

Vol.6 # 1 APRIL 2008

MAINTENANCE MATTERS

A Publication of Manpower and Maintenance Services Limited.



**Revised Customer Service Charter Launched.
MMS: Responsible, Responsive, Reliable, Results Oriented.
Sick Building Syndrome.**



Manpower & Maintenance Services Ltd.



CEO'S MESSAGE

M.A. Hinchcliffe, C.D. M.Sc., B.A

In continuing our re-structuring exercises, we here at Manpower and Maintenance Services Limited recently revised and re-launched our Customer Service Charter which outlines our commitment and details the partnership that we are seeking to strengthen with you our valued customers.

We are determined to foster a corporate culture that motivates all members of staff to be customer oriented and we encourage our clients to expect good service and demand that the design of our service delivery methodology matches your service needs and established quality standards.

Our revised Customer Service Charter which is based on the client satisfaction survey conducted

in 2007 is the mechanism to connect the internal and external responses to the services we deliver. It is essentially a pledge to you which states how we propose to achieve our objectives; the methods of accountability; as well as how you can assist us to fulfill our obligations to you.

Our customer service efforts are being strengthened through: loyalty, the provision of clear and timely information, ensuring that the personal touch is not replaced by technology, providing a range of choices and a bundling of related services; as well as monitoring and evaluation which engages you our clients in meaningful consultation and participation in the company's efforts to improve its services.

While there may be some obstacles to being customer centric, we hope that our Charter will demonstrate our willingness to be accountable and hold us together in a long and rewarding working relationship.

Cover photo caption: It is a happy moment for Audrey Hinchcliffe (left) CEO of Manpower and Maintenance Services Limited as she shows off the newly revised Customer Service Charter to director of Industrial Relations and Allied Services in the Ministry of Labour and Social Security Errol Miller, and one of Manpower's client services managers, Angella Talbert following the launch of the Charter on April 2.

CONTENTS

Revised Customer Service Charter Launched	1
MMS in the West	1
MMS: Responsible, Responsive, Reliable, Results Oriented	2
Is Corporate Giving Necessary?	3
MMS News	4
Sick Building Syndrome	5

THE TEAM

Executive Producer:	M. Audrey Hinchcliffe, C.D.
Producer / Editor:	Janneth Mornan-Green, Media Central Limited
Contributors:	Ronald Clarke; Monica Young
Design:	Louis Matalon, Loumat Studios
Photography:	Aston Spaulding; Ronald Clarke

REVISED CUSTOMER SERVICE CHARTER LAUNCHED

It was an afternoon to celebrate on April 2 as Manpower and Maintenance Services Limited launched its revised Customer Service Charter at its headquarters in Kingston.

The Charter was officially launched by Manpower CEO Mrs. M. Audrey Hinchcliffe along with director of Industrial Relations and Allied Services in the Ministry of Labour and Social Security Mr. Errol Miller, who represented Minister the Hon. Parnell Charles.

In bringing greetings from Minister Charles, Mr. Miller congratulated Manpower for its achievements and commended the organization for its commitment to customer satisfaction.

In her address, Mrs. Hinchcliffe said that “customers are not captives ... they can go anywhere” and this knowledge must motivate companies to develop a “customer-friendly approach to the delivery of service” if they are to “retain customers and positively influence their bottom line.”

Mrs. Hinchcliffe said in the modern environment, reference is often made to the “New Customer

Economy,” which views the customer as “capital.” This she explained, signifies that the “sum of our customer relationship is as important as investment capital hence we have to focus on customer satisfaction and retention.” She added, “Our bottom line is at stake if we are not prepared to cultivate loyal customers.”



According to Mrs. Hinchcliffe, MMS is “committed to the continued delivery of a high level of customer satisfaction and the Charter underscores that commitment.” She urged clients to partner with Manpower to ensure that the various service objectives are met.

Manpower’s clients, well wishers, staff and members of the media were not only presented with copies of the new Charter but were also re-introduced to the company’s upgraded website as well as provided with both a virtual and guided tour of the organization’s training and office facilities. The event was also aired ‘live’ on the Richie ‘B’ Show on HOT 102.

The launch was a true Manpower affair as guests were also entertained by members of staff.

MMS IN THE WEST

In a few short years, the name Manpower and Maintenance Services Limited (MMS) has become synonymous with janitorial, building and grounds maintenance and other support services in Jamaica. While many are familiar with the company’s Kingston operations, some may not be aware that MMS also maintains a branch in Montego Bay.

Under the guidance of Western Regional Manager Maureen Johnson, the company has been blazing a trail as it seeks to expand MMS’s operations in the West. According to Ms Johnson, “our primary mission is to maintain and manage the sites for which we are presently responsible as well as to seek new business in this region. Our emphasis is mainly on janitorial and pest control services.” We also offer training courses developed by the Institute for Workforce Education and Development (IWED).

