



**Healthy Operations
Start Here**



Plastics Manufacturer Drives Employee Satisfaction Through Enhanced Facility Services

CHALLENGE

*Consistent Cleaning
Quality Across
National Footprint*

Facility services in manufacturing can significantly enhance the efficiency of an operation, impact employee worker satisfaction, and increase uptime. However, consistency across facilities on a regional or national scale can be a challenge.

In addition, management of cleaning and janitorial services can be a distraction for teams tasked with updating and maintaining manufacturing equipment and managing supply chains.

One KBS client in manufacturing faced these challenges across its growing footprint of companies. The global plastic component manufacturer with 15 facilities across North America, needed to expand, deepen, and standardize its cleaning protocols. A hodgepodge of vendors and internal teams were cumbersome to manage and delivered uneven quality. When problems were reported, acting on the information was difficult or impossible for the procurement team tasked with managing these services.

Ultimately, the management of cleaning across these facilities was a distraction for the procurement team who needed to focus on key equipment and supplies needed to maximize plant uptime. Fielding complaints about dirty restrooms or breakrooms took valuable time and attention away from the core area of concentration: ensuring that facilities have the

To manage the cleaning of facilities across all its manufacturing and administrative sites, the plastics component manufacturer partnered with KBS, the largest privately held facilities services provider in North America.

This partnership allowed the client procurement team to concentrate on core equipment and supply issues, while also ensuring consistent quality standards were applied enterprise wide.

KBS partnered with the client to create standards and protocols that could be implemented across multiple locations. The KBS system ensured that cleaning is performed to spec consistently, minimizing chances for issues at individual locations. KBS also gave the company a single point of contact to quickly address individual issues.

The KBS solution came with a team experienced in performing janitorial services within manufacturing facilities. Low turnover within the KBS janitorial team also had the benefit of establishing familiarity with a facility and its personnel.

KBS SOLUTION

*Standard Protocols,
Single Point of Contact,
and Manufacturing
Expertise*

Standardized cleaning protocols married to rigorous implementation by qualified cleaning teams have improved standards across the company's facilities. Facility managers report a dramatic decrease in employee complaints about poorly maintained breakrooms and restrooms in particular. This has significantly reduced the management and troubleshooting time for the procurement team, freeing them to concentrate on key areas of focus that reduce downtime and increase efficiency.

The KBS solutions also brought positive impacts to the facility employees. The proper and consistent cleaning and maintenance of manufacturing facilities delivers significant benefits employees can concentrate on their job rather than on the frustration of encountering poorly cleaned workspaces. For instance, dirty breakrooms and restrooms are frequent areas of concern. Managers prioritize these areas to build team spirit, and also as a way to demonstrate quality to visitors such as customers or vendor partners.

Finally, the higher standards KBS delivered have also lowered costs. KBS worked closely with the client to reduce costs by tapping its national network, allowing the company to leverage relationships with suppliers of chemicals, equipment, and other cleaning supplies to scale up economically and engineer value into its programs.

Evolution: Bundled Services & Greater Value In addition to maintaining the interior of these facilities, the physical appearance of its grounds and parking lots all impact how an employee feels about work at two critical times: when they're coming to work and when they're going home.

The KBS manufacturing client, like many of its partners, is examining options to expand its KBS relationship with bundled services that address the exterior of its buildings. These include external maintenance services such as snow removal, landscaping, as well as parking lot sweeping and maintenance. Bundling these services can further centralize the management for the client procurement team and drive higher standards across its facilities at a lower cost.

RESULTS

*Greater Employee
Satisfaction, Reduced
Management Time,
Lower Costs*