



Asda Distribution Erith & Crossways, Dartford

Asda was formed by a group of Yorkshire farmers in 1965 and now serves more than 13 million customers each week with 163,000 employees across more than 300 stores and 27 distribution centres.



Ridge Crest Cleaning submitted an innovative tender proposal designed to provide a more complete and accountable cleaning service for the Asda distribution depot at Erith in Kent.

Success led to securing a further depot in Dartford. Ridge Crest's performance has been recognised as best practice by the directors and discussions are underway to expand our areas of operations at other key sites throughout the UK.

Background

The depot's facilities team was unhappy with its previous cleaning contractor, as it had failed to deliver a service which met their high expectations. Problems with the service included: high staff turnover, poor cleaning standards, weak communication lines with the cleaning company, as well as poor coverage and productivity.

Tender proposal

Ridge Crest Cleaning submitted an innovative tender proposal that was specifically designed to address the problems experienced by the Asda team. To provide a more complete and accountable cleaning service, Ridge Crest Cleaning proposed the following:

- 1.** The introduction of a **working Supervisor** who would be responsible and accountable for day to day cleaning operations, thus taking ownership of the quality of work being delivered to the client.
- 2.** The introduction of a dedicated, mobile **Senior Contract Manager** with the objective of developing the business relationship with Asda through a full understanding of their operational requirements and challenges. Ridge Crest's Managing Director was also actively involved on a weekly basis in the development of the contract to ensure total client satisfaction.
- 3.** The extension of **onsite working hours** to provide cover from 06.00 – 22.00 (a daily increase of 6 hours) by simply changing shift times and meal breaks at no additional cost.
- 4.** The provision of **full training** to a minimum industry standard for all staff and enhanced training and employee development for the working supervisor.
- 5.** The introduction of **performance related bonus schemes** based upon the results of independent quality audits.
- 6.** The introduction of weekly and monthly full **contract review meetings** with the client which were attended by senior management of both organisations. These meetings reviewed every aspect of the performance of Ridge Crest Cleaning and always resulted in a programme of ongoing improvement.



Independent audit

Each Asda Distribution Depot is subject to a quarterly independent audit carried out on behalf of and reporting to the Asda Board of Directors. The results of the independent audits dictate the level of annual bonus payments made to each of the Asda colleagues employed at each depot. Cleaning is a key element within the scoring process.

Prior to Ridge Crest Cleaning's involvement, the last audit score was 85%. Since we commenced our operations, record scores of 97+% have been achieved and full bonus payments have been made to Asda colleagues.

Full service cleaning

In recognition of the significant impact made, Ridge Crest Cleaning was asked to take over the responsibility for the cleaning of the entire warehouse using the very latest heavy duty cleaning machines imported from the USA.

Our performance has continued to exceed the expectations of very demanding clients and, from 2007, we have assumed responsibility for the changing and maintenance of the batteries for the forklifts and other heavy lifting equipment at this site. This is a critical operation and reflects the trust placed in Ridge Crest by the Asda management team at the highest level.

Dartford depot

Positive news travels quickly on the Asda grapevine and in January 2007 we also commenced operations at the Asda Ambient Depot at Crossways Dartford. The development of this contract has taken an identical route to that of Erith.

Our performance has been recognised as best practice by the directors and discussions are underway to expand our areas of operations at other key sites throughout the UK.



"The depot has passed the second round Mystery Audit with a huge score of 98.42%."

"A great many people have worked very hard to make this possible, not least of which are the guys and girls from Ridge Crest Cleaning. The warehouse and yard were spotless."

"The depot continues to look better than ever. It looked in great shape previously and the visit in February 2010 the team had stepped up and moved on from where they were."

"One of the best depots to walk round during a tour of all the sites."

Tom Waller
Facilities Manager
Asda Logistics

