



Reducing client costs and increasing productivity and reliability through a self-performance service delivery model.

Goal

To increase sanitation quality and reduce down time on production lines while mitigating costs

Client Site Characteristics



Type of Business: Food manufacturer (bakery)

Locations: 17 facilities across the south-central and southeast United States

Building Types: Manufacturing, office, lab, warehouse

Total Square Feet: 2,228,392

Total ARAMARK Employees: 768

ARAMARK-Provided Services

- Structural and production line sanitation
- Operations and maintenance
- Leased labor (janitorial, warehouse personnel, shipping, production, light maintenance, security)
- Janitorial services
- Grounds management
- Pest control subcontractor management
- Receiving
- Security

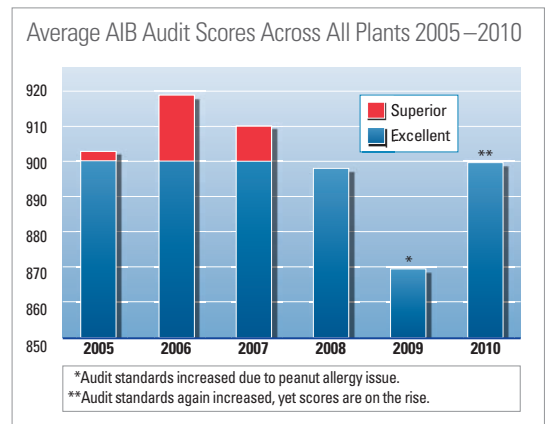
ARAMARK Facility Services has been a partner of this food manufacturer since the late 1990s. Initially charged with implementing top-notch sanitation and production maintenance programs for the company’s many facilities, ARAMARK has since expanded its core services in a hard-driving effort to continually optimize plant efficiency and productivity while lowering operating costs.

ARAMARK has exceeded its initial goals significantly, providing value-added services unmatched by other providers in three key areas: quality improvements, cost savings, and customer satisfaction.

QUALITY IMPROVEMENTS

Improving quality and reliability has been among ARAMARK’s top priorities from the beginning of its partnership with this food manufacturer, as evidenced by these achievements:

- The company’s plants have passed all FDA, state, and military inspections every year ARAMARK has been on site
- The company earns “superior” ratings from the major auditing agencies
 - 4% average improvement in American Institute of Baking (AIB) scores
 - Consistent improvement in W.E. Long inspection scores in the past year



- 8% increase in overall productivity
- Productivity and reliability improvements have contributed to an increase in cases shipped per month



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- *quality
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- *cost savings*
- *customer
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COST SAVINGS

ARAMARK has saved this food manufacturer millions of dollars over the course of its partnership as a result of both eliminating and mitigating client costs. By employing a focused approach to facilities and sanitation management, ARAMARK has gained numerous efficiencies throughout this business:

- Staffing levels have been improved through ARAMARK's commitment to provide the right people with the right skills doing the right work
 - At one plant, the number of warehouse employees has been reduced by 42%
 - At another, the production labor head count has been reduced by 21 full-time employees
- Incorporating leased labor initiatives at one manufacturing plant has saved this company \$1 million annually since 2005
- ARAMARK has delivered significant reductions in standard sanitation relative hours through a focused program management approach, with some sites exceeding 50% in reduced hours
- Changeover for equipment has been reduced by over 3% on average throughout the facilities, and better equipment cleaning processes have reduced costly down time as equipment is brought up on or ahead of schedule
- Sanitation equipment upgrades and additions provided by ARAMARK have improved food safety and reduced costs

CUSTOMER SATISFACTION

ARAMARK continues to earn the respect of company management and employees alike by improving the working experience for everyone:

- Average customer satisfaction scores consistently exceed 90%
- Employee retention has improved to over 91% on average

LOOKING AHEAD

ARAMARK continually seeks ways to improve operations year over year. Cost containment and increased productivity remain priorities while regulatory influences demand higher quality standards. ARAMARK is addressing these issues through further integration of new technologies, such as steam cleaning and dry ice cleaning; re-engineering tasks to gain efficiencies; and instituting more creative workforce scheduling, including staggering start times, integrating more part-time positions, and transitioning from zone-based cleaning to task-driven cleaning.