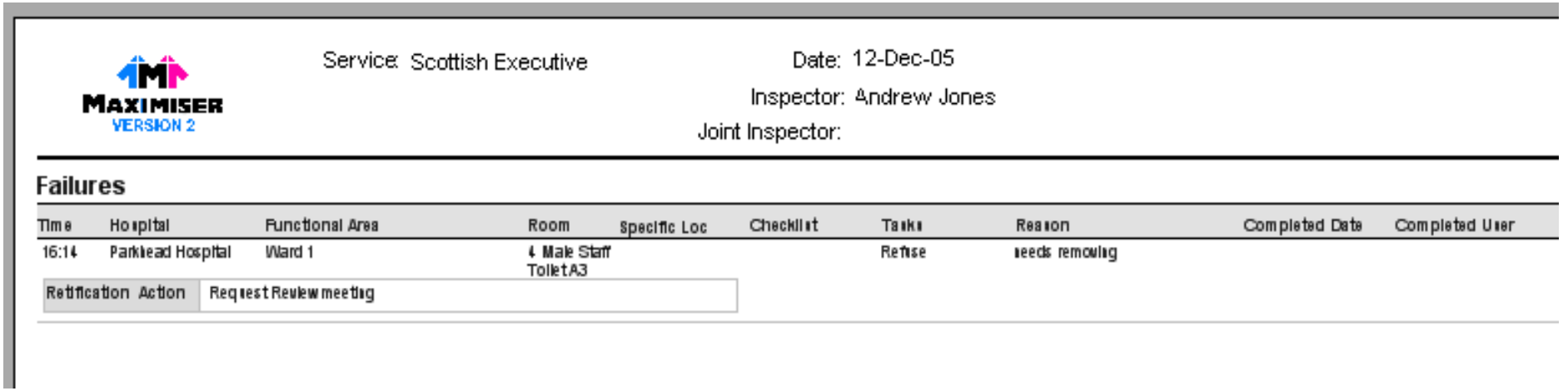
- Allows scheduled inspection process
- Accurate and consistent
- Reports are automatically produced
- Allows detailed analysis
- Reports automatically highlight consistent failures
- Client sign off feature
- Demonstrates service delivery
- Enables improvement programmes to be planned and implemented

System setup

- Site Tree
- Failures specific to area
- Rectification Periods
- Rectification Responsibilities
- Rectification Actions

Failure reporting

Maximiser



MAXIMISER VERSION 2

Service: Scottish Executive

Date: 12-Dec-05

Inspector: Andrew Jones

Joint Inspector:

Failures

Time	Hospital	Functional Area	Room	Specific Loc	Checklist	Tasks	Reason	Completed Date	Completed User
16:14	Parkhead Hospital	Ward 1	4 Male Staff Toilet A3			Refuse	needs removing		
Rectification Action	Request Review meeting								

- Displays rectification period, responsibility & action

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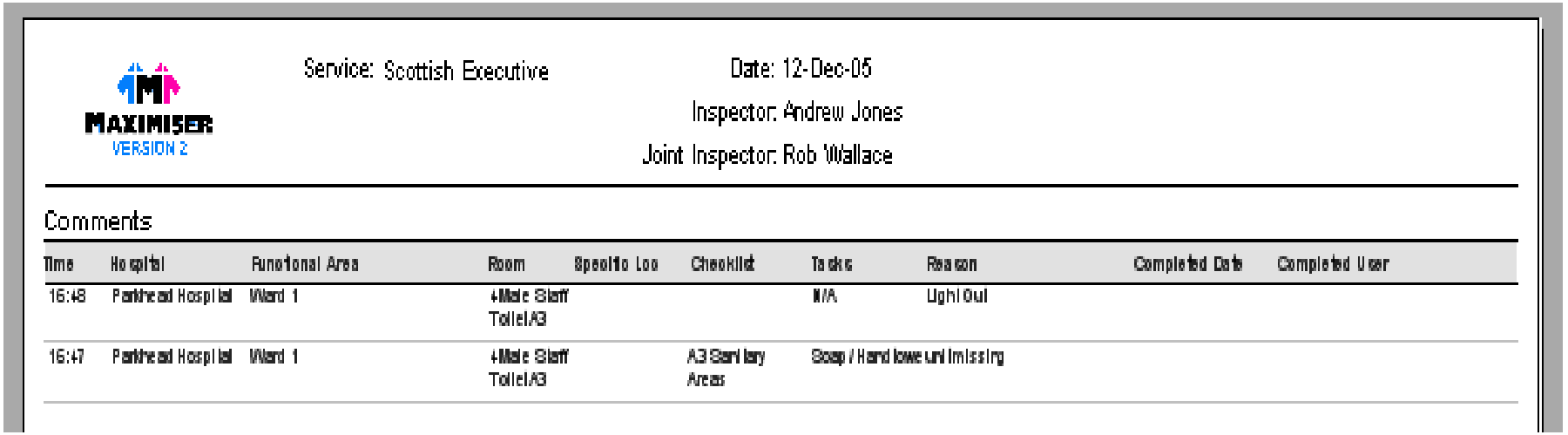
Comments

