

# Quality Matters



Volume 10  
Number 1

OMNI FACILITY SERVICES



WINTER 2005

## Changes Bring Better Technologies to Omni

In the past six months, there have been a lot of changes at Omni in regards to the physical structure of networks and technology. These new technologies, according to Omni's Director of Administration, Michael G. Cadotte, include an entirely new set of network servers that were installed in the Southfield, Michigan, headquarter office in early fall. Sandra Gronua, CFO, also indicated that the Finance Department, at print time, was in the final stages of implementing improved financial and payroll programs. These new software packages give expanded features to the Payroll and Accounting Departments which allow for faster runtimes, improved cost reporting and greater efficiencies.

A final part of the technical hardware changes was the company domain name which has changed to [ofs-na.com](http://ofs-na.com) with

the email formats remaining the same:

[<first initial><last name>@ofs-na.com](mailto:<first initial><last name>@ofs-na.com)

Please contact your representative if you have any questions about the email domain name change. Mike Cadotte further indicated that a new website will be arriving in early 2005 with the foundation of the site already in the works. He indicated that there would be some exciting new features in regards to quality and customer care but would not elaborate further telling *Quality Matters* that we, "Will have to wait and see the new site when it rolls out next year."

This large investment of technology was part of Omni's ongoing plan of designing systems to meet current expectations and to accommodate for future growth and expansion. (Note: see related article on page 2)

From all of us at Omni Facility Services...



Happy Holidays  
and the  
Best of the New Year

## The Inner Workings of a Quality System

Omni's Director of Administration and Quality Assurance, Michael G. Cadotte, recently wrote an article for one of Omni's larger client's newsletter on how the quality system that Omni has in place works and how it effects the overall quality of services Omni performs.

Quality Matters has reprinted that review to bring to you so you have can have a better understanding of the various methods Omni utilizes to verify quality and continuous improvement.

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You may have seen them placed on your desk from time to time, maybe you filled one out – we are talking, of course, about the Quality Check questionnaires from the Facility Services Department. But during a standard quarterly review of service between our Customer and Omni Facility Services we thought maybe all of our customers would like to know what happens to those documents once they are sent in.

### Data Collection:

The comments of those working in buildings Omni services matters a great

# Quality Matters



## Long-Term Partnership Key to Omni - SourcePath Relationship

Back in 1995 Omni recognized the need to maintain a solid computer and network support program and SourcePath, a Microsoft Certified Partner offering comprehensive IT consulting sales and services to small businesses in Michigan, seemed the perfect fit. SourcePath helps Omni to bridge the gap between technology and usability by offering it a strong and close relationship. “By better understanding our business, SourcePath has been able to offer cost-effective solutions that fit our needs,” said Michael G. Cadotte, Omni’s Director of network & computer services, “as well

as our budget. They have grown with us from individual PC’s to more advanced LAN’s (local area networks) with file, print, storage and email servers.”

Since SourcePath specializes in client/server network consulting for small and medium-sized LANs and WANs, it’s a perfect fit with Omni. Tim Boyes, Principal of SourcePath, said to *Quality Matters*, “We specialize in integrating customer’s primary and secondary line-of-business applications with their ever-changing network environment by engineering solutions that make sense

