



CASE STUDY:

**SANITATION PARTNER
INCREASES AUDIT SCORES FOR
NATIONAL BAKING MANUFACTURER**

PARTNERSHIP OVERVIEW

In the '90s, a nationally recognized baking manufacturer explored cost-saving strategies that would not only streamline operational performance but strengthen its product portfolio and promote growth opportunities within the packaged foods marketplace.

Included among these strategies was shifting the burden of repetitive but critical ancillary tasks, such as management of sanitation equipment, labor and staff training, food safety, audit and regulatory compliance to an experienced facilities management partner.

The decision to partner would enable the manufacturer to allocate more time, resources, and budget to its core business objectives of product quality and innovation. Eventually, the non-core responsibilities of the trusted partner helped mitigate risk of failed inspections, food recalls, production downtime, and a tarnished brand. Plant managers and owners achieved greater peace of mind.



Aramark first began the relationship by managing FDA-regulated sanitation operations at 10 locations. Based on outstanding results, the partnership grew to include over 20 sanitation sites with the addition of other services, including production line staffing, shipping, grounds and pest control. With more than 1,000 Aramark employees dedicated to the manufacturing sites today, plant managers have since gained freedom from the hours otherwise spent managing facility employees, leaving Aramark to handle all staffing issues, from hiring to managing benefits to job training.

*“Cost savings of over **\$2.2 million annually have been realized** thanks to a best in-class sanitation program with Aramark.”*

National Baking Manufacturer Representative

New Normal: Audit-Ready Production Lines

Additionally, the manufacturer also realized benefits in two of the most challenging areas in food production: regulatory inspections and retaining high-quality, experienced staff and leadership.

With its expertise in sanitation and regulatory audits, Aramark helped the manufacturer realize significant improvement in inspection scores and delivered consistently “tour-ready” facilities.

Production lines are always audit-ready for both planned and unplanned audits and inspections. In fact, all 20 plants have received “excellent or superior” scores for the past six years. Additionally, while many manufacturing organizations struggle with high-turnover rates, low productivity and increasing employee training costs, this manufacturer retains site leadership in record numbers through a bottom-up, engagement-focused management philosophy.

The partnership has resulted in a tremendous cost-savings of over \$2.2 million annually in sanitation services alone, thanks to a best-in-class sanitation program, workforce reliability, effectiveness and budgetary certainty. The additional services are contributing even more cost reduction and quality improvement to the overall operation of the plants.

DOWNLOAD

IS YOUR PLANT **AUDIT-READY?
GET THE CHECKLIST ▶▶▶**



3 BIG PARTNERSHIP WINS

COMPLIANCE AUDITING EXCELLENCE

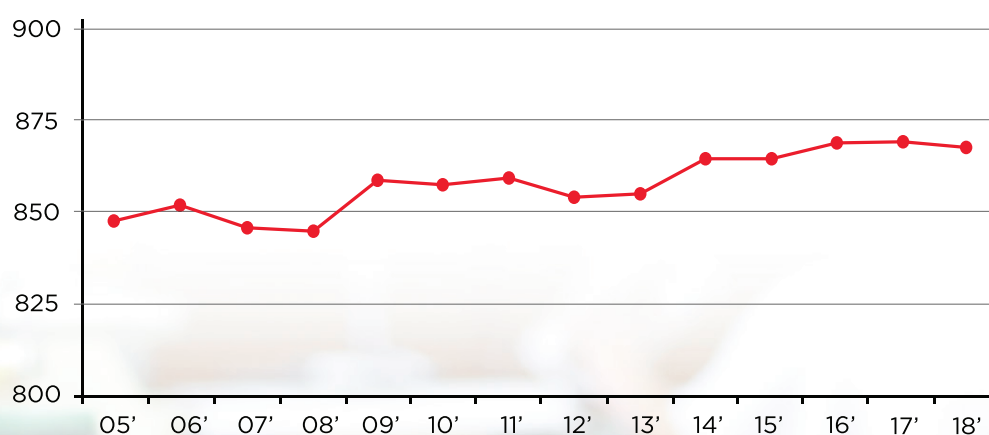
Food safety compliance is one of the key challenges for food manufacturers as regulations become increasingly stringent. Many in-house facilities teams do not have the time or resources to consistently monitor and implement changing regulations, as well as ensure immediate compliance on program updates. Aramark understands the demands of preparing for and passing regulatory or third-party audits.

This manufacturer enjoys a rare advantage of “compliance-readiness,” where staff and equipment are prepared for an audit or inspection from all industry, government and client entities. This expertise in audit preparation over time has delivered superior ratings, ensuring this manufacturing plant is always tour-ready at a moment’s notice.

As a result, all 20 manufacturing locations under the sanitation partnership with Aramark have:

- Received “Superior” or “Excellent” audit scores every year
- Increased production uptime at lower operating costs
- Enhanced food safety and quality reputation throughout the industry, contributing to the growth and retention of its client base

WE Long Scoring - National Baking Manufacturer Overview



The data chart represents the averages of all the sites' combined quality scores. Bakeries received a physical inspection, and each location confirmed the results met FDA/BRC Standards (Food Safety). It is important to note each year the standards continued to increase.

COMPREHENSIVE EMPLOYEE TRAINING PROGRAM

The skilled labor shortage in North America continues to challenge employers, specifically within the food manufacturing industry. First, employers must find qualified labor to maintain their facilities while delivering compliance in government regulations and industry audits. Second, retaining these individuals attracted to the food manufacturing industry has also become increasingly more challenging.

Aramark implemented a comprehensive employee training program, which has resulted in higher engagement, productivity and retention for the manufacturer. Employee training involves a multi-step process that includes finding the right task for each associate, followed by an inspection from a fellow colleague or supervisor until it is performed correctly. The training program is designed for employees to execute their responsibilities in compliance with all industry and government guidelines.

With safety top of mind, employees regularly engage in safe activities on a weekly and daily basis. This practice includes executing safety briefs to teach proper work conditions and behaviors, as well as safe observations, which encourage individuals to recognize and report unsafe work environments. Since implementing this safety program, the manufacturer has realized benefits including increased productivity, minimal downtime and decreased accidents on the job.

Benefits to Manufacturer:

- An experienced and motivated leadership team to deliver the right results
- A reliable and productive workforce
- A trusted and proven partner for critical services and operations



SUPERIOR LEADERSHIP RETENTION

Unlike many food organizations today, this manufacturer does not face the constant risk and struggle typically associated with the food industry's diminishing workforce, in particular, sanitation leadership. Aramark introduced an employee training and engagement program significantly increased staff retention at various manufacturing sites. In fact, seasoned employees and supervisors who have been on these job sites for the past 20 years often work their way up to sanitation management positions within Aramark rather than transitioning to a competitor or leaving the industry.

Engagement scores of critical staff members are consistently 90 percent or higher. A satisfied workforce not only eliminates the high costs of staff turnover rates but also positively contributes to consistent quality, industry-leading audit scores, higher productivity, and overall cost improvements.

"Aramark is by far the best sanitation provider in terms of program, cost and audit scores. Partnering with Aramark has given us peace of mind when it comes to food safety, compliance, overall cost improvement and, most importantly, consistently high audit scores."

National Baking Manufacturer Representative

QUICK STATS

Partnership since	1995
Production facilities served	20
Employees managed	1,000
Supervisor engagement scores	90+
Average audit scores	Excellent +
Average annual sanitation cost savings	\$2.2 million

For more information visit us at:

WORKPLACEINSIGHTS.ARAMARK.COM

