



## Maintenance

### Furniture maintenance program



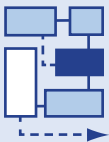
PAT Testing



Regionalisation



Regional Training Centres



Planning



Live Data Capture



Awards

Providing a flexible, cost effective and customer facing maintenance operation for Imperial Tobacco's 35,000 tobacco gantries.

#### OBJECTIVES

Providing a professional, customer facing service encompassing quarterly brand changing and cleaning of all 35,000 units, annual Portable Appliance Testing, repairs estimated at 11,000 per annum and ad hoc merchandising and survey activities.

#### EXECUTION

- Brand changing
- Cleaning, repairs and maintenance of 35,000 units
- Annual Portable Appliance Testing (PAT)
- 7 day a week Helpdesk operation for unit repairs
- Industry leading data capture systems deliver management information to bespoke web portals

To facilitate achieving this we recruited an Account Team of 7 people, adding 4 Quality control Managers, 44 Field Maintenance Rep's, six 2 man Repair Teams, and dedicated IT support.

Regular reporting/ communication to ITUK, including photographs, were achieved by streaming all jobs via PDA's and bespoke web portal.



#### RESULTS

*"With a furniture estate of 35,000 plus units, we wanted to ensure that this important asset was looked after with the care and professionalism it demanded, and CJ Services have not let us down. Their web portal system is of immense value to us and has given Imperial Tobacco UK a view and control of our furniture never before experienced. They're a great team to be involved with and I look forward to a long working relationship with them."*

#### COMPLIANCE = 98%