Maximiser



MAXIMISER VERSION 2

Service: Scottish Executive

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Joint Inspector: Rob Wallace

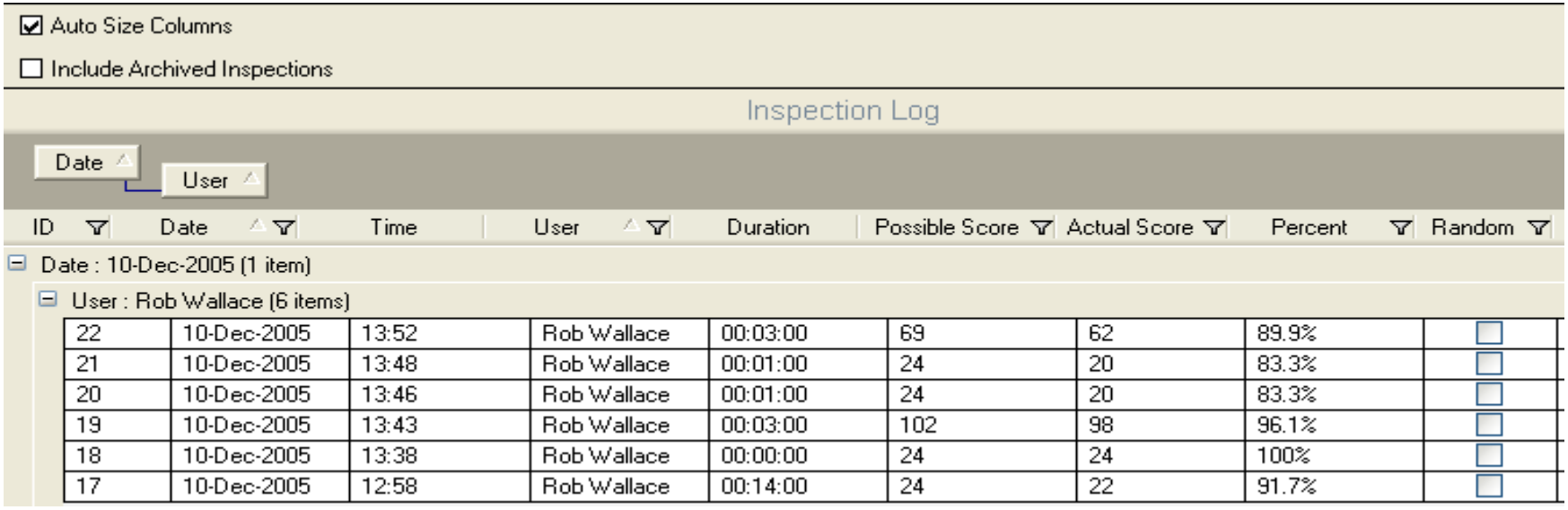
Comments

Time	Hospital	Functional Area	Room	Specific Loo	Checklist	Tasks	Reason	Completed Date	Completed User
16:48	Parkhead Hospital	Ward 1	+Male Staff Toilet/A3			N/A	Light Out		
16:47	Parkhead Hospital	Ward 1	+Male Staff Toilet/A3		A3 Sanitary Areas	Soap / Hand towel unit missing			

- Comments can be allocated against individual items or the area you are within
- Displays Rectification Period, Responsibility & Action

Inspection log

Maximiser



☑ Auto Size Columns

☐ Include Archived Inspections

Inspection Log

Date | User

ID	Date	Time	User	Duration	Possible Score	Actual Score	Percent	Random
Date : 10-Dec-2005 (1 item)								
User : Rob Wallace (6 items)								
22	10-Dec-2005	13:52	Rob Wallace	00:03:00	69	62	89.9%	☐
21	10-Dec-2005	13:48	Rob Wallace	00:01:00	24	20	83.3%	☐
20	10-Dec-2005	13:46	Rob Wallace	00:01:00	24	20	83.3%	☐
19	10-Dec-2005	13:43	Rob Wallace	00:03:00	102	98	96.1%	☐
18	10-Dec-2005	13:38	Rob Wallace	00:00:00	24	24	100%	☐
17	10-Dec-2005	12:58	Rob Wallace	00:14:00	24	22	91.7%	☐

