

# i-Clean® Efficiency Review

## ANALYSIS OF REVIEWED CONTRACT & IN-HOUSE SITES

Client Types:	Education, Commercial, Healthcare
Review Locations:	UK Nationwide
Cleaning Contractor:	Various Local/National/In-House
Review Dates:	Last 10 to Oct 2010

Site Types:	Multiple Buildings/Single Site
Contract Type:	Single Activity/Cleaning Only
Min Contract Value:	£63,000 per annum
Max Contract Value:	£4,500,000 per annum
Avg Contract Value:	£292,000 per annum

i-Clean Systems Ltd helps clients identify ways to improve standards and reduce costs through the formal identification and implementation of best practice procedures. These benchmarking based reviews, using a unique industry approved methodology, provide a detailed assessment and recommendations based on the performance of all aspects of the current cleaning provision. This includes the production of a comprehensive gap analysis, value indicator and strategic action plan.

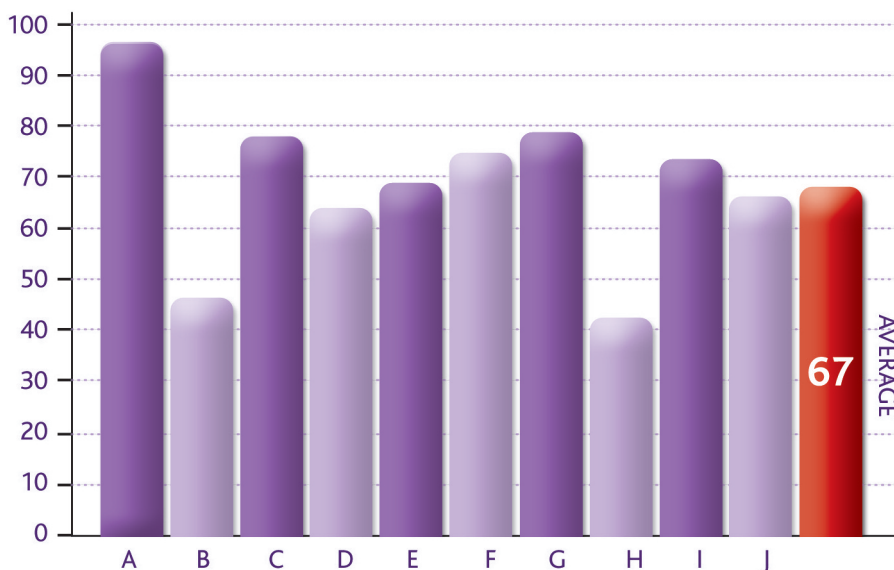
## TOP THREE CUSTOMER AGREED PRIORITIES

1. Reduce Costs Effectively

2. Improve Standards

3. Benchmark Service Delivery

### i-Clean® Average Efficiency Results % for last 10 Mixed Provision Sites



AVG IMPROVEMENT IDENTIFIED

# 33%

Based on the average improvements identified from the last ten mixed provision reviews.

Most significant improvement: 59%

Least significant improvement: 5%

EQUIVALENT MONETARY VALUE

# £96,360

Based on the average improvement



*"There isn't an operation in the private, public or voluntary sector that doesn't have an aspect of cleaning involved in it. i-Clean is a pioneer in this field and provides much sought-after solutions to many of the problems within the industry"*

Digby, Lord Jones of Birmingham

For more information call **01684 580680**



# Testament to our service and quality

*'i-Clean were able to support our requirements in relation to our in house service provision, and worked with us in relation to analysis of findings and subsequent forward planning. The benefits and cost savings identified as one of the outcomes of consultancy in reality will have covered our cost for this service in the first year. Products, suppliers and services, staffing hours and effective utilization were all in scope for consideration and have provided us with a clear action plan for both the immediate and long term future. A partnership approach was taken at the outset, enabling clear communications around expectations and ongoing review in relation to progress. This has been one of our most successful partnerships, with more than hoped for in relation to outcomes. We will continue to work with i-Clean as we move forward with our cleaning provision and related solutions'*

**Wirral Metropolitan College: Chris Proudlove**  
(Head of Facilities Management)

*'From the first contact with i-Clean we have been impressed with the attention to detail and level of service that everyone offers. The operational staff carried out the surveys in a discreet manner and did not distract from our day to day business. The Cleaning Management System is easy to understand and is pitched at the right level. We have been very impressed with i-Clean and would recommend their services to others.'*

**Darwin and Pride Hill Shopping Centres: Russell Hall**  
(Operations Manager)

*'An initial survey of our situation and the contractor's work was followed by a full benchmarking exercise, using the i-Clean Cleaning Management System, negotiations followed, aligning procedures to the benchmark findings and resulting in much improved cleaning standards. We use 100% renewable energy, the reorganization of our cleaning contract enabled us to reduce our nightly energy consumption and reorganize our security arrangements resulting in significant reductions in cost and our carbon footprint. Throughout the process we have had the benefit of excellent support from the i-Clean Systems consultant.'*

**Royal Institute of British Architects: Liam McConnell**  
(Facilities Manager)

*'We are confident we are now obtaining best value for money. The benchmarking by i-Clean Systems enabled us to compare our practices with the industry's best and, as a result, we get more for our money or pay less for the contracted level of service.'*

**Kings College London: Martin Harvey**  
(Site Services Manager)

*'i-Clean Systems helped us to evaluate our requirements for a specification for the tendering process. We were guided in specifying management control mechanisms, also for our use when the new cleaning contract went ahead. Without the constant support of the very knowledgeable consultant assigned to us, it would have been a daunting process!'*

**Co-operative Group: Ray Lyons**  
(Facilities Operations Manager)

*'We had a limited knowledge of the cleaning tender management and specification process. We could not have achieved this excellent result without the help of i-Clean Systems. The specialist assigned to us managed the whole process, from specifying the requirement through to our selecting a new cleaning contractor. Despite the many demands on all our time he ensured that all project deadlines were kept'*

**CGGVeritas Services (UK) Ltd: Louise Claydon**  
(Facilities Officer)

*'A complete and thorough inspection of the building which identified our cleaning requirements. This produced an excellent specification which made the tender process that much easier.'*

**UK IPO: Chris Thomas**  
(Facilities Manager)

*'The production of a comprehensive specification and cleaning programme was quick, and it has stood up to significant scrutiny. The consultant's assistance with the presentation of his findings and recommendations, including to staff groups, was hugely significant and helpful. The results have been most impressive. We now know that our team is not only doing an efficient and 'green' job, but that we can prove it. This has brought a cost benefit to our retailers and a huge morale boost for us all'*

**Meadowhall Shopping Centre: Dawn Osbourne**  
(Head of Operations)



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