

Housekeeping Lean Process

■ Initial Team Focus:

- Procedure for Definition and Release of a new housekeeping charge
- Procedure to Determine Staffing Levels of a charge
- Procedure for Revising and Updating the contents of a charge
- Procedure for Housekeeper Quality Checklist of charges in a building
- Procedure for Customer Complaints
- Procedure for Housekeeping Corrective and Preventative Actions
- Development of Customer Satisfaction Metrics and Key Housekeeping Quality Indicators
- Create Process Documentation Model and Record Archive Procedure

Housekeeping Lean Process

- **Current Status**

- Mapping As-Is Process

- Created Problem Parking Lot

- No clear understanding of who owns the charge- Housekeeping or Customer
 - Level of Detail not consistent within the charge or across charges
 - Housekeeper has very little input on the process of developing charge
 - Housekeepers filling-in on a charge do not have proper training to do the charge effectively

Housekeeping Lean Process

Metrics Sub Team

- James Allen
- Ed Andrews
- Thomas Buddy
- Gwen Glattes
- Lorenzo Jackson
- Tayo Kuku
- Ross Leiman
- Betsy Robinson

Voice of the Customer

- Thomas Buddy
- Brian Devers
- Seth Fitzgerald
- Tayo Kuku
- Dave Parker
- Betsy Robinson
- Robert Whitehouse

NOT FOR DISTRIBUTION

Full Lean Process Roll Out Timeline