- Easily locate previous inspections using the group facility
- Review previous inspections from one central location

Outstanding jobs log

Maximiser

Outstanding Jobs

Hospital | Type

InspectionID	ID	Type	Date	Time	Item	Description	SpecificL
Hospital : Leverndale (1 item)							
Type : Failure (1 item)							
17	75	Failure	10-Dec-2005	12:57	High Level	Dust	In the
Hospital : Parkhead Hospital (2 items)							
Type : Comment (6 items)							
22	87	Comment	10-Dec-2005	13:51	N/A	Light Out	
22	84	Comment	10-Dec-2005	13:50	N/A	Tap Leaking	
22	90	Comment	10-Dec-2005	13:49	Refuse	wrong bags used	
22	88	Comment	10-Dec-2005	13:49	N/A	Light Out	
19	78	Comment	10-Dec-2005	13:41	Glasswork	Window Cracked	
19	77	Comment	10-Dec-2005	13:41	Low level	Carpet Torn	in the
Type : Failure (9 items)							
22	91	Failure	10-Dec-2005	13:51	Glasswork	Marks	Far wi
22	89	Failure	10-Dec-2005	13:50	Soap / Hand towe	Badly cleaned	
22	81	Failure	10-Dec-2005	13:49	High Level	dust	
22	85	Failure	10-Dec-2005	13:48	Wash hand basin	Not Cleaned	
20	83	Failure	10-Dec-2005	13:46	Window Blinds	Not Cleaned	
20	82	Failure	10-Dec-2005	13:45	High Level	Badly Cleaned	
19	80	Failure	10-Dec-2005	13:42	High Level	Cobwebs	on ligh
19	79	Failure	10-Dec-2005	13:40	High Level	Not Cleaned	
19	76	Failure	10-Dec-2005	13:40	Refuse	bins Full	

Key:

No Rectify Date
Not due yet
Due within 7 days
Overdue

- Easily track the current status of any recorded jobs
- Jobs can be completed via the handheld or on the pc
- Email, export to file, print or fax jobs to the relevant parties

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Overall room results reporting

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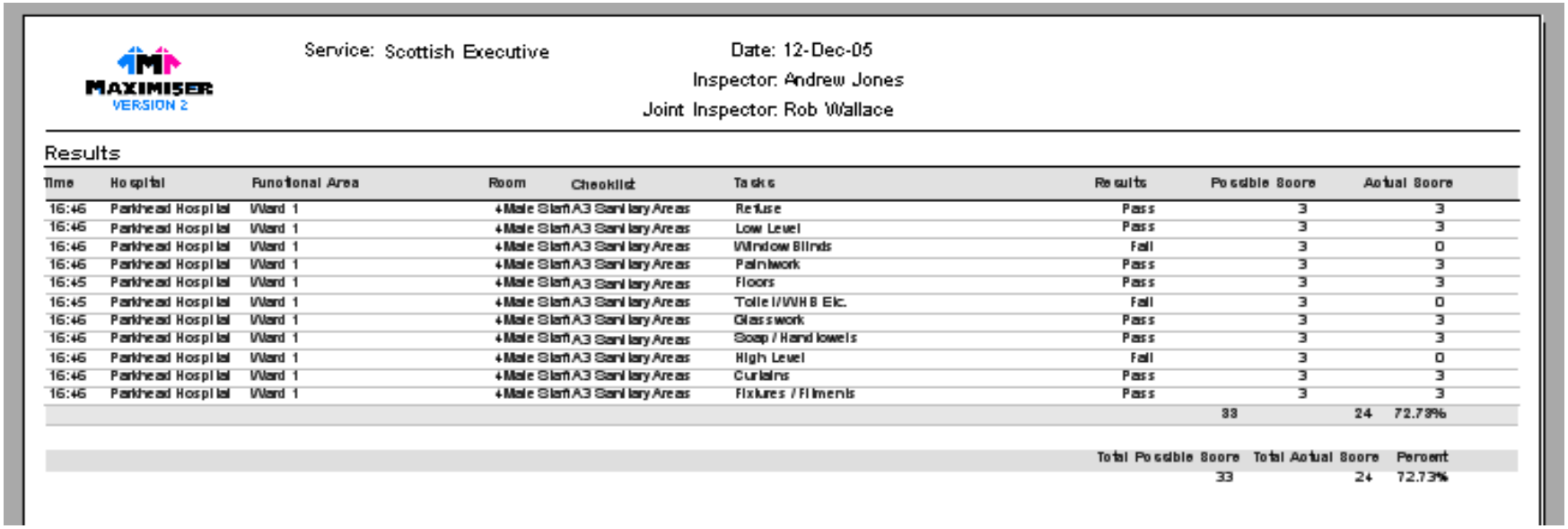

