

Case Study:

# Baltimore - Washington International

## Objective

- Increase productivity and improve response time

## Target

- Perform detailed inspection in accordance with BWI Scope of Services
- Enable text message and email alerts to management and supervisory staff for review and response to CleanTouch inspections
- Ability to track trends and report on our services and share with YSU management

## Results

- Inspections performed monthly
- Decreased passenger complaints by 15%
- Generate internal reports for Inspections and Response
- Increase communications and client satisfaction

