



CLEANING & SUPPORT SERVICES ASSOCIATION



Delivering Higher Standards

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Chester

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CSSA

Delivering Higher Standards



- Delivering Higher Standards
 - What do we mean by this?
- Short group exercises
 - Retaining a competitive edge
 - Anticipating client demand
 - Is technology taking over?
- Conclusions

Delivering Higher Standards



- Planet
 - Water
 - Waste
 - Energy
 - Chemicals
- Profit
 - Quality
 - Right first time
 - Lower costs
 - Pensions
- People
 - HR Practices
 - Training
 - T&C
 - Daytime Cleaning
 - Wages
 - Local Employment

Retaining a competitive edge



- First Exercise
- In your tables – please give
- Three examples of a competitive edge;
and
- Three examples of how that edge can be
dulled
- 3 minutes

Retaining a competitive edge



- Keeping old business and winning new business
- Technical bid writing skills – tender criteria
- Biases (NHS pensions for example, Redcar/Middlesbrough)
- Informal influencing
- Pressure to be better or cheaper
 - “...innovation...”
- Not a straight commercial decision – local politics plays a role
- Vexed question of delivery – *win on your past – keep on your future*

Anticipating Client Demand



- Second Exercise
- In your tables – please give
- Three different client types
- Three demands that each client type has
- 3 minutes

Anticipating client demand



- Who is the client?
 - Facility Manager?
 - Building Occupier?
 - Elected Member? (South Oxfordshire example)
 - Public Opinion? (East Dorset example)
 - PFI Consortium?
 - Bank?
- What do they want?
 - Cleaner?
 - Cheaper?
 - Reputation outcome – tourism and built environment? (Broadland District Council)
 - Hygiene outcomes? (Bradford 2006 norovirus)
 - Employment issues? (Local Employment Partnerships)
 - “...innovation...”

Is technology taking over?



- Third Exercise
- In your tables – please give
- Three examples of disruptive technologies in cleaning
- Three ways in which they are better (or worse)
- 3 minutes

Is technology taking over?



- Technology in cleaning
 - Microfibre
 - Smart dosing
 - Ionised water
 - Battery powered machines
- Technology in management
 - OCS CleanSmart
 - MITIE Lifeline and PDA based systems
 - 4ps Gateway Process
 - Daytime Cleaning
- Question implies a mistrust of technology – Why?

Conclusions