MAXIMISER VERSION 2

Service: Scottish Executive

Date: 12-Dec-05
Inspector: Andrew Jones
Joint Inspector: Rob Wallace

Results

Time	Hospital	Functional Area	Room	Checklist	Tasks	Results	Possible Score	Actual Score	
16:46	Parkhead Hospital	Ward 1	Male Bath	A3 Sanitary Areas	Refuse	Pass	3	3	
16:46	Parkhead Hospital	Ward 1	Male Bath	A3 Sanitary Areas	Low Level	Pass	3	3	
16:46	Parkhead Hospital	Ward 1	Male Bath	A3 Sanitary Areas	Window Blinds	Fail	3	0	
16:46	Parkhead Hospital	Ward 1	Male Bath	A3 Sanitary Areas	Paintwork	Pass	3	3	
16:45	Parkhead Hospital	Ward 1	Male Bath	A3 Sanitary Areas	Floors	Pass	3	3	
16:45	Parkhead Hospital	Ward 1	Male Bath	A3 Sanitary Areas	Toilet/WHB Etc.	Fail	3	0	
16:46	Parkhead Hospital	Ward 1	Male Bath	A3 Sanitary Areas	Glasswork	Pass	3	3	
16:46	Parkhead Hospital	Ward 1	Male Bath	A3 Sanitary Areas	Soap / Hand towels	Pass	3	3	
16:46	Parkhead Hospital	Ward 1	Male Bath	A3 Sanitary Areas	High Level	Fail	3	0	
16:46	Parkhead Hospital	Ward 1	Male Bath	A3 Sanitary Areas	Curtains	Pass	3	3	
16:46	Parkhead Hospital	Ward 1	Male Bath	A3 Sanitary Areas	Fixtures / Fitments	Pass	3	3	
							33	24	72.73%

