

SERVICE QUALITY TECHNOLOGY

How do you know your janitorial program is meeting your service level agreement (SLA) requirements?

Property and Facility Managers expect their vendors to meet their service expectations. The problem arises when clear service level agreements are established, but there is no way to measure the outcomes. With no quality baseline there is little ability to measure the service being provided or to improve it over-time.

Our Solution

One of our recently acquired customers, a large corporate campus, had issues with work not being performed to their expectation. Although key performance indicators (KPIs) were established, they were vague and there was nothing in place to track the quality of the

service being performed. Time and money were wasted, and the customer was frustrated with their service providers inability to ensure contractual requirements were being met.

Harvard evaluated the current situation and worked with the customer to develop comprehensive KPIs aligned with their service expectations. We collaboratively developed a service delivery model that allocated the proper resources to ensure the required outcomes. Next, we implemented HarvardSmart[®], our quality assurance technology platform which provided visibility into the work being performed. The customer was excited about the ability to view inspections and reports as the service occurred.

Harvard empowered our customer with a complete strategy for managing their facility along with the technology and appropriate resources to ensure KPIs were met. The Property Manager was no longer worried about getting the service that was expected or having visibility to the work being performed.