INDUSTRY PERSPECTIVE OUTSOURCING

ADMINISTRATION -- ROUTE TO THE FOLLOWING:

- ☐ PRESIDENT / CEO
- ☐ COO / SENIOR VICE PRESIDENT
- ☐ CHIEF FINANCIAL OFFICER
- ☐ VICE PRESIDENT SUPPORT SERVICES

Challenging Traditional Models

Traditional models of housekeeping management programs are being challenged. At one time, it was often the case that administrators were compelled by their training to directly oversee all areas of the program. Energies were exhausted on non-strategic facets exposing mission-critical operations, resulting in less than desired results. Today's management and administrative teams are challenged by quality standards and economic conditions to redefine their approach.

So how are professionals approaching the management of environmental services? More and more facilities are seeking specialized service providers as the solution.

The Choice to Outsource

Many industries are experiencing a momentum toward specialized partnering. Leaders are selecting experienced, proven providers to deliver necessary housekeeping service levels for quality results. The decision to outsource an environmental services department is based on quantifiable financial, quality, personnel and delivery benefits. So then the question becomes how to decide on the provider?

More than 90% of Forbes 500 companies turn to outsourcing for significant components of their business.

Where Others Fail

ONE SIZE FITS ALL

One of the most common approaches to outsourcing is the 'All or Nothing' mindset. Some administrators opt for an 'integrated' plan to combine housekeeping functions with other service departments, in the hopes of obtaining efficiencies through the management of a single provider. Within this approach, outcomes typically result in a decline in overall quality standards. This decline is attributed to the fact that this 'generalist' approach does not provide the specific training, processes and planning needed to deliver outstanding environmental services.

BIGGER ISN'T ALWAYS BETTER

Others choose to do business with a large corporate firm with marketplace name recognition equating familiarity and size to quality and results. They do so with the belief that the strength of their housekeeping division is equivalent to the strength of their brand. It is often the case that through a series of acquisitions and/or partnerships, energy is focused internally on profitability, downsizing, management and re-organizations rather than on the customer. Frequently in these cases, housekeeping services are used as a strategic positioning tool or ancillary component, not a core competency, used to gain other contract services.

Primary Choice Considerations

When an organization makes the strategic decision to outsource, guarantees are essential. The end result must be an improvement in the quality of housekeeping services at or below existing budget allocations. Factors to consider may include:

- Portfolio and Value of Services Provided
- Company History, Infrastructure, Strength and Stability
- Demonstrated Expertise and Experience
- Client Base, Case Studies, References and Testimonials
- Personnel Management and Training Programs
- Quality Assurance Controls
- Flexibility, Credibility

Take Action

Visit http://www.hhs1.com or call 800-229-2028 for additional information on how outsourcing may be able to benefit your organization.

Founded in 1975, Hospital Housekeeping Systems (HHS) is the nation's largest privately owned acute care environmental services provider. With the expertise to improve facility standards in the healthcare industry, HHS delivers quality results and financial guarantees to clients nationwide. The company is recognized for combining a technology based infrastructure and an unparalleled resource management program to provide industry-leading housekeeping and laundry/linen services. For more information, visit www.hhs1.com.