



Kearny Real Estate SUCCESS STORY

Daily maintenance at busy offices is no easy task, let alone when the office is a 30-story iconic building with legacy cleaning processes, excess supplies and janitor closets only on certain floors.

CHALLENGE

This was the challenge Kearny Real Estate was facing when they partnered with our team at Veritiv® to conduct a LEAN Event of their cleaning systems and procedures. The company's goal was to identify ways to eliminate non-value-added waste, improve efficiency and productivity, elevate the working environment and positively impact morale and engagement.

Kearny Real Estate found the answer in our LEAN approach. Much more than solving existing, known problems, our approach addresses issues that aren't always visible, and uncovers waste that can extract value, diminish productivity and efficiency. If not addressed, non-value added waste can decline any environment, no matter how much effort is applied.

VERITIV'S SOLUTION

Our Certified LEAN Advisors began by documenting the existing conditions of each storage and janitorial closet to understand Kearny Real Estate's operational patterns. We then shadowed each day-porter's daily path of travel to see how many trips they were making across and between floors for supplies and equipment.

The results showed many opportunities for improvement and savings. Our advisors worked with Kearny Real Estate to implement several LEAN cleaning principles, including:

- **Sorting** products and equipment to consolidate and eliminate non-essential materials
- **Setting in order** all janitorial and supply closets so supplies are easy to find-retrieve-return, and inventory is easier to maintain
- **Standardizing and Sustaining** vacuuming procedures by switching to faster, safer cordless vacuums

"For the first time in my career, I am showing off our janitor closets as part of our tour to show that we care about our clients and about keeping the office environment as clean and professional as possible."

Sonia Miró, Director of Property Management

RESULTS

Since working with our team, our customer has boosted their bottom line and brand, with results including:

- Reduced trips to and from supply closets, saving 100 miles of walking each year
- Increased efficiency, saving eight hours per week and eliminating the need to hire another employee (direct savings of over \$55,000 per year)
- Decreased supply usage and waste, saving budget and the environment

Kearny Real Estate estimates these changes have helped increase the value of their building by \$1,100,000. They are thrilled with the results of their partnership with Veritiv and continue to implement the LEAN approach to further boost their bottom line.

See how Veritiv and LEAN can help your facility at veritivcorp.com/LEAN.

