



Case Study: BWI Airport

Quality Assurance



Objective:

- Increased production rates through CleanTouch technology

Target:

- Raise airport cleaning standard while increasing productivity, reducing costs
- Provide tracking reports and communication between Maryland Aviation Administration and contractor

Results:

- Cleaning standard increased by a 10% margin in a one year period
- Improved response times with less manpower
- Tracking reports indicate clear path for training needs
- Training programs tailored to reduce overall expenditures by clearly identifying tasks & routines