



Case Study

Our Client

Formed in 1970, Olympus KeyMed in Southend-on-Sea has grown from a staff of four to become firmly established as an international leader in the manufacture and supply of specialised medical and industrial equipment. Today, the Olympus KeyMed Group employs approaching 1,000 people at its purpose-built headquarters in Southend-on-Sea, Essex.

Since 1986, Olympus KeyMed has been a wholly-owned subsidiary of Olympus Corporation, Japan, and as such is an important part of the global Olympus network, with specific responsibility for the development and manufacture of medical equipment and industrial products for distribution world-wide.

Olympus is recognized around the world as a manufacturer of high-quality electro-optical products, such as cameras and microscopes and endoscopic instrumentation, for both medical and industrial applications.





Our Brief

In 2006 we were invited alongside a number of other organisations to tender for the provision of cleaning and support services to their Southend campus. From the onset of the project it was clear that Olympus Key Med were seeking a high quality soft service solution supported by a proactive account and senior management team. The quality of the fixtures, fittings and fabrics used throughout the different buildings is quite simply stunning and compares to any City or Canary Wharf building.

Employing close to 1000 people within 3 buildings in Southend including, Head Office, Manufacturing and Research & Development as well as its own nursery school for employees, each building is diverse with its own cleaning needs.

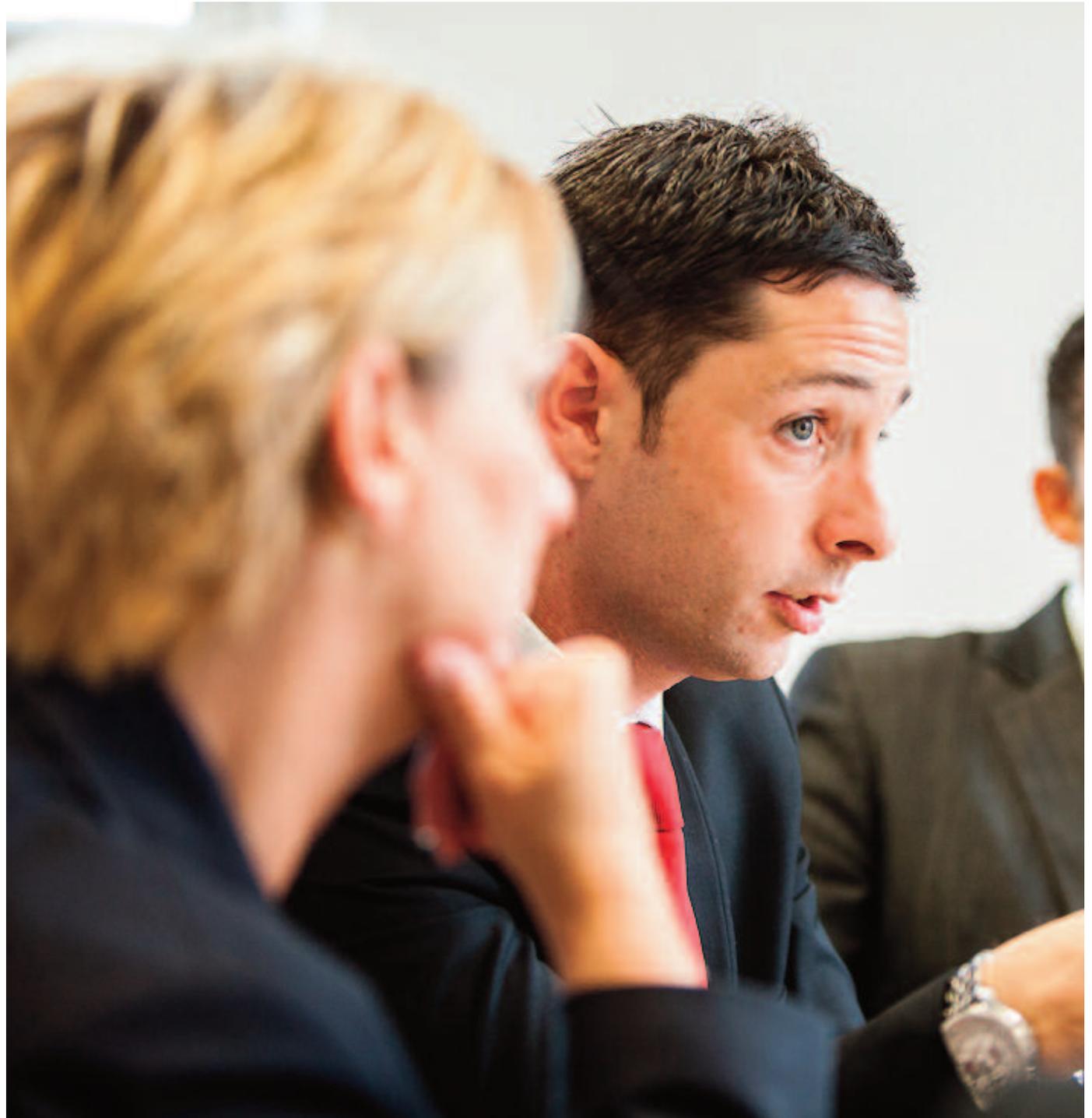
Following a comprehensive tender process Peartree Cleaning Services was appointed and awarded a 3year contract. From the outset, the mobilisation of the account was thoroughly planned, ensuring a smooth transition of the 50 members of the cleaning team transferring to Peartree.

Our Solution

Within the first 4 weeks of the contract our Operations Management team had evaluated and carried out induction and task specific training to the entire cleaning team. High productivity cleaning equipment, revised methods and a range of colour coded chemicals was introduced to the team. We also re organised and re deployed all operatives to their own areas of responsibility which raised standards throughout the different buildings.

Similar challenges were faced with the day team, and we were keen to change the perception of this role, with our staff just being seen as day cleaners. We wanted to create a culture of Housekeeping with our team playing a vital role ensuring the cleanliness of the campus for the enjoyment and comfort of the Olympus employees. This was achieved by introducing smart discreet uniforms and using South Thames College to deliver NVQ training and qualification to the entire Housekeeping team.

We also evaluated periodic cleaning tasks, and how these were carried out and by whom. It was felt that self delivery was the best option for the majority of task required and within our labour resource, we were able to train and equip our in house specialists. Tasks such as kitchen cleans, specialist hard floor cleans were previously charged for are all now delivered at no additional cost to our client





The contract is regularly visited by Bradley Reames, Managing Director and Mike Rowley, Operations Director, ensuring our high standards of cleanliness and service are consistently achieved. Close client support is maintained at all times, and both Bradley and Mike attend all management review meetings, where a comprehensive management report is presented and the results discussed.

Today we are in our 6th year of service, and the Olympus contract goes from strength to strength. This has been achieved by continually investing, in training and the use of new technology to manage the contract. But without doubt the credit must go to our excellent site manager and her entire team who share our passion for delivering excellence.

For more information please contact:
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