Total Quality Services Improves Quality Control with Accelerator CC

Total Quality

ACCESS TO INFORMATION

Total Quality Services

"We weren't able to track everything in one place. Never. We were always losing inspection information. That problem is not happening anymore. Now we are able to focus on the details." Alex Reimondez, Manager Client Services - Total Quality Services

Executive Summary

Total Quality Services was looking for an easier way to collect data. They were struggling to track and assemble information from the field of what was happening in their buildings. Information was either being lost or inconsistent. They required a simple way to generate deliverable reports for their customers that showed what work had been completed and to report other information that may not have been part of their daily tasks. Accelerator CC helped them:

- Automate reports with a full view of every account

- Document and log corrected problems and proactive notes

- Customize a solution that offers real-time data and metrics

Challenges

Total Quality had been 'business as usual' for years. They were using paper and emails to communicate with area managers and supervisors. Each month the data was sorted and placed into spreadsheets for evaluation and presentation to customers.

This system led to lost inspection results and inconsistent reporting. Employees needed to be in front of a computer, either at home or in the office, to fill out the required information in the spreadsheets. Field managers struggled to send data on a regular basis as well as using the tracking system that was in place.

Office staff wrestled with all the slips of paper, texts, emails, pictures and phone messages to find all the information that was required for their reports. Too many hours were spent transferring the data they received into spreadsheets that could then be passed to their customers. Too many meetings were held to make sure the reports had all the relevant information and were being put properly together.

Too often, information was lost and it was "creating a mess." Ownership was growing tired of the wasted time and resources and tasked management with finding an integrated solution.

How Accelerator CC Helped

When Total Quality started using Accelerator CC information was centralized, tracked in real-time, and accessed anywhere.

Accelerator trained field staff on using the mobile applications and how to track data relevant to them. Managers were trained to use standardized descriptions found in drop down boxes, rather than writing in ever changing deficiency variations.

Office staff is now automatically updated on field incidents rather than spending hours compiling them into spreadsheets. They can spend more time in the field building customer relationships. Staff has learned how to filter relevant data in the software and run reports to easily manage customer service and operations.

Accelerator has also customized new types of reports that are automatically compiled with information from the field. Now, staff simply review the report and send it to the customer.

"This provided information for each building such as if lights were left on, if anyone was in the building when the crew left, if there were any incidents and other issues not specifically part of the cleaning tasks but are very important for the building managers to know," said Alex Reimondez, Manager of Client Services.

Results and Future Plans

"Now, the nightly report data is getting done automatically and the information is being delivered quickly and the client knows what's going on."

TQS's customers have been very happy with the amount and quality of information being shared. They are providing great feedback on what information is important to them and what new types of information they'd like to see.

Total Quality plans to ask area supervisors to expand monitoring of their buildings and report even more information back to the client. Mr. Reimondez thinks, "there is a lot of potential (for growth)." TQS and Accelerator are working together to continue improving service delivery.

> "It saves us a lot of time and resources, but more than saving time for our staff, the important thing is we have the information we need. With our old system, we supposedly had the data but it was hard to track because it was on pieces of paper, or in a log book in a janitor's closet. There might be great information, but no one was using it." Alex Reimondez, Manager Client Services