



Elevating Integrated Services: Achieving Sustainability and Efficiency Through Strategic Partnerships and Time and Motion Studies

Impact Cleaning
HEFMA Presentation
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Introduction



About Impact Cleaning

Established Strategic Partner

Impact Cleaning Services is a well-respected and experienced provider of integrated cleaning services.

Vision

Our vision is to be the leading cleaning service provider in South Africa, renowned for our operational excellence and dedicated team.

Mission

Our mission is to deliver exceptional cleaning solutions through a commitment to excellence and client satisfaction.

Integrated Services

- ☐ Contract Cleaning
- ☐ Hygiene Services
- ☐ Pest Management Services
- ☐ Specialised Cleaning Services
- ☐ Large Scale Distributor
- ☐ Consulting and Advisory (Time and Motion)

Shaping the Future of Higher Education Cleaning



Elevating Campus Cleaning with Innovation

Impact Cleaning embraces innovation, using cutting-edge technologies to improve efficiency and reduce environmental impact.



Sustainability at the Forefront

We prioritise eco-friendly products and sustainable cleaning practices for a healthier learning environment.



Building Strategic Partnerships

We partner with universities to understand their needs and develop customized solutions for optimised facilities management.

Commitment to Sustainability



Impact Cleaning's Dedication

Impact Cleaning embraces innovation, using cutting-edge technologies to improve efficiency and reduce environmental impact.



Eco-Friendly Methods

Our cleaning methods prioritise green, low-chemical products and water conservation.



Reducing Carbon Footprint

We help campuses achieve Net Zero goals by minimizing waste and emissions.

Balance Operational Efficiency with Sustainability



Reduce Operational Costs

Optimize cleaning schedules and staff deployment to lower costs.



Water, Electricity, and Chemical Usage

Minimize resource consumption with efficient equipment and green products.



Improving Resource Allocation

Utilize time and motion studies to streamline processes and optimize resources.

Time and Motion Studies – Our Unique Intellectual Property



Proprietary Time and Motion Studies

Our unique intellectual property provides a deeper analysis of cleaning workflows to identify optimization opportunities.



Unparalleled Efficiency

This unparalleled offering helps clients achieve greater operational efficiency and cost savings.



Data-Driven Approach

Our data-driven approach allows us to customize solutions for each client's needs and goals.

Time and Motion - Outcomes



Enhanced Employee Performance

The newly skilled and trained employees demonstrated superior efficiency and productivity compared to the original group, despite a reduction of 5 employees in the contract



Mutually Beneficial Strategic Decision

- By not passing an increase to the client, we improved our profit margins while maintaining service quality
- Exploring alternative processes and embracing innovative cleaning systems can yield significant benefits



Critical Role of Time & Motion Study

- The implementation of a comprehensive time and motion study played a pivotal role in optimising our operations
- By analysing various factors such as starting times, breaks, and knock-off times, we were able to enhance productivity across daily cleaning programmes, labor efficiency, and training initiatives



Optimisation of Operational Efficiency

- Our approach streamlined operations and ensured optimal utilisation of resources at every stage
- By focusing on efficient time management and implementing systematic improvements, we aligned with the broader goal of maximising productivity throughout the workplace

Challenges Facing Universities in South Africa



Funding and Financial Sustainability

Universities face shrinking government funding and rising costs. Student debt and limited fee-paying ability exacerbate financial challenges.



Infrastructure and Facilities

Outdated facilities require significant investment, while overcrowding due to increased enrollment adds to the strain.



Sustainability and Environmental Responsibility

Universities must embrace sustainable campus operations, including energy efficiency, waste reduction, and carbon footprint management.

Insourcing vs. Outsourcing at Universities



Insourcing

Institutional Alignment: Directly employed staff better align with the university's culture, goals, and values.

Management Complexity: Universities must manage HR, training, and labour disputes in-house, adding complexity.



Outsourcing

Expertise & Technology: External providers offer specialised services and access to the latest technology.

Scalability: Outsourcing contracts allow universities to scale services up or down as needed.

Service Provider to Strategic Partner



Collaborative Mindset

We become a strategic partner, aligning our goals with the university's. This collaboration drives sustainable and innovative solutions.



Integrated Approach

Impact Cleaning's integrated facilities management services go beyond cleaning, offering a holistic solution tailored to university needs.



Tailored Solutions

Our tailored approach addresses unique challenges, providing expertise for navigating complex facilities management hurdles

Long Term Collaborations



Building Relationships

Impact Cleaning fosters deep partnerships with universities, going beyond transactional service provision.



Long-Term Partnerships

We shift from short-term contracts to long-term partnerships lasting 10-20 years, enabling greater trust, consistency, and tailored solutions.



Continuous Improvement

Extended partnerships allow us to optimize operations, leverage technology, and implement data-driven insights for ongoing enhancements and cost savings.

Leadership: The Catalyst for Maximizing Time and Motion Studies

1

Unlocking the Full Potential

Effective leadership is crucial for the successful implementation of time and motion studies and realising their transformative benefits.

2

Active Involvement

Experiences have shown that without active involvement from top management, even meticulously planned initiatives may fall short of their goals.





"Getting the Basics Right": Foundations for Effective Facilities Management



Alignment with University Goals

We understand each university's unique goals and align our services to support their mission and strategic plans.



Resource Management

We use time and motion studies to optimize labour, equipment, and materials, reducing waste and promoting sustainability.



Focus on Quality Control and Compliance

We maintain impeccable standards of cleanliness and hygiene, adhering to industry regulations and university policies.

Breaking Down University Silos for Collective Growth

Impact Cleaning promotes shared resources, knowledge, and best practices by encouraging universities to collaborate.

