

# NViro raises the bar

NViro has launched a raft of improvements to ensure clients receive consistently high standards of service.

**A formal set of approximately 80 client service improvements are being rolled out by the company over the next three years, covering all departments, from cleaning operatives to finance managers.**

The improvements include:

- Efficiency reviews to enable NViro to constantly monitor the efficiency of cleaning contracts and to look for new ways of providing value for money
- Customer service training for all NViro field based managers and all office based teams including Administration, Finance, Operations, Human Resources and Sales and Marketing.
- A Customer Service Helpdesk with a single telephone number and email address to give clients a focal point for queries and complaints. All calls to the helpdesk will be tracked through to resolution.

Brian Warren, NViro's Managing Director, said: "We aim to develop long standing relationships with all our clients. To do this, we recognise the need to ensure consistently high service levels across the company, from an initial enquiry through to the deployment and performance of cleaning staff, and the constant reassessment of cleaning efficiency."

The efficiency review will cover all aspects of service delivery. For example, it may throw up the need to redeploy staff from the main routine cleaning operation to daytime janitorial or from one cleaning zone to another to reflect changing client needs.

Graham Norris, Estates Manager at Kingston College, which carried out its own value for money review before awarding NViro the college cleaning contract, said: "I think (efficiency reviews) are very important. We are employing a cleaning company with a level of expertise and that company should be able to review its own performance."



## Other service improvements

### **Cost-effective cleaning**

NViro is introducing innovative new dosing equipment at larger sites to enable cleaners to accurately dilute cleaning liquid. The Ecolab dispensing systems are more efficient, more environmentally friendly, safer to use and reduce the risk of damaging floors and equipment through incorrect dilution.

### **Online quality checks**

Following successful trials, NViro is rolling out a new online monitoring service whereby PDAs (handheld communication devices) are used to perform quality checks.

Quality scores are keyed into a handheld device by field management or directors. The scores are uploaded to a website where they are accessible by both NViro management and clients via a password protected area.

Scores below a certain standard trigger action lists and further investigation while photographs can be taken of 'offending' standards or health and safety issues.

NViro is working with CYPAD to provide the system and is currently agreeing final reporting formats. The system will be in use on all contracts by April 2008.