



EXPENSE REDUCTION ANALYSTS®

THE COST MANAGEMENT EXPERTS IN CLEANING

Expense Reduction Analyst (ERA) consultant, Pam Walker, finds perception is everything for this overhead. “The key to a good cleaning service is for everything to be cleaned properly and left as it was found. Basically if the job is done well then no one notices anything.

“It’s very satisfying to provide a client with a solution that not only saves money – as much as 35% - but also makes their life easier by freeing them up to focus on their job while at the same time saving their company money,” added Pam.

Pam comments, “I find that when companies want to review their cleaning contract, it can create a divide between management and staff. Management are looking for the best price to cover the services needed while staff prefer a status quo because they’re comfortable with the cleaner.”

So in order to achieve successful recommendations for this overhead, ERA reviews the situation by talking to staff at every location or department in order to get their input, acknowledge concerns and explain the difficulties and costs associated with multiple suppliers.

In most instances there are no specifications listed so these need to be prepared, tailored and agreed upon by the staff at each site – from such considerations as frequency and times to specific specialty tasks and contact details for a key staff member.

Once ERA has a full picture of the requirements, a brief is put out to the market and a supplier chosen. The most effective implementation has been for management to take the cleaners chosen around each site to introduce them to the staff.

“We maintain contact with the new cleaners for the first couple of months, review the evaluation reports and check with staff to gauge that service levels have remained consistent and staff are happy. If there are any issues we are involved in the discussions straight away in order to avoid them compounding.

“While on a positive note, if further services are required or there’s changes that need to be considered then we review the brief and again monitor the service levels,” concluded Pam.

COST MANAGEMENT IS ERA

ERA has been in the cost-management business since 1983, and in Australia since 1993. During that time, the company has stuck to a 'no savings, no fee' maxim – and found savings averaging 15-25 per cent for every single client it has helped. Clients enjoy reduced prices for goods and services, enhanced negotiation leverage with suppliers, improved cost analysis and management tools, improved inventory management, improved compliance with corporate contracts, and the introduction of new ideas and trends to help enhance their competitive advantage.

Whether Australian businesses choose to undertake a program of cost-management under their own steam, or choose to call in expert help like that provided by ERA, the benefits to their bottom line can be immense.

Every solution for every company is different, because every solution is tailor-made to that company's requirements and goals. From creating a profit culture within the organisation to cost management, ERA provides a total service that's totally accountable.

"Our clients always make the decisions about which alternatives are most suitable for them and are included in the process all the way through," says Fred Marfleet, Chairman of ERA Australia. "But our help and guidance ensures that they make the right decisions for now and well into the future."

Expense Reduction Analysts - Working in partnership with our clients to maximise profits.