

BUILDING SERVICES TRANSFORMATION INITIATIVE

DATA ANALYSIS/ REVIEW

Review, evaluation, and quantification will measure the department's overall effectiveness and customer satisfaction. Performing regular inspections and prioritizing quality assurance will confirm best practices and identify areas for improvement.



Corrective Action Plans

Leverage On-Site Outreach



Establish Robust Customer Communications



Validation

Undertake Quality Assurance



Oversee Sanitation Methods



Enact Thorough Building Inspections



Measurements

Utilize Key Performance Indicators (KPIs)



Update Job Sheets



Policies & Procedures

Review Cleaning Tasks



Modify the Division of Responsibility



Analyze Service Level Agreements (SLAs)



Service Delivery Enhancements

Supplement Crews

Window Washing



Public Functions



Moving Crew



Floor Crew



Standards & Certifications

Perform Green Cleaning



Follow ISSA Strategies



Training Opportunities

Support Supervisory Instruction



Provide Specialized Training



Modernize Standards



PERSONNEL

Appropriate staffing is critical to the department's success. A proper complement of frontline and supervisory personnel will be set across all shifts as a foundational priority.



Programmatic

Strengthen Hiring Program



Review Clock Station Locations



Organizational Alignment

Select a Moving Crew Weekend Foreperson



Reestablish a Floor Crew Foreperson



Fill Supervisory Staff



Designate Leadership Positions