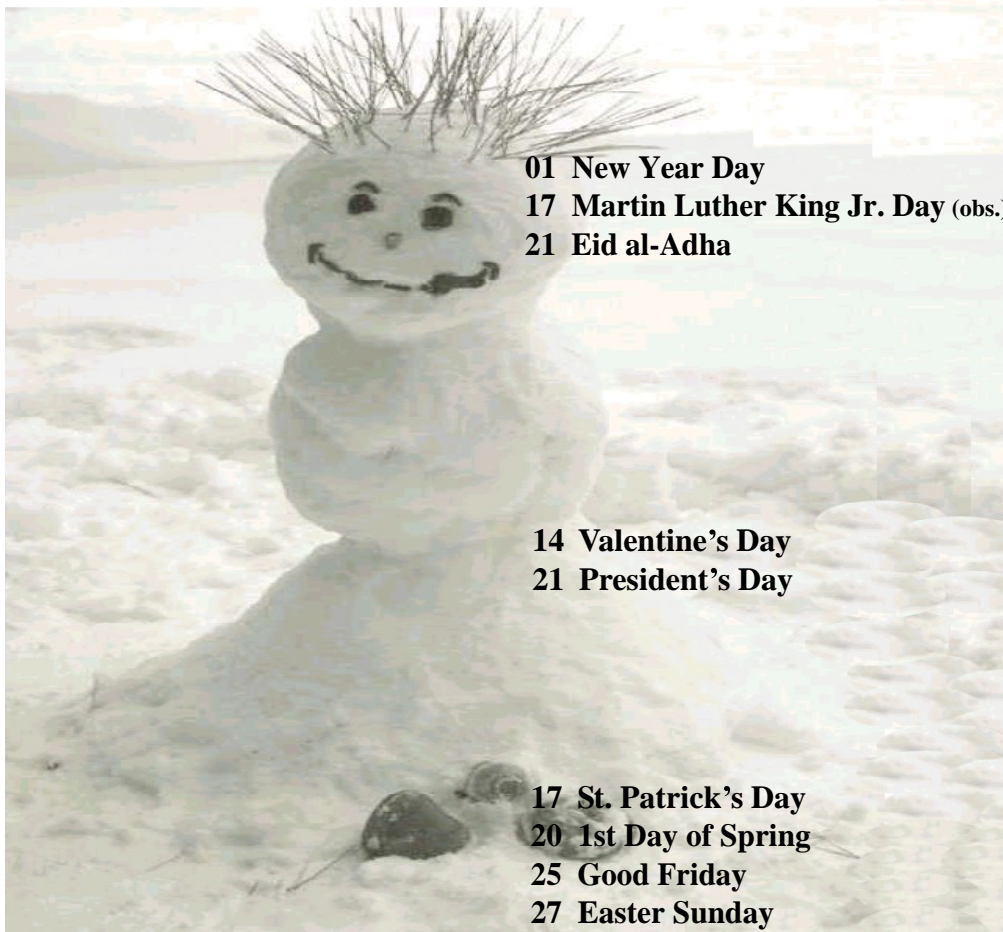
for our customer’s business. We also offer custom-design software development in the event customers, such as Omni, have a need ‘outside the box.’”

See SOURCEPATH on page 6

**QUALITY MATTERS INFO FACTS**

**Omni has been operating in the Michigan market continuously since 1910.**

## — Winter 2005 Events —



**01 New Year Day**  
**17 Martin Luther King Jr. Day (obs.)**  
**21 Eid al-Adha**

**14 Valentine’s Day**  
**21 President’s Day**

**17 St. Patrick’s Day**  
**20 1st Day of Spring**  
**25 Good Friday**  
**27 Easter Sunday**

### JANUARY 2005

SUN	MON	TUE	WED	THU	FRI	SAT
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
	30	31				

### FEBRUARY 2005

SUN	MON	TUE	WED	THU	FRI	SAT
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28					

### MARCH 2005

SUN	MON	TUE	WED	THU	FRI	SAT
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

# Quality Matters



## Upcoming Safety Alerts

The Michigan Safety Committee has set up an 18 month cycle of safety alert reviews for all employees within the division. These trainings are designed to keep Omni employees up to date on all the aspects of job safety. Reviews cover new safety policies, safety procedures and safety awareness reviews. The following is a review of recent and upcoming topics:

### Past Quarter

- OCT Hazzard Comm.
- NOV Safety Policy
- DEC Safe Mopping Review

### Up-Coming Quarter

- JAN Safe Lifting
- FEB Trash Handling
- MAR Eye Safety

This safety training, like all training at Omni, is documented within our ISO 9002 quality assurance system. The Safety Committee also reviews training records, schedules and investigates new materials to use for future trainings as well.

Omni prides itself in its commitment to safety awareness and the proactive approach it is taking with the monthly training program, various safety committees, close partnering with our insurance carrier on prevention and tracking issues as well as committed support from Omni's corporate office.

If you have a concern over a safety issue on the job, or would like to see an additional topic added to the rotating training list, please contact Mike Cadotte, Director of Safety.

## Review Is Key To Success

On page 1 we talked about the Desk Top Survey system that Omni utilizes to capture the perceptions of those working in the large office centers we service and Fig. 3A below is the result of that data collection process.

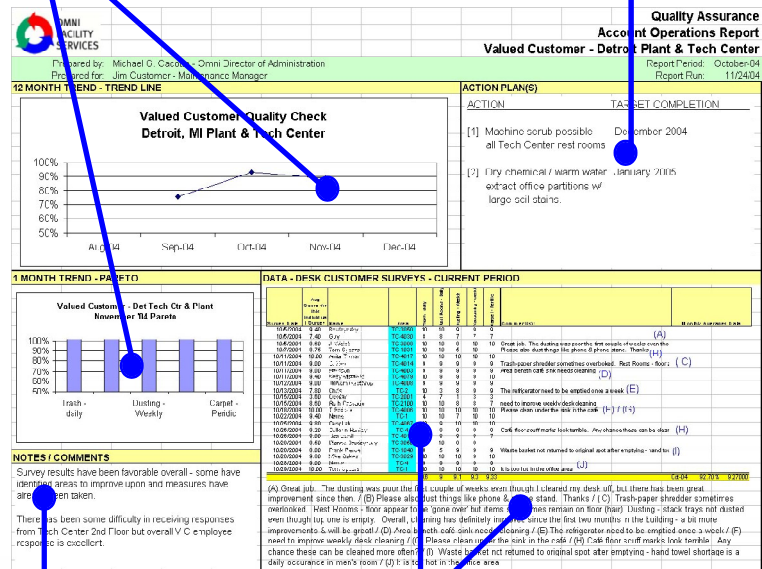
Each response is collected after site management has performed its followup visits and entered into computer spreadsheets that generate quarterly reports showing detailed individualized data over all monthly and yearly trends as well as planned actions to maintain and improve our processes. This Quality Report is then reviewed quarterly with our customers in a Quarterly Review of our Commitments along with training, safety, budget, billing and other issues that relate to that specific account.

Such reviews allow for maximum continuous improvement and allows our team (customer's management team and Omni) to monitor the 'pulse' of the facility(s) and track reactions to new programs and policies.

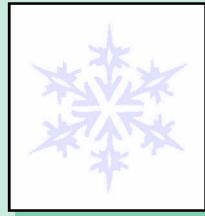
Fig. 3A

Running trends built out to a 12 month view as well as reporting month's individual results (pareto chart) are displayed. This allows for quick review of results and further enhances ability to spot out of standard trends.

Any action plans that are generated as a result of the review are listed with target completion dates.



# Quality Matters



## Let It Snow, Let It Snow, Let It Snow Quality Matters V10N1 Puzzle

In the black spaces bellow please indicate the total number of snow flakes you found on that page. Be sure when you are finished to give your information in the space provided to the left and send in to be entered into our next drawing. Good luck and enjoy the snow!

Page 1 Snow Flakes: \_\_\_\_\_

Page 2 Snow Flakes: \_\_\_\_\_

Page 3 Snow Flakes: \_\_\_\_\_

Page 4 Snow Flakes: \_\_\_\_\_

Page 5 Snow Flakes: \_\_\_\_\_

Page 6 Snow Flakes: \_\_\_\_\_

The puzzle to the left is a reminder that the cold days of winter are here.

See if you can locate all the snow flakes found throughout this newsletter keeping in mind some may be only partially seen, behind text or in full view.

Completed puzzles should be submitted to your site supervisor or mailed to our Southfield offices attention *Quality Matters* to participate in our quarterly contest where we randomly select one completed puzzle to recognize the employee and award them with a gift certificate to one of many local stores or shopping centers in their area.

Did you finish? Then why not send this page in for a chance to be our next winner? Just fill out the following and have your site coordinator send into our Michigan administrative offices or you may mail it directly attn: Quality Matters Puzzle.

NAME \_\_\_\_\_

PHONE \_\_\_\_\_

JOB SITE \_\_\_\_\_

(if applicable)

### V9N1 Puzzle Key

M N J O P X H K Y Z Q M F R E S H E X P R E S S K R B S C D  
 R D D N I W P T L B L G K W G E N E R A L M O T O R S E M O L K  
 T J G A I A U N I T E D N A T I O N S D M V P X M Z W K N M P B  
 D T Y P Z R V L D U K E E N E R O Y F R N Y S T I R R I L U B  
 Z G K M A W R M R Q T B Z Q N D Z M B S T M N L D S M L R T Z  
 S R T O H F F T V J L Y B H M R C D L R I L L D E R L R I E C  
 M H K K C O L H V M K D J Y C V D E K T I K N Y T T I E C  
 S H K R T T C F P R S P G Y T N O X H A A I T D X C A R W H  
 I L L O E I G C T M J E X T N N O M M H L G S Y B T A A H  
 S Y T S B T T U T T L T Y M R H H L S S M R L R R K T S I  
 A O V C M L A G D I N B I R M E W I K K C L S T  
 S O O R M N W K J C R S E N L N W A M H C O J N C E O T  
 H V D F X J P J T M T A E T R T N T E H D C P D D C A  
 T T I O N C O J M E S P G M E L I O Z A R L I T N P I K  
 N O C B I W E S E I R B R N R C U S G C N B Z A E  
 T I M E H N N F W E E N P H R E S O D O L N E M R W N T R  
 R E I Z K B L J C C L A R P H R E S P B R D N N O J E U  
 E R R R K L M H W T N S N E M L L K Y L W N Y E H W S  
 V N I L G C A A I T N O H L B L C M H W K X Y L R P K C  
 N M T M O E M O K P F S E I G E C L K N F L K K W X G C O  
 I M O K I P V N X K G A S O B B T X K L L F V H P B B Y U  
 S P E X H B A L T T E P Z R K E M S Y O J E S C M F T M M R  
 J Y T L F G L K X L B N N O F H M R D Y S M W N W D R T  
 G T V F E S O R B X Z L C R Q M K R R K U L K D A J X R L H  
 R P T B E L L A T L A N T I C G P Y L D O T M L A Y R W L O  
 H T T N B B I U S S R E Y M L A T S I R B N X A B B D L U  
 Y A N K E E S T A N D I U M X Y J K T W T Y P E L J L T G S  
 Z M L R O L Y A T D N A D R O L P Q K M N M H H C H T Q K E  
 L H F Z C Z G K Y D S P U N R F L T D N F Q X M N T M H Y C  
 Y P L G R F Y P L B N P C U S H M A N W A K E F I E L D L B

### V9N1 Puzzle WINNER

Quality Matters would like to thank all of you who sent in your answers to our last puzzle - you will find the key at the bottom left of this page. Our puzzle winner, selected from the random entries, is  
**Moe Ankouni**

Moe is a First Shift Manager at Omni's Spirit Airline account for the past one and a half years.

Omni provides a variety of services at Detroit Metropolitan Airport including airliner cleaning for Spirit Airlines and gate cleaning services.

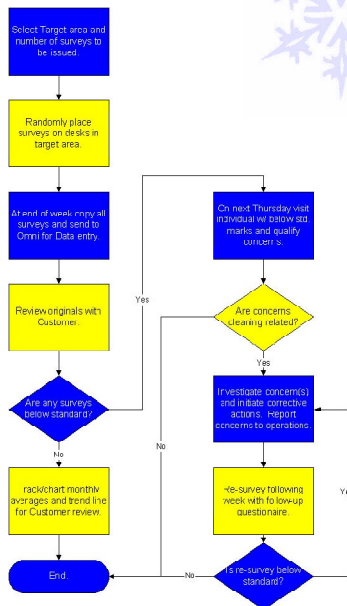
# Quality Matters



QUALITY, from page 1

deal and when you take time out of your busy schedule to share them with us, we make sure we honor that time by reviewing each form carefully.

Every form is sent to the Facility Services Department where members of that team review the comments and any concerns with members of Omni's team assigned to the facility. If a concern is listed, or a low score is marked, the customer and Omni make every effort to find the individual and qualify



The flow diagram from Omni's Standard Operating Procedure that identifies their quality survey system.

the concern. Many times the issue can be resolved by communicating cleaning standards, schedules or practices along with passing information along to the cleaning crews for any needed correction(s) on their end as well. The system is simple if we keep in communication with each other (Facilities, Omni and end facility users) we can identify issues, plan corrective action plans and build into future systems measures to prevent service deficiencies or the occasional error.

## It's All About Data Analysis:

Collecting data and visiting individuals with concerns is only half the system that is working to assure quality

housekeeping services. Once we have reviewed all Quality Check questionnaires and talked to those with concerns or questions, the forms are sent to Omni's Quality Assurance Department for data entry. All the information on the form (name, building, floor, scores and comments) are recorded and analyzed by building, month, service area and departments and floor. This data is reviewed on a continuous basis by Omni and its customer looking for repeat patterns or potential problem areas and making small adjustments to prevent any service short falls. The data trend lines are also reviewed each quarter in Omni's quarterly review of commitments with its customer. Trends are reviewed on a twelve month running trend line with overlays of specification inspections conducted by Omni site management and our customer's Facilities management team. We look for trends that may not be noticeable on a day-to-day or week-to-week basis. The end result – a well designed system that ensures the standard of quality that our customer has set continues to be met and that budgetary goals are met as well.

## Coming Full Circle:

All this effort creating quality check forms, randomly passing them out, reviewing data, talking to individuals, data entry and trend analysis comes together right back at the end user – you. To understand the successfulness of a housekeeping system, we need to understand how it impacts end users and only then apply the appropriate budgets, labor hours and operational systems to accomplish our goals. You, the valued members of our customer's staff, play an important part in this process, and we greatly appreciate the time and

energy you put into sharing with us your thoughts and views – we couldn't do it with out you! The cleaning staff appreciates your comments as they mean you care about all the effort that they are putting in your workplace maintenance. Periodically your comments are shared with your cleaning staff as well as the monthly trendline that shows the cumulative results of the surveys. It's our systems all inclusive circle of contact (Omni, our customer, those that work in our customer's facilities and our hard working staff) that makes this system so strong and effective.

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This process is one of four service delivery verification process Omni utilizes to maintain high quality standards based on customer specification and perceptions. For more information on Omni's [ISO 9000 Certified](#) quality systems please feel free to contact your representative.

**CUSTODIAL QUALITY SURVEY**  
OMNI FACILITY SERVICES  
QUESTIONNAIRE

Please fill out this form in order to help us rate your cleaning staff and to continue improving the quality of our services. This information will help us to serve you better. After it is completed, fold it so the address printed on the back is on the outside and return in the inter-company mail.

Basic custodial tasks are completed as listed below. Weekly custodial tasks in your section are completed on \_\_\_\_\_. This survey was delivered on \_\_\_\_\_. Please grade these tasks by circling the appropriate number.

Thank you for taking your time to let us know how we are doing. Your grading is the measure of the service we perform.

PLEASE PROVIDE US WITH YOUR PERCEPTION OF THE FOLLOWING SERVICES

	Poor	1	2	3	4	5	6	7	8	9	10	Very Good
Regula: Trash Emptied (Mon/Wed/Fri)	1	2	3	4	5	6	7	8	9	10		
Reycle Trash Emptied (Tue/Thu)	1	2	3	4	5	6	7	8	9	10		
Rest Rooms – Morning	1	2	3	4	5	6	7	8	9	10		
Rest Rooms – During Business Hours	1	2	3	4	5	6	7	0	9	10		
General Work Areas:												
Dusting	1	2	3	4	5	6	7	8	9	10		
Vacuuming	1	2	3	4	5	6	7	8	9	10		
Carpet Spotting	1	2	3	4	5	6	7	8	9	10		
Lobbies, Conference Rooms, Main Aislles	1	2	3	4	5	6	7	8	9	10		
Overall Custodial Service	1	2	3	4	5	6	7	8	9	10		

NAME: \_\_\_\_\_ CDS ID: \_\_\_\_\_

ROOM/CUBE NUMBER: \_\_\_\_\_ PHONE NUMBER: \_\_\_\_\_

COMMENT(S): \_\_\_\_\_

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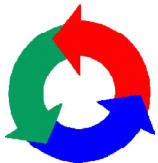
A sample of the quality questionnaire being used by Omni at many of its key accounts.

SourcePath has recently completed for Omni a new, ground-up implementation of Windows 2003 Server, including Exchange 2003; a new firewall system to extend connections outside the administrative office as well as a new corporate-wide antivirus solution. SourcePath also worked out new programs to secure data on the various laptop computers utilized by Omni's executives.

Such long-term vendor relationships allows Omni to keep pace with various non-core industries and maintain low costs by not having to directly hire such professionals. These solid, long-term vendor relationships play a key roll in Omni's drive to continued improvement and customer satisfaction.

## Our Mission

**Omni Facility Services, an established and innovative leader in the facility services industry, is committed to providing quality services and exceptional value. Continuous improvement, profitability and long-term growth are achieved by empowering our employees to exceed our customers' expectations.**



**OMNI FACILITY SERVICES**  
24300 SOUTHFIELD ROAD SUITE 220  
SOUTHFIELD MICHIGAN 48075

