



Arrow
COUNTY SUPPLIES



**7 Steps to
Getting More
from Your
Cleaning
Operations
Investment**

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Budgets are falling, expectations are increasing, and managers are having to make tough decisions about which parts of the budget to cut. So how can you make sure that your valuable resources go further? This whitepaper will guide you through several areas of your cleaning operations where you can increase Return on Investment (ROI)

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About the author

Richard Turner – Director Customer Clarity

Richard is constantly looking out for the needs of the customer. He works with a dedicated and customer focused marketing team harnessing the "Arrow Way" to help Arrow's customers take control of their cleaning and hygiene requirements.

Over 75% of cleaning operations felt pressure to keep costs down during 2015

1. Evaluate Cost, Not Price

- ▶ All organisations want to minimise their costs. However, reducing the prices of the cleaning products you buy will not necessarily reduce your overall business costs. Price is the amount of money for which anything is bought or sold. Cost is defined as the expenditure of money, time, labour and trouble. Therefore, there are many factors other than price that you need to consider to ensure that you are delivering long-term business savings.
- ▶ For example, seemingly inexpensive, low priced bin liners are often well under the worker's desired quality specifications and are not up to the job. This is then compensated for by the workers; either by using a larger and costlier bag, or the dreaded 'double bagging' approach. Both result in more consumption and waste.

2. Make Those Labour Savings

- ▶ Everyone seems to want to reduce the costs of their cleaning products. Yet as every budget manager knows, the actual cost of cleaning products and materials typically accounts for around 5% of the workplace cleaning budget. Labour takes the lion's share, at approximately 75%. It is important to understand that savings come from systems, and not just supplies. Put simply, achieving a 10% saving on labour costs with the right cleaning systems is worth more than achieving a 10% saving on material costs.
- ▶ This can mean that investing money in more expensive products which make their user's tasks less time-consuming and provide a better finish, will make bigger savings in the long run.



3. Listen to Your Staff

- ▶ Unfortunately, too many cleaners feel that they are seen but not heard. Sometimes, they believe that their managers do not appreciate them. This can leave them feeling devalued, and even push them to search for a new role at a different company.
- ▶ Your staff's well-being will inevitably affect their quality of work. Motivated and valued staff often work harder, faster and take pride in their work, delivering results of a higher quality.
- ▶ Here are some handy tips to help improve staff morale in your business:
 - Allowing cleaning and site staff to interact during regular work hours; personal interaction encourages respect from both the service provider and the receiver
 - Inviting site personnel to discuss issues directly with cleaners, rather than simply relaying their complaints to management
 - Empowering cleaners to make suggestions and take part in problem solving tasks and improving overall efficiency



4. Quality Over Quantity

- ▶ Did you know that most facilities can be cleaned daily with as few as two to four cleaning products?
- ▶ If you consolidate your product range, the need to acquire, train, manage, distribute and store duplicate products is reduced, and provides the opportunity to eliminate potentially unsustainable, unsafe and unnecessary supplies.
- ▶ Through replacing duplicate products with more efficient multi-purpose products, you can also reduce the amount of time spent training workers, simplify ordering processes and decrease the need for multiple vendors.

5. Invest in Training Your Staff Thoroughly

- ▶ A properly trained workforce is vital for an efficient and effective cleaning programme. A comprehensive training programme enables a team of staff to achieve its productivity potential.
- ▶ Adequate training is essential to ensure that all of your staff, no matter how long they have been employed by your organisation, have the knowledge to properly identify the correct product for use on a given surface. They need to have an understanding of why the product cleans, how the product can be applied, how the surface itself can be affected, and the quality standards that should be achieved.
- ▶ Engaging with staff through one-on-one meetings, supervisor training, videos, manuals and wall charts and supplier information, gives workers a better understanding of the products, systems and procedures that will achieve the highest quality results.
- ▶ It is vital that training is an ongoing process - this will help prevent your workers from reverting to old habits when completing a task, which is potentially damaging to your budget.

6. Streamline Your Services

- ▶ Let's face it, operations budgets are often decreasing whilst expectations increase, and these trends are difficult to overcome. You need to sit down and analyse your current practices. A good place to start is to stop wasting time and money on inefficient cleaning procedures. You should be striving to make a building cleaner and safer as well as enhancing productivity.
- ▶ Often there are some overly complex systems which have developed by running processes the same way for years at a time. Ask your staff or new starters if they can identify complexities and be open to their suggestions. They are closest to the front line so may be able to pick up on areas you had not considered.
- ▶ Create standardisation throughout your operations. Try to have the same system for each building, each team and each cleaner.

7. Build Your Reputation

- ▶ By following all the above steps you will help establish yourself as a credible organisation who take pride in their work.
- ▶ The right products might be more expensive initially, but they will improve efficiency, saving money and time in the long run. They also often provide a higher quality finish, keeping your clients happy.



41% of cleaning managers state that customer dissatisfaction is their primary worry when reflecting on general concerns for their business



Conclusion

For any service area, reputation is one of the most important assets. Combining high quality products, motivated staff and efficient operations will help to impress your stakeholders and managers, and provide positive feedback to continue your efficiency drive.





Discover the tangible benefits
of sustainable cleaning for
your organisation

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