

CASE STUDY: The Impact Of Floor Care Chemical Selection For The BSC

A case study demonstrating how collaborative assessment between a knowledgeable manufacturer partner and BSC on the selection of floor care chemicals can save time, thousands of dollars in overhead and elevate customer satisfaction.

ACTUAL CUSTOMER: Large midwestern chain of Grocery/Retail stores	BSC OBJECTIVES:	<ul style="list-style-type: none"> • Grow Profitability • Improve Floor Performance • Grow Customer Satisfaction
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BSC CHALLENGES: Difficulty meeting customer's floor care requirements while maintaining profitability.

- **Too much time spent in each store**
 - 45-60 days to cycle through each store
 - Strip or scrub and recoat each store quarterly
- **Performance expectations required lots of product and labor usage/expense**
 - 8 coats of floor finish to achieve desired gloss level and durability
 - Frequently had to re-strip sections
- **Customer not satisfied, led to complaints and rework**
 - Frequent re-stripping caused disruption in store operation
 - Complaints about odor from frequent stripper usage

COLLABORATIVE SOLUTION: Change floor coating and stripper to better meet the job-site requirements.

OmniGuard™ UHS Floor Coating designed with the latest polymer and floor finish technology to produce a spectacular off-the-mop shine ideal for high traffic and high maintenance facilities.

Flash 55™ Floor Stripper, an aggressive stripper for multiple coat removal and high-burnished finishes.



RESULTS: BSC exceeded customer expectations, improved profit margin and gained capacity to add new customers.

- **Less time spent in each store**
 - 30 days to cycle through each store
 - Strip or scrub and recoat each store biannually
- **Improved performance with less labor**
 - 5 coats of floor finish to achieve desired gloss level and durability
- **Improved customer satisfaction**
 - Reduced disruption and down time in stores
 - Less chemical use and odor issues

SAVINGS AREA	REDUCTION
Coats/Store	3
Days/Store	30% - 50%
Product Usage	45%
Product Cost	33%
Labor Hours	38%
Annual Strip/Deep Scrub	50%+

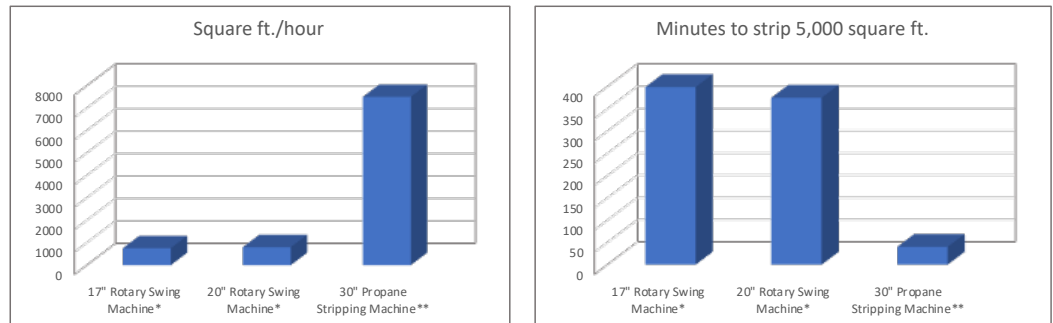


SUPPLEMENTAL ANALYSIS: Machine Selection To Further Drive Efficiency

Using the proper machines for floor care tasks can improve performance of the floor coating and drastically reduce the time and labor investment in the burnishing and stripping processes.

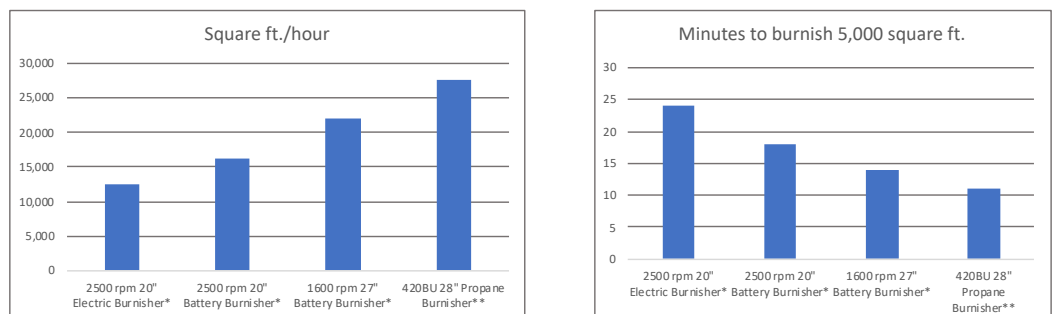
- BSC OBJECTIVES:**
- Effective Performance
 - Reduce Labor Expenses
 - Free Up Time For Other Tasks

STRIPPING WITH ROTARY VS. PROPANE POWERED MACHINES: Production data demonstrated that Pioneer Eclipse 30" propane stripping machines can strip a 5,000 square foot room ~ 10x faster than a 17" corded rotary machine.



Machine	Minutes to Strip 5k sqft Cafeteria	Labor Hours	Labor Cost Per Custodian (\$15/hr)	Labor For 10 Cafeterias Using 2 Custodians	Total Labor Savings \$	Total Labor Savings %
17" Rotary	400	6.7	\$ 100	\$ 2,000	\$ -	0%
20" Rotary	375	6.3	\$ 94	\$ 1,875	\$ (125.00)	-6%
30" Propane	40	0.7	\$ 10	\$ 200	\$ (1,800.00)	-90%

BURNISHING PRODUCTIVITY (ROTARY VS. BATTERY VS. PROPANE POWERED MACHINES): High speed burnishing ensures that the floor finish will perform to peak capability. Production data demonstrates that the larger Pioneer Eclipse battery and propane powered machines can burnish a 5,000 square foot room in 45-60% of the time it takes a smaller corded rotary machine.



High Speed Burnisher Size / Type	Minutes to Burnish 5k sqft Cafeteria	Labor Hours	Labor Cost Per Custodian (\$15/hr)	Labor For 10 Cafeterias Using 2 Custodians	Total Labor Savings \$	Total Labor Savings %
20" Corded	24	0.40	\$ 6	\$ 120	\$ -	0%
27" Battery	14	0.23	\$ 4	\$ 70	\$ (50.00)	-42%
28" Propane	11	0.18	\$ 3	\$ 55	\$ (65.00)	-54%

