

### THE CHALLENGE

Our client is a large private college in Melbourne.

- The client was unhappy with the level of service that its incumbent contractor was providing, and at the point that Adroit got involved, the client had already received tender submissions from a few contractors and had shortlisted their preferred contractor.
- In this case, the mandate for Adroit was less focused on cost savings, but more on ensuring that the quality of service met the client's expectations and that OH&S issues were addressed appropriately.
- While savings were not the main focus of this exercise, the savings and additional services that Adroit was able to secure for the client on top of ensuring that service levels increased dramatically, were very well-received.



### OUR APPROACH

- Adroit changed the way the requirements were specified in the contract. Task outcomes rather than task frequencies were used where possible. This helped to eliminate redundant tasks that were not necessary to achieve the desired outcomes.
- We negotiated normal and overtime hourly rates, based on available benchmarks.
- Adroit's access to best practice cleaning contracts allowed a re-specification of the contract to save costs, increase inclusions, without compromising on the desired outcomes.
- We monitored this category for the next 24 months from implementation and during that time, ensured that charges for consumables and ad-hoc tasks were as per contract, and verified against actual usage.
- Supplier performance was monitored pro-actively and we ensured that there were proper 2-way communication channels set-up between the users and cleaners – so that not only negative feedback could be tracked, but also for good work to be commended.

### CLIENT BENEFITS

- 11% savings per annum were achieved on total cleaning costs.
- Implementation of service level and quality assurance requirements ensured that the level of service consistently met the client's expectations.
- Availability of benchmarks assisted in driving a hard but fair negotiation on hourly rates. We also negotiated inclusions such as consumables and additional services usually charged as off-contract services.
- Effective communication channels ensured that users could get their requests or feedback actioned on within 24 hours. Likewise, the cleaners were able to communicate their concerns and feedback in a constructive and effective manner, too.

