

# THE DESIGN MUSEUM

## Situation

In 2010 The Design Museum (The world's leading museum devoted to contemporary design in every form from architecture and fashion to graphics, product and industrial design) embarked on a mission to 'create the most inspiring, exciting and engaging Design Museum in the world'.

The Design Museum selected a unique landmark from the 1960s – a Grade II\* listed building in Kensington High Street, West London – as its new home. The 10,000m<sup>2</sup> facility was transformed into a 21st Century museum, and has three times more space than the previous location. The museum includes the Swarovski Foundation Centre for Learning, a 202-seat auditorium, retail, restaurants, public realm and a gallery to display its permanent collection.

## Challenge

The Design Museum wanted to find a service partner who could match their values with the right balance of cost and support to meet the demands of a property that must be open and ready for members of the public every day in a location three times the size of their previous home. Flexibility was essential to support regular events providing vital revenue generation for the Museum.

The combination of both modern and historic elements at the museum brought unique challenges requiring a tailored implementation approach, appropriate staffing, schedules and equipment.

## Solution

In 2016 The Design Museum chose JR&Co. to work in partnership with them to deliver a single integrated soft FM solution. We worked in partnership with the Design Museum to welcome over 700,000 visitors in the first year and their other FM partners to create a 'one-team' ethos, currently providing the following services seven days a week over twenty-four hours a day:

- front of house gallery and facilities cleaning
- back of house office cleaning
- full site security
- pest control
- waste management
- grounds maintenance
- window cleaning
- a logistics team and traffic marshals
- full time porters
- periodic deep cleaning
- additional cleaning and event support

We approached the project with passion and have been flexible in the delivery of services. We supported the Design Museum during the run up to the opening of the museum, throughout the phased occupancy and continue to successfully run the contract today.

Through constant communication and a "one-team" approach, not just with the Design Museum, but with other suppliers too, we react quickly to new developments, safeguarding the wellbeing of staff and visitors alike.

We introduced a dedicated Site Manager who co-ordinates the delivery of all services using our award winning cleaning management app, and is accountable for performance against KPI's training and quality audits. Constant communication is supported with weekly meetings with the facilities and events team as well as monthly client audits and independent audits.

The Design Museum receive real-time reporting on everything from quality audits and training, to health & safety and KPI's. Branded uniforms are provided, while site-specific toolbox talks and refresher training are delivered on a scheduled basis, and together we deliver cultural workshops to staff.

JR & Co staff take part in the Design Museum "employee of the month" scheme as well as promoting our own in-house awards and recognition scheme.

## Outcome and benefit

- Outstanding contract management and customer satisfaction of 100%
- Flexibility, proactivity and co-ordination to create 'one-team' supporting over 150 events
- Successful event co-ordination and support including the opening of the museum by HRH Prince Philip
- Staff turnover of just 6%
- Consistent quality audit scores of over 80%
- Maintenance of high traffic, specialist wooden floors through considered and innovative equipment
- 0% waste to landfill
- **In November 2017 we were Finalists at the European Cleaning and Hygiene Awards in the Excellence in Client and Contractor Partnerships category**



*"As we all feverishly prepare to open the museum to the public tomorrow (I can't quite imagine that the day has come...) I want to take a moment to thank all those who have worked tirelessly to deliver a sublime museum opening season... Julius Rutherford was amazing in providing portering, cleaning and leading from the front."*

Alice Black, Deputy Director, Design Museum