

QUALITY ASSURANCE CASE STUDY

MOBILE QUALITY ASSURANCE

HOW ONE BSC USED TEAM'S QA SOLUTION TO SPECIALIZE IN MEDICAL FACILITY SERVICES

In order to differentiate from competitors and gain more business, back in 2013 Vonachen Services, Inc. (VSI), a building service contractor based in Peoria, Illinois, had a company strategy to specialize in providing services to health care facilities. The company, a TEAM client since 2001, already had a presence in the medical sector, but company leadership wanted to be considered a specialist in that area. To do that, they needed a good Quality Assurance software solution.

"We started looking at QA programs that dealt with infection control and CDC testing," Tim Van Autreve, IT Manager for VSI, explained. "We even looked into creating our own. We needed a way to determine objectively whether a building was dirty or clean because we knew that's where the medical industry was going."

Van Autreve and his team then evaluated TEAM Software's Quality Assurance solution, which is integrated throughout TEAM's solution suite. They discovered that the highly customizable solution would allow them to build exactly what they needed to be more competitive in the medical sector. TEAM's QA solution is included as a standard module in WinTeam, the financial, operations and workforce management product, and has online and mobile components in eHub, employee self-service, for distributed workforces in the field. That was enough to sell Van Autreve on it.

"I have implemented quite a few products in the last five years I've been here," said Van Autreve. "TEAM's QA solution was by far the most successful and easiest to deploy. It's seamless once you learn how to build the Checkpoints in WinTeam. And, it's very, very intuitive on eHub Mobile."



SUMMARY:

When Illinois-based Vonachen Services, Inc. (VSI), needed a solution to help the company specialize in serving medical facilities, VSI looked into several solutions and even investigated creating its own. Then, the company found TEAM Software's customizable Quality Assurance solution. VSI had already been using TEAM's ERP software solution, and since the QA portion is integrated, implementing it was easy to do and cost effective. TEAM's QA solution made it simple to build exactly what they needed to accomplish the organization's goals.



RESULT:

After implementing TEAM's integrated QA solution, VSI was able to meet its objective of becoming a BSC specializing in health care facility service, and the company's business in the medical sector has increased approximately 25%.

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Van Autreve also noted that it was easy to get employee buy-in on the new technology because it was so simple to use. “That’s why I feel so good about it. Our employees like it because it’s so straightforward on mobile,” he said.

In addition to ease of deployment, Van Autreve also emphasized that the ability to quickly customize Checkpoints for different facilities is extremely useful to their business. The most useful feature of the solution, he said, is the Deficiency Review screen. There, managers can see at a glance any items that fell short of the stringent standards they set. They can see photos of the problem, comment on how it was resolved and close the loop on deficient items.

After using TEAM’s QA solution for a couple of years, VSI considers health care facility services a specialty, and business in that sector has increased dramatically – by about 25% -- since they introduced the technology. Van Autreve said that the solution has helped them expand beyond objective cleaning standards into a focused training method to use with employees. Regional managers go through buildings with their area managers using the Quality Assurance tool and grade the various areas. They leverage this as an opportunity to show the area managers what to look for and what the company expects. This method also provides specific feedback on how they can perform better.

“We set high standards, and their grading is very difficult,” said Van Autreve. “That’s so we can do the best job possible for our customers.”

This method of training and accountability had a clear impact on employees – and customers. “We could start to see cleaners take more ownership of the job they were doing because we showed them the kind of oversight we maintained,” he said. “We have also presented report data to our customers. The value-add there is that we’re showing them attention to detail we have and the passion and dedication we have to do it the right way.”

VSI also uses the QA solution to perform safety-related Checkpoints that include items on Material Safety Data Sheets, training and equipment. The company is also exploring the option of using WinTeam’s compliance tracker feature to tie employee safety Checkpoints to compliance codes to ensure employees are up to date on training and other mandatory requirements. In addition, Van Autreve said they use the solution to create checklists in certain facilities. Employees are required to complete the tasks on the

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checklist, and then they sign off using the electronic signature feature on eHub mobile. This feature provides an extra layer of accountability and can even assist with unemployment claims and things of that nature, he said.

“TEAM’s QA solution is literally the best thing I’ve put out in the field,” said Van Autreve. “It has been the easiest technology to put out and has had the best buy-in of anything we’ve done.”

ABOUT VONACHEN SERVICES, INC.

VSI was established in 1968 as a janitorial service company. Since that time, Vonachen Services has evolved into a full facility service resource, including: janitorial services, office support, factory support, recycling programs and special services. Headquartered in Peoria, Illinois, the company serves customers in Central, Western, and Northern Illinois, Eastern Iowa, and Northern Mississippi.

www.vonachenservices.com



ABOUT TEAM SOFTWARE, INC.

TEAM Software, Inc., has been a leading provider of software solutions and associated services for the building service and security industries for more than 25 years. TEAM offers a host of fully integrated solutions including operations, financial and workforce management; employee and customer self-service; and time and attendance products designed to help customers profit from efficiency. TEAM is an employee-owned company based in Omaha, Nebraska.

www.teamsoftware.com