



# ONSITE MANAGEMENT PROGRAM INCREASES SAFETY AND EFFICIENCY FOR JANITORIAL AND SANITATION SERVICES

## OVERVIEW

A worldwide confection and food product manufacturer was looking for a staffing partner to provide a complex and flexible staffing solutions for their facilities across North America. Because Staff Management | SMX has continually evolved its staffing model to meet its client's changing business needs, we were contacted to help improve performance across the staffing program. Through the program, Staff Management | SMX consistently delivered industry leading performance in all service level categories including fill rate, turnover, safety and savings delivered.

## CHALLENGE

The confection and food product manufacturer was interested in improving safety performance and adherence to Good Manufacturing Practices (GMP) for its outsourced janitorial and sanitation workforce. This program was originally being managed outside of the Staff Management | SMX program. The client was experiencing performance issues with safety, quality and fill rate.

Several areas including internal and external audit results were below acceptable standards for GMP and sanitation, with several audit failures. The incumbent provider had a poor safety record and experienced unacceptably high turnover, inadequate fill rates and low hygiene scores.

## STRATEGY

The client looked to trusted partner Staff Management | SMX to support quality standards and to ensure consistent service delivery with a comprehensive onsite management program for janitorial and sanitation services. Staff Management | SMX's model provides recruiting, onboarding, training and management services and reduces client costs.

## RESULTS

Staff Management | SMX recruited an experienced Sanitation and Hygiene Program Manager to lead the program and developed inspection and validation processes to ensure that the program meets all client and regulatory standards. Staff Management | SMX worked with a national chemical company to create safe and effective cleaning procedures and developed inspection and validation processes to ensure that high standards for sanitation and hygiene are maintained. Daily and weekly inspections are tracked and recorded for ISO (International Organization for Standardization) and client quality systems.

Staff Management | SMX's program has yielded sustainable value and has reduced client operating costs. Staff Management | SMX has significantly improved the safety record, achieving a Total Recordable Incident Rate (TRIR) rate of 2.5, a substantial reduction from a TRIR of 14 with the client's previous provider.

Staff Management | SMX has improved internal and external 3rd party GMP audit scores by an average of 36% and has helped the client achieve their best audit score of a 97 in a 3rd party audit. The Staff Management | SMX janitorial program has reduced the client's annual operating costs by 11% by improving sanitation practices and reducing the overtime and labor costs required to maintain janitorial and sanitation standards. Fill rates have improved by 18% and turnover has been reduced from 15% with the previous supplier, to 1.8% with Staff Management | SMX.

As a result of the success of Staff Management | SMX's program for janitorial and sanitation services, the client has expanded these services across multiple business segments and geographies.



**GMP AUDIT SCORES  
IMPROVED BY  
36%**

**REDUCTION IN  
TURNOVER BY  
88%**

**INCREASE IN  
FILL RATE BY  
18%**