Total Possible Score	Total Actual Score	Percent
33	24	72.73%

- Room by room breakdown with an overall score for the area

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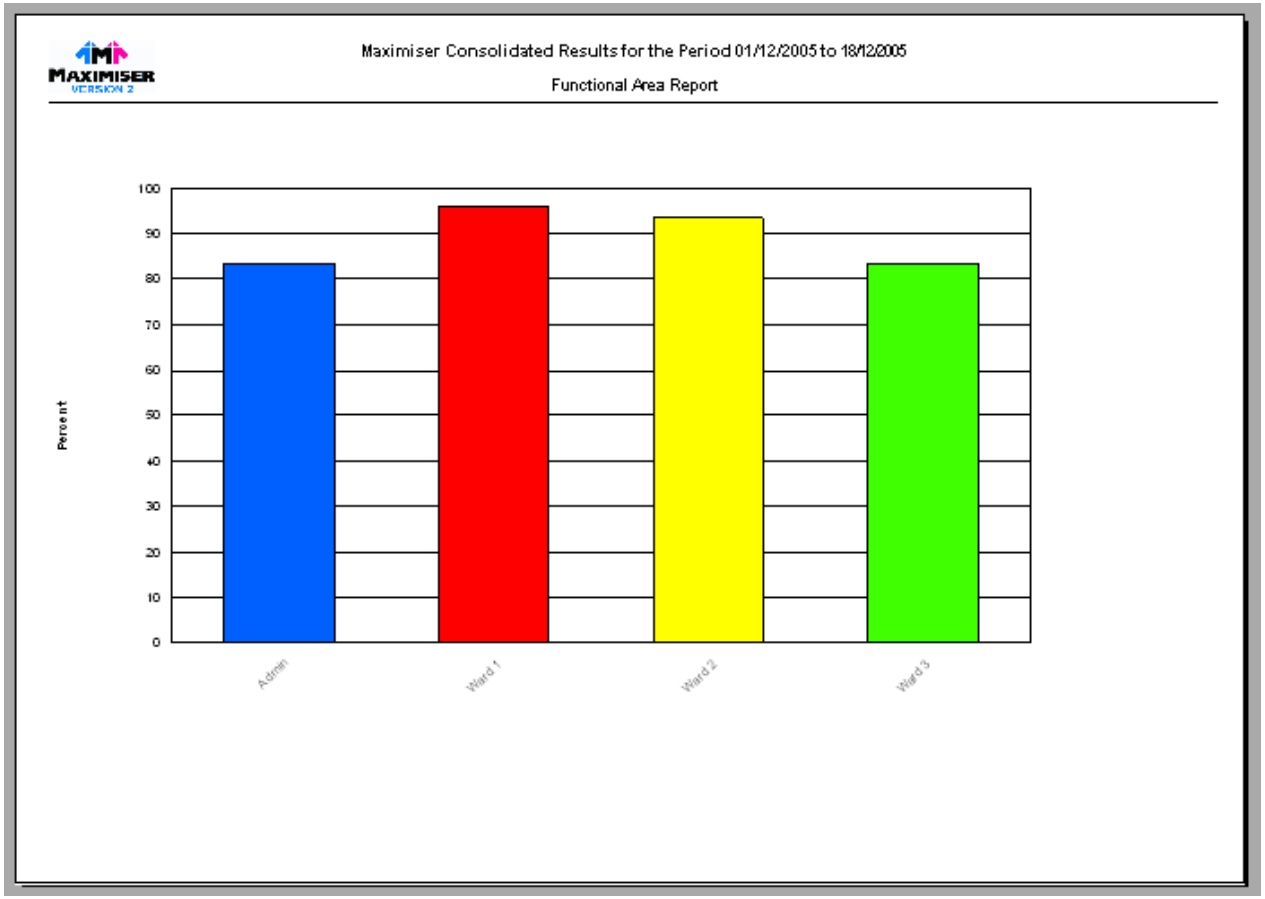
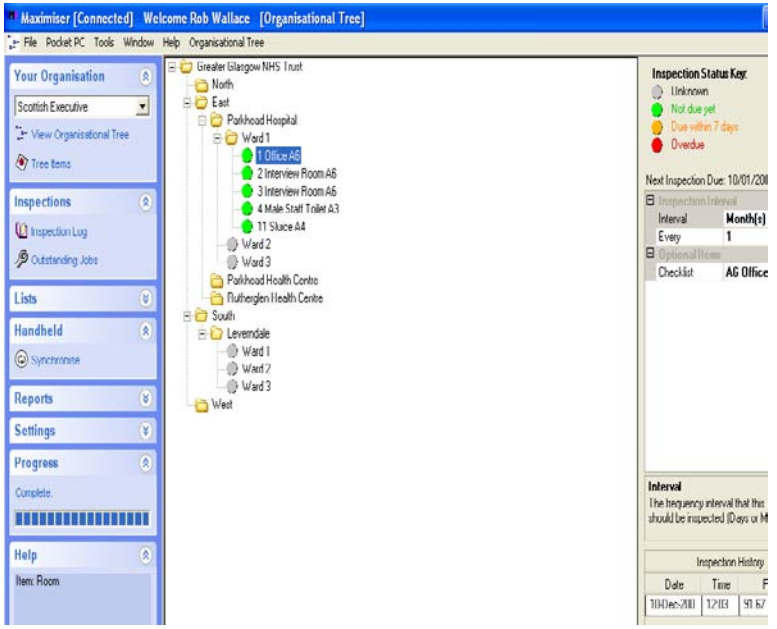
Consolidated results: functional area



Effective reporting

- In depth analysis is easy and reporting preparation quick - ideal for:
  - Highlighting consistent failures with reasoning
  - Identifying when an inspection is due / overdue
  - Making recommendations & rectification
  - Report by location, task, by assessor, a period in time, failures and comments and extract and email as required
  - Display reports via Internet / Intranet

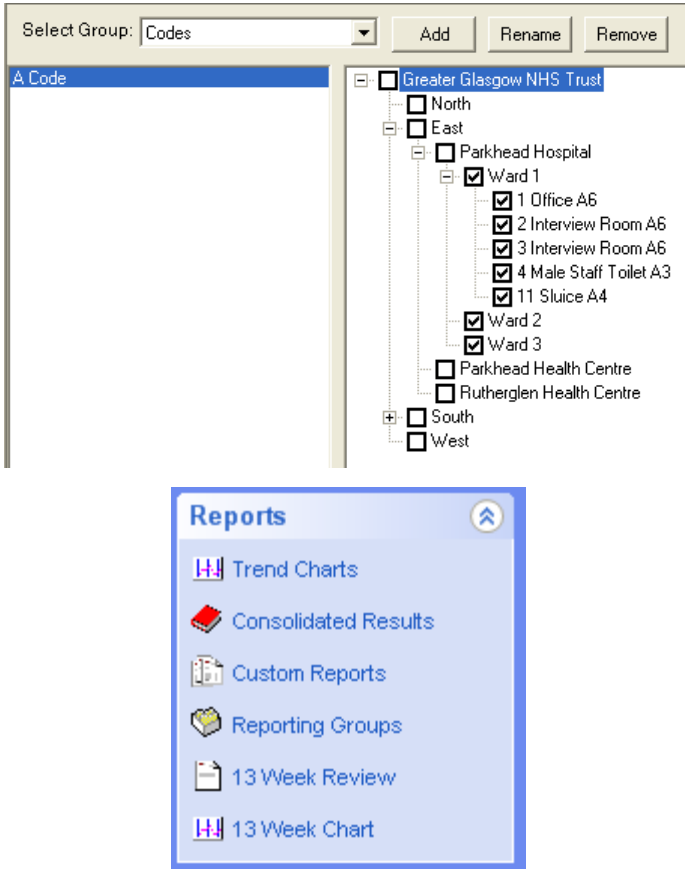


Reporting & trends

Maximiser™ produces a number of additional trend charts

Group reports exactly how you require i.e. Cleaning Teams Monitor each area over specific period using the trend charts.

Maximiser™ also contains Crystal Reports to allow for the design of your own unique reports



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Automating Compliance in….

- Local Authorities
- NHS
- Leisure industry
- Manufacturing
- Airports
- Construction
- Education
- FM contracting

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ISS Mediclean – Healthcare Contractor

- Key issue – provide a proven quality monitoring solution to agreed SLA's and National Standards
- Challenges:
  - Drive up National Cleaning Standards for clients located in hospitals throughout the UK.
  - Deliver a proven service model through teamwork and a flexible mobile solution.
  - Provision of key statistics and management reporting

ISS Mediclean – Benefits of using Technology

- Exceeding client expectations through increased efficiency
- More accurate evaluation of service against agreed SLA's
- Versatile reporting to National Standards
- Effective service benchmarking aligning standards of efficiency across all contracts
- Advanced and versatile solutions for quality control

"Exceeding clients' expectations by delivering the highest standards of cleaning is of vital importance as a contractor in a very competitive market. For years we relied on pen and paper. With Maximiser we can evaluate the standard of service more accurately, quickly and comprehensively. We've also been able to report on our service-standard results and trends in a much more professional and versatile manner"

*Damien Sleep – North West Operations Director (ISS)

The Business Case - mobile deployment

- **The solution**
  - Mobile compliance solution
- **How will it deliver a mobile compliance solution?**
  - Uses your current paper-based assessment/audit methods
- **When?**
  - Once audit/s on the system, it can be used immediately by multiple personnel

Financial business case

	Paper Based	Mobile Based
• Time to complete Audit	10 hours	2.5 hours
• Transferring Data	4 hours	None
• Total Time	14 hours	2.5 hours
• Cost of Time (£12/hr)	£168.00	£30.00
• Monthly (20 inspections)	£3,360.00	£600.00
• Annual	£40,320.00	£7,200.00
• Monthly Time saving		***** 150 Hours *****

The Business Case - mobile deployment

- **Human Resources**
  - Staffing levels / training / skills required
- **Project management**
  - Understand your full compliance requirements
- **Timetable**
  - typical implementation 8-12 weeks
- **Benefits to your business**
  - Efficient process ensuring long-term management
  - Cost saving through efficiency
  - Powerful MIS
  - Enables benchmarking and reporting (SLA's)

The Business Case - mobile deployment

- **Cross functional integration**
  - Look for application requirements across the business
- **Approvals (user adoption)**
  - Involve your Users / Managers / IT
- **Key drivers for change**
  - Increasing demand of compliance
  - Drive for efficiency
  - Formalising a mobile communication process

How are organisations like ours qualified to help?

- Proven expertise in deployment of mobile technology
- Proven evidence of easing workplace compliance
- Measurable business benefits
- Mobile solution partner - customised to meet your needs

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Thank you