

Proactive Management Strengthens Relationship with JCB



Project: JCB

Sector: Manufacturing

Product: Office and Specialist Industrial Cleaning Services

About JCB

With around 11,000 employees working across four continents and with products sold in 150 countries, through 2,000 dealer depots, JCB is counted amongst the top three global construction manufacturers in the world.

Since the company started building agricultural tipping trailers in 1945, it has always invested heavily in research and development, keeping JCB at the cutting edge of innovation. Today, JCB has some of the finest engineering facilities across the globe, produces a range of over 300 machines and maintains a reputation for unrivalled customer service.

The Challenge

To help ensure the production schedules are met and that cleaning standards match JCB's global reputation, it requires the upmost flexibility in its service delivery.

The eight UK sites' requirements include the daily obligations of site and office cleaning, as well as highly specialist, periodical deep cleans, the exact requirements of which vary according to each of JCB's divisions and its budget holders.

In addition, management of the extensive, varied and specialist cleaning hours across the different sites requires a dedicated and communicative management approach.

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*Axis Cleaning and Support Services
Sector Director for JCB*

The Solution

Axis Cleaning and Support Services has worked with JCB for over eight years, and provides specialist industrial and office cleaning to eight locations. It maintains a partnership approach with JCB, where regular dialogue and a dedicated management support systems have proved key.

"We have a dedicated contract manager who looks after the entire account, and this is also supported by a number of strategically located Axis managers to ensure a quality service is delivered to the rest of the JCB portfolio," explains Axis Cleaning and Support Services' Sector Director for JCB. "What this delivers is a proactive management system whereby we can provide the flexible support required.

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Axis Cleaning and Support Services provides JCB with KPI reports and dashboards during monthly review meetings to ensure the number of working hours are managed appropriately:

"The review process, identification of tasks, use of KPIs and frequent dialogue helps Axis to simply and effectively identify areas of improvement. It has led to a good working relationship that promotes best-in-class results."