Patrons at stellar events such as the opening ceremony for World Cup Cricket which was held at the newly built

stadium in Trelawny in 2007 or the recently concluded Air Jamaica Jazz and Blues Festival, would have noticed that janitorial services and washroom supplies were provided by capable and efficient Manpower staff.

Ms Johnson added, “I am assisted in my office duties by a small cadre of five employees but we work with a large contingent of janitorial and other staff and together we serve our valued clients.”

With its recent restructuring of operations and the revision of its Customer Service Charter, MMS is not only demonstrating its continued commitment to service delivery and performance improvement. According to Ms Johnson, this is also “an important part of our company’s effort to improve efficiency and to ensure that we remain number one for quality in all aspects of our operations. We are fully on board with that effort and will do what we can to keep the MMS flag flying high here in the west.”

MMS: Responsible, Responsive, Reliable, Results Oriented

What does it take for entrepreneurs to survive in a modern, competitive business environment? Those who succeed invariably have similar stories to tell about “hard work” and “determination”.

As the stories unfold, however, it is often clear that hard work and determination, while absolutely necessary are not enough. Success is also driven by creative ideas, having a keen eye for market trends and demands and the willingness to respond to consumer needs.

These qualities, according to Chief Executive Officer of Manpower and Maintenance Services Limited, Audrey Hinchcliffe have helped to shape the organization that she heads. “We are constantly looking for ways to improve the service that we offer our customers. We are committed to being a ‘responsible, responsive, reliable and results oriented organization’ and to accomplish those goals we must be in tune with changes in the marketplace both locally and globally. It is also critically important that we are aware of what our customers require of us and that we make an effort to respond to those needs,” said Mrs. Hinchcliffe.

The local landscape, according to Mrs. Hinchcliffe, “has changed tremendously since the company started some 17 years ago. Apart from the fact that it is far more competitive, customers are also more knowledgeable and more demanding. They are more environmentally and socially aware, willing to shop around and less

tolerant of poor or sub-standard service. Those of us who wish to remain in business must be aware of these changes and take the necessary steps to set standards of excellence and ensure customer satisfaction.”

Mrs. Hinchcliffe also advocates for the modern day equivalent of “walking the shop floor.” Managers, she believes, “must be in touch with what is happening both internally and externally if they are to guide their operations to achieve organizational goals.”

This reflects the company’s Mission Statement which encourages the entire workforce to “provide superior support services in an efficient, professional, consultative manner, using state-of-the-art technology; always committed to the protection of the natural environment and the health, safety, productivity and profitability of the organizations we serve.”

Manpower’s commitment to its philosophy is so strong, that the company recently revised its Customer Service Charter, following consultations with a number of its customers. “To some, a Customer Service Charter may be just another fashionable public relations tool but for us it is a commitment that we make to our customers. The fact that it is in writing underscores how serious we are about ensuring that we maintain standards of excellence,” Mrs. Hinchcliffe said. She is convinced that this will help the organization to “stay ahead of the pack.”



A Manpower employee is hoisted high as he ensures that the recently opened bus park in Half Way Tree is spotless.

IS CORPORATE GIVING NECESSARY?

Most corporations in Jamaica are familiar with “solicitation” letters from both individuals and organizations and they often give to causes to which they are sympathetic or that reflect the values of their companies.

However, the debate continues as to whether, in an effort to be good corporate citizens, it is really necessary for a company to donate a portion of its earnings to causes that are not directly related to the organization.

According to Chief Executive Officer of Manpower and Maintenance Services Limited, Audrey Hinchcliffe, “Since companies depend on the society for their survival, it is in their best interest to ensure that they do what they can to improve the quality of life of the people in the communities in which they operate.”

This would seem to be good sense since companies look to the society to provide an educated and healthy workforce as well as the necessary infrastructure (e.g. roads, public transportation, electricity) and systems that will facilitate the smooth running of their operations.

Many companies, because of the demand, make deliberate decisions to limit their corporate giving to a few key organizations. These include educational institutions which are expected to improve the skill levels of those who comprise the pool from which the employees will ultimately be selected; health care facilities; projects that advocate for the protection of the environment as well as cultural organizations since these contribute in a major way to community life in general.

Mrs. Hinchcliffe states, “One area of emphasis for our company is education and along with a number

of our clients and associates, we spearhead a project internally which provides assistance for the children of our employees who have completed the GSAT exams and are starting secondary school. We see this as a worthwhile effort as many parents are in need of back-to-school assistance at the beginning of each school year.”

