

# Private University in Pennsylvania

## Janitorial Services

### SERVICES PROVIDED

- Custodial services
- Restroom cleaning
- Window washing
- Hard surface floor care
- General maintenance
- Carpet care
- Event set up and clean up
- Athletic facilities cleaning
- Trash sorting for recycling
- Residence cleaning

### ACHIEVEMENTS AND BENCHMARKS

- ABM has met or exceeded all cleaning targets for the past three years and has a 90%+ success rate of meeting targets since 1991.
- Leveraging the information gathered from monthly performance reports allows ABM and the University's management to collaborate on improvement efforts and efficiencies.
- ABM conducted two-week intensive facility-specific orientation and training to teach management and service workers about how to achieve the increased productivity goals.

Through effective labor utilization and training, and reduced staffing levels, the University's annual expenses decreased by \$100,000.

### VALUE RETURNED

- Due to budget cuts, the University's annual expenses needed to be lowered. As a solution, ABM further increased productivity levels and decreased staffing levels.
- The University's annual expenses decreased by \$100,000 as a result of ABM's cost-saving solutions in labor utilization and service worker productivity.



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