



Cleaning Services



Security Services



Specialist Services



Catering Services



## PROJECT

# Improving Distribution Centre Outcomes

The following services are provided:



Cleaning



Security



Catering



Stock Accuracy



Dekit



Re-Coup



Trailer Washing



Pallet Management



Specialist Cleaning

# BRIEF

## Delivery of Facilities Management services in Tesco's 2million square ft DC; their largest in Europe.

TC Facilities Management (TCFM) is one of the UK's leading independent FM companies. With over 50 years' experience of delivering services nationally, we are proud to be associated with some of the UK's biggest names in the High Street. TCFM also provide FM services to DCs across the UK.



### BACKGROUND/OVERVIEW

With a core purpose of "Serving Britain's shoppers a little better, every day", Tesco serve some 66 shoppers every second. So ensuring that products are on the shelf, wherever the people are who need them, is essential. This is where Tesco's network of Distribution Centres are critical. One of these is based in Livingston, Scotland and is Tesco's largest operation in Europe servicing over 620 stores and operating 365 days a year. The DC operates with up to 1800 staff.

### THE CHALLENGE

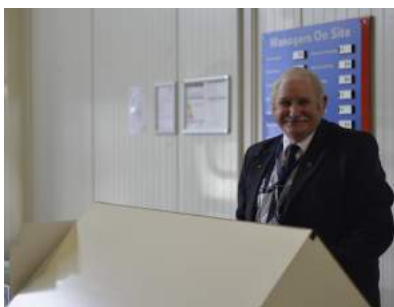
Keeping Livingston DC working like a well-oiled machine to enable deliveries to be made on time, every time is paramount. Tesco had highlighted a number of issues that were not delivering the required efficient, seamless operations, under the previous service provider. In particular, there was a sense of lack of controls, concerns about facilities staff working to Health and Safety standards and using equipment that was unreliable or broken. This was made all the more evident in KPIs consistently being failed and a sense that the operational effectiveness of the site was reduced. Coupled with this, the facilities staff's morale was perceived to be low with a resulting high staff turnover.



### THE APPROACH

To address the challenges highlighted, a multi-faceted approach was required. This included investing in the near term with new and updated equipment, training on the effective use of the equipment as well as revising the methods of clean to ensure that the sites standards saw an improvement. Rosters were restructured with increased supervisor support, as well as the development of a recognition programme to enhance morale.

Communication with Tesco colleagues was also seen as a critical element. To this end, regular meetings with both the TCFM team and key Stakeholders were introduced to establish clear communication and reporting. This highlighted both best practice and areas for improvement measured against agreed KPIs.



## THE EXECUTION

A dedicated management team was put in place to invigorate the FM team and ensure that all services were delivered to mutually agreed goals in accordance with operational requirements of the DC.

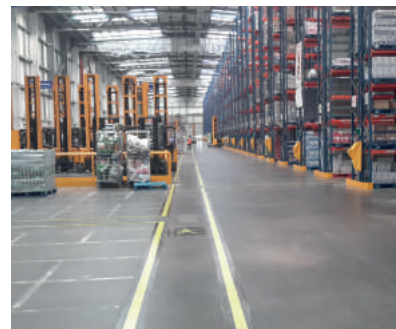
## THE OUTCOME

The approach adopted has resulted in TCFM being considered to be an invaluable part of an integrated team that contributes to serving Britain's shoppers a little better, every day.

Some of the key highlights of what we have been able to achieve are:

- The consistent high performance against agreed KPIs
- The development of further services on-site that add value every day
- Engagement with the FM and broader stakeholder team
- Greater cost efficiencies for our client.

Not only that, but the confidence that we have been able to provide the procurement and site managers has seen us extend our service offering to other DCs across the country both within the Tesco portfolio and beyond.



**Jason Smith**  
Facilities Manager

Following a flawless FM service transition process, the TCFM team have quickly become an integral part of the overall Tesco DC Team based on their ability to “Add Value” every day through improved service delivery standards across my asset.

Scott Paton  
Distribution Centre Manager

Whatever problem or challenge you're currently trying to solve, one of our team of experts can help.

With more than 50 years combined experience in a variety of sectors, we'll develop the right mix of services tailored to your individual setting whether on a single or multi-site scale.

No problem or challenge is too big or too small for us to solve.

For an initial conversation with one of our experts get in touch

 [www.tcfm.co.uk](http://www.tcfm.co.uk)  **01737 814016**  [sales@tcfm.co.uk](mailto:sales@tcfm.co.uk)



With more than 50 years' experience, TC Facilities Management is a market leading, privately owned FM company offering a range of services designed to meet the needs of your business.

