

CASE STUDY: THE SCIENCE MUSEUM

ABOUT THE CLIENT

The Science Museum celebrates its 150th in 2007. Located in South Kensington it was built on land purchased with the profits from the Great Exhibition of 1851.

The Museum is one of the top ten tourist attractions in the UK. Every year over two million people visit its 40 galleries which are situated on six floors. Attractions include some of the finest collections and displays of science, history, technology and medicine.

BACKGROUND

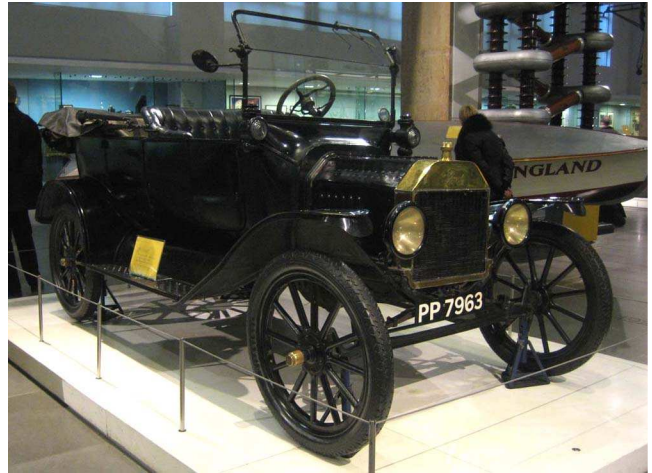
Prior to 1995 the cleaning and on-site maintenance of the museum was carried out by a team of in-house staff with help from two small, independent specialist contractors.

However, the organisation decided to consolidate these activities and outsource them to an external contractor.

Following a full tendering exercise Sherwood Cleaning Group were selected, largely on the strength of a competitive fee structure, presentation and quality of documentation.

During its initial 5-year contract, which started in January 1995, Sherwood were responsible for the daily cleaning of the museum's exhibition halls and other public facilities as well as administrative areas, such as postrooms and offices.

In accordance with the best value initiative and directives concerning public sector outsourcing the museum put the contract out to tender again in 1999.



Again Sherwood beat off stiff competition to be selected, this time with an expanded remit to include additional on-site services such as grounds maintenance, waste management, internal and external cleaning of the building's x windows and pest control.

Gradually the in-house staff were replaced through natural wastage until 2002 when all cleaning and associated services were carried out by Sherwood

Independent feedback from visitor surveys conducted by research firm MORI demonstrate the consistently high quality of work that Sherwood Prestige performs at the museum with over 90% of visitors satisfied with the cleanliness and condition of the premises.

"One of the most important attributes Sherwood offer is the management of the various on-site services it provides.

The company provides us with a dedicated site management team that is responsible for coordinating all of its workforce, provides one point of contact for museum staff and prepares regular reports based on data recorded by the team who continually monitor performance."

John Johnson, Cleaning & Portering Manager. Science Museum