Manpower also donates cleaning material to the Mustard Seed Community’s Jerusalem Home in Spanish Town and discounts prices for pest control at other locations.

Recognising that Jamaican businesses operate in an environment in which there is limited financial resources, Mrs. Hinchcliffe added, “ We should also bear in mind that while in the present economic climate, we may not always be able to make cash donations, we can also donate our time and energy in support of worthy causes. This is the context in which MMS participates in the annual Cancer Society’s Relay for Life activity by providing sanitation services.”

For the past several years MMS has also been a Bronze Sponsor of the Caribbean Food and Nutrition Institute’s (CFNI) regional Nutrition and Promotion Award Competition.

As government (both here in Jamaica and elsewhere) continues to struggle to satisfy public demand for increased infrastructure and social services, there is no doubt that the requests for corporate assistance will continue to multiply. Corporations are therefore increasingly finding themselves in the position where the decision is not about whether it is necessary to give but rather to whom and how much.



GSAT awardees and their parents at the 2007 awards presentation at MMS.

Congratulations to MMS boss M. Audrey Hinchcliffe on being recognized yet again for living her dreams, resulting in phenomenal success in the cleaning industry. Mrs. Hinchcliffe was hailed as a success story in the Daily Gleaner of Wednesday, March 19, 2008 in the article "From hospital bed to hospital boss" written by Motivational Speaker Tony Williamson. The article chronicled all the personal obstacles and health challenges she faced while living her dream.



Kerry-Ann Redwood (left) poses with other entrants in the Miss Avondale Pageant.

Sponsored by MMS, finalist in the Miss Avondale Pageant 11 year old Kerry-Ann Redwood of the Avondale Preparatory School did the company proud as she was among the top five contestants and won the sectional prize for the "Most intelligent" student. Kerry-Ann who dreams of becoming an accountant seems to be on the way to achieving that goal. Congratulations to Kerry Ann. MMS also participated in sponsoring the Gleaner's 2020 Editorial Project.

IWED: The "results oriented" Institute for Workforce Education and Development (IWED), an affiliate of Manpower and Maintenance Services (MMS) Ltd. presents its courses for May 2008. Interested persons may apply to receive professional certification in the following courses:

- Customer Service
- Introduction to Computer Science
- House Keeping
- Introduction to Supervisory Management

IWED is a designated independent school, with links to HEART TRUST/NTA, Institute for Lifelong Learning and City and Guilds, for certification of courses.

MOVEMENTS

WELCOME:

- Handel Harrison - Utility Maintenance Assistant
- Leon Wilson - Pest Control Applicator
- Beon Fairweather - Accounting Officer
- Waldemar Scott - Deputy CEO
- Michael Jackson - Capacity & Equipment Manager
- David Ewerse – Night Manager, Sangster International Airport

BON VOYAGE:

- James McNeil - Facilities Maintenance Officer
- Sheldon Millington - Junior Accountant
- Derrick Wilson - Director IWED
- Christopher Harvey - Utility Maintenance Assistant
- Andria Grandison-Bailey – Director, Finance and Budget

CONDOLENCES:

To CEO Audrey Hinchcliffe and HR Manager Monica Young who lost their sisters.



CEO of MMS Mrs. Audrey Hinchcliffe (third from left) takes visitors on a guided tour of the IWED training facilities following the launch of the Customer Service Charter at Manpower Centre.



It's 'live' with Ritchie B (left) of HOT 102 for Mrs. Hinchcliffe (right) as the engineer works his magic during the outside broadcast at the launch of the Customer Service Charter.

TIPS FOR CLEANING AFTER A FLOOD

Each year the hurricane season brings with it not only the fear of destruction of life and property by wind damage but also fear of flooding. Cleaning up after a flood is not only time consuming but sometimes may require help from the experts. Here are a few tips to bear in mind:

- Mattresses soiled by flood damage must be thoroughly cleaned, sterilized and dried before use. Get help from professional cleaners or call the public health department.
- It is better to replace pillows or wash the outer case thoroughly and re-stuff.
- Carefully wash sheets and blankets in warm soapy water and disinfect. Hang to dry.
- Wash all dishes, cutlery, pots, pans, and other cooking

utensil in warm, soapy water and allow to dry. Do not dry them with a towel.

- Floors may require expert help as some (e.g. wood or vinyl) may have to be replaced. Tiled floors should be thoroughly scrubbed and disinfected. Carpets should be cleaned and sanitized.
- Scrubbing surfaces with disinfectant or bleach will help to get rid of odors left behind by flooding. Follow the manufacturer's instructions and clean until the odor is gone.

FAQs

SICK BUILDING SYNDROME

Q. What is Sick Building Syndrome?

A. Sick Building Syndrome is the term used when persons experience discomfort and health challenges whenever they spend time in