



| Question?   | Reason for asking   |
|---|---|
| <p>How are supply chain decisions being made in your organization?<br/>Locally, Regionally, Nationally?</p> | <p>If decisions are not made nationally, your facilities are at risk as there are dispersed teams with limited standardization, no benchmarking, and zero visibility into whether your sites across all regions comply with national, state, and local regulations.</p>   |
| <p>Are you in-sourcing, using multiple commercial cleaning providers, or using a national provider?</p>     | <p>If you are in-sourcing or using multiple providers, then you have limited visibility into the performance of your facilities – and limited oversight over how compliant your facilities are.</p>   |
| <p>Is your provider(s) taking a blanket approach to facility management?</p>                                | <p>Most cleaners only tailor services to a company – and not different sites. One of our food distribution clients put their facility at risk because their provider treated all locations the same even though different sites had different temperature zones. Read the full story, <a href="#">“3 Real-World Examples of How Your Facilities Are Adding Risk to Your Operations”</a></p> |
| <p>What does on-time, in full performance look like – and what role are your facilities playing?</p>        | <p>We find that most facility management providers focus on activities completed and not outcomes that manufacturers, distributors, and 3PLs/4PLs care about.</p>   |
| <p>How are the facilities performing on surprise and scheduled audits?</p>                                  | <p>You need a consistently clean, safe, and compliant environment. However, many in-house teams (due to labor shortages) and providers cannot deliver consistently. Labor shortages lead to inconsistent service, failed audits, decreased productivity, more fines, and reduced margins.</p>   |
| <p>What does margin growth look like at your organization – and how are the facilities impacting it?</p>    | <p>Most people consider facilities a necessary cost, but they’re a profit protector. Recalls, Injury claims, regulatory fines, OTIF penalties, slower inventory turns, higher warehouse/distribution center employee costs, and lost customers all impact the P&amp;L.</p>  |
| <p>What does customer retention look like?</p>  | <p>As companies focus on costs, product quality, and on-time, in-full (OTIF) service performance, customer retention will drop if the facilities are not operating efficiently.</p>   |