



# The Innovation Process for Janitorial and Maintenance Services

**Wednesday October 5, 2022**

Innovation in cleaning and maintenance can lead to improved performance results and higher productivity. Both important goals for any property manager. This session focused on how facility services are evolving and how property managers can proceed with confidence.



Watch the webinar [here](#)

## Top takeaways:

- Solutions you onboard should realize a positive return on investment, like operational efficiency and scalable processes.
- Tangible Benefits are required when considering a new technology or solution. Ensure that your property is evaluated by an unbiased expert to ensure that claims of ROI, KPI's, screening, implementation, tracking and cost savings are realistic.
- Small areas, like washrooms, can have a big impact on your business as they are an extension of your customer/tenant experience.
- Innovation is not always Technology. Collaboration with partners will ensure success
- Engage your service partners in the beginning to assist/manage pilot programs, explore diverse, customize approaches to solutions and ensure goals are aligned.
- The importance of people, process and product, without the collaboration and buy-in of the people impacts successful outcomes. People are the key to the success of any initiative.

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