



So you have an in-house staff. Many long term cleaners and supervisors. They know everyone and everyone knows them. They've been working in the same buildings doing the same routines for years. They don't care for change and they certainly aren't all that interested in anything new or different. Sound familiar? It's just human nature. We all fall into routines and habits.

Through occasional assignment changes based on push-back or convenience, things get out of balance. Eventually the better, faster cleaners end up with the larger assignments and the slower cleaners the smaller assignments. Personnel continue to change over time and after awhile, people are pointing fingers, saying they can't do their jobs in an 8 hour shift but "John" in the next building doesn't have enough work to keep him busy for even half the shift. Wouldn't it be nice to know what the facts are?

What you need is staff benchmarking. We'll assess your properties right down to floor surface and total cleaned space. We'll use our standards-based tools to determine how many people

should be necessary to clean your buildings. Then we work with your supervisors on program design to establish safe, practical and balanced runs.

FocalPoint people have the experience and patience to work with seasoned staff. We'll work with them so they see the merit of change and help them understand the new structure. Phased in updates can be planned to make the change more gradual and less upsetting. The current business climate has many economic pressures requiring more to be done by fewer people. We can help you establish your benchmark and build a solid program on that foundation.

Once you are running smoothly, we can help you implement a quality control program to monitor performance and provide feedback. Whether it be your staff that inspects or ours (we recommend both), feedback and corrective action is critical for a successful program.

[Learn more...](#)