

HARVEY NICHOLS

Harvey Nichols seek best in class provider to support delivery of the ultimate luxury retail experience



CHALLENGE

Recognised as the UK's premier luxury fashion retailer, Harvey Nichols is internationally renowned for its expertly edited fashion and beauty merchandise, premium food and wine offer and award-winning restaurants.

"As a luxury retailer, our contractor plays an important role in preserving our reputation through delivering the highest standards of cleaning. Yet, their performance was becoming questionable and I was spending a disproportionate amount of my time on a day-to-day basis managing the contract. Having met Sitemark at a facilities event some years ago, I contacted them to undertake a benchmark review."

Mark Hanmore, Facilities Manager, Harvey Nichols, Knightsbridge, London

SOLUTION

The report of findings identified a number of operational issues, which the contractor failed to acknowledge or address. At the end of the contract term, Harvey Nichols retendered to find a provider that could meet their needs and appointed Sitemark to support with the process.

Working in partnership, a new specification was developed and invitations to tender issued to an identified shortlist of best in class providers. Sitemark site certification was included in the contract to evidence performance and drive continual improvement through ongoing benchmark audits. Additionally, alongside agreed contractual KPI's and benchmark standards, Harvey Nichols included a bonus provision for the contractor.

A new provider was appointed and awarded a three year contract at the flagship store in Knightsbridge following a robust online tender process managed by Sitemark.

RESULT

"Cleaning standards have improved dramatically and we have received many positive comments. The recent audit evidenced 97% KPI score triggering the bonus payment, which the contractor shared between cleaning staff. Morale and staff retention is up and sickness and absence is down.

The new contract is completely transparent, professional and properly managed eliminating the need for micro management. The project has been such a success that over the next 18 months we hope to replicate the process across all of our UK stores."

ABOUT HARVEY NICHOLS

Since Harvey Nichols opened in Knightsbridge in 1831, it has led the way in sourcing the most desirable and cutting-edge designer brands.

Harvey Nichols has seven stores within the UK and Ireland, consisting of four large-format stores in London, Edinburgh, Leeds and Manchester, three small-format stores in Birmingham, Bristol and Dublin, and a new beauty concept store in Liverpool. In addition, there are seven large-format stores overseas.

ABOUT US

Sitemark provide independent best practice benchmarking of cleaning, recycling and waste services to organisations in all sectors, helping clients improve standards, reduce costs and ensure best value for money.

Sitemark has demonstrable experience in the private, public and voluntary sector having worked with blue chip organisations through to local authorities and landmark attractions.

CONTACT US

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