- This collaboration drives cost savings, operational efficiencies, and equity across the higher education sector.





Innovation and Integrated Solutions

From Bucket and Mop to Tech-Driven Solutions

Embracing the future of facilities management, we offer advanced cleaning solutions that go beyond traditional methods.

Optimised Efficiency

Our innovative tech-driven approach optimises efficiency, reduces costs, and elevates the university's cleaning standards.

Maintenance 4.0: Impact Cleaning of the Future

1 Smart Sensors and IoT Devices:

Sensors monitor facility conditions (restroom supplies, air quality), enabling real-time responsiveness and predictive maintenance.

2 Data Analytics

Data analysis of cleaning operations drives continuous improvement, allowing for predictive resource needs and optimised scheduling.

3 Automated Equipment

Robotic cleaners and automated floor scrubbers boost efficiency and consistency, freeing staff for specialized tasks.

4 Cloud-Based Management Systems

Cloud platforms provide real-time reporting, inventory management, and communication for improved transparency and coordination.



Promoting Environmental Responsibility and Sustainability



Business Case for Sustainability

Impact Cleaning demonstrates the financial and reputational benefits of eco-friendly practices like energy efficiency and waste reduction.



Recycling Programmes

We've implemented campus-wide recycling initiatives promoting proper waste segregation and recycling of materials such as paper, plastics, and metals.



Education and Engagement

Impact Cleaning conducts awareness campaigns and training to promote sustainable practices among staff and the campus community.



Conclusion



Sustainability

Impact Cleaning's eco-friendly practices, including green cleaning and waste reduction, support universities' Net Zero goals and sustainable campuses.



Innovative Technologies

Impact Cleaning integrates sustainability, efficiency, and innovative technologies for a revolutionary approach to higher education facilities management.



Excellence

Now more than ever, higher education institutions must lead the way in adopting sustainable, efficient practices. At Impact Cleaning, we have proven that with the right strategies such as our proprietary **Time and Motion Analysis**, you can achieve operational excellence, reduce costs and create a cleaner, healthier campus environment.

Time and Motion Studies: Empowering Growth at Impact Cleaning

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Brad Watridge



The Human Connection: Unlocking Potential Through Time and Motion Studies



Digital Literacy

Empowering cleaners with digital tools and training can enhance their skills and improve efficiency. This includes access to apps for task management, communication, and data collection, fostering a more informed and empowered workforce.



Upskilling & Reskilling

Time and motion studies can identify areas for improvement and skills gaps. By implementing targeted upskilling and reskilling programs, Impact Cleaning will ensure that its workforce is equipped with the latest knowledge and techniques, leading to increased productivity and job satisfaction.



Reskilling Opportunities

Reskilling initiatives provide opportunities for cleaners to adapt to industry changes, gaining new skills and knowledge to excel in a dynamic environment.



Time and Motion – Business Case

Challenge

A long-standing client declined to implement the required annual labour cost increase, leading to an opportunity for innovation.

Innovative Cleaning System

By strategically replacing 15 employees with a team of 10 multi-skilled staff, a 33% increase in efficiency was achieved.

1

2

Time and Motion Analysis

A detailed analysis was conducted to reimagine the approach and maintain quality standards while addressing the client's cost concerns.

3

4

How is this done ?

Through Multi-tasking and Multi-skilling, Comprehensive quality training and Effective supervision

Time and Motion Lessons from China and Japan



China: Focus on Speed and Automation

China's time and motion studies prioritize speed and efficiency through automation. This approach emphasizes large-scale manufacturing and assembly lines, often incorporating robotics and AI for increased productivity.



Japan: Emphasis on Precision and Quality

Japan's time and motion studies emphasize precision and quality control. This approach involves meticulous planning, detailed processes, and a strong focus on continuous improvement, known as "kaizen."

Case Study 1: High-Speed Rail Construction (China)



Project Scheduling

Detailed analysis of construction activities to streamline timelines and accelerate project delivery.



Equipment Utilisation

Optimised use of heavy machinery to minimize downtime and maximize productivity.



Labour Coordination

Improved collaboration among engineering, construction, and supervisory teams through motion studies.

Case Study 2: Uniqlo Store Operations (Japan)



Store Layout Optimisation

Analyzed customer flow and employee movements to design efficient store layouts, maximizing space utilisation and minimising unnecessary steps.

Inventory Management

Streamlined restocking processes, leveraging data insights to reduce time spent and prevent stockouts, ensuring high product availability.

Training Programs

Developed standardised procedures for staff based on time and motion analyses, empowering employees to provide faster and more consistent service.

Customer Experience

Faster service and better product availability enhanced the overall shopping experience, contributing to Uniqlo's reputation for convenience and quality.

Building the Future of Impact Cleaning



Advanced Analytics

Leverage AI and machine learning to gain deeper insights, enabling predictive capabilities and data-driven decision making for operations.



Global Best Practices

Adapt successful strategies from other industries and countries, customizing them to the unique context of university facilities management for maximum impact.



Employee Development

Foster a culture of continuous learning and advancement, empowering staff to contribute their ideas and expertise towards innovating cleaning services.



Collaborative Networks

Build alliances with other service providers, technology companies, and educational institutions to drive collective progress and explore synergies that benefit the wider industry.

Q&A and Next Steps

1

Open Discussion

We welcome your questions and insights on how to best implement Time and Motion Studies by Impact Cleaning.

2

Next Steps

We will follow up with a detailed exhibition outside outlining Time and Motion Studies in action.

3

Implementation Plan

We will work collaboratively to develop a comprehensive implementation plan for incorporating Time and Motion Studies across Impact Cleaning sites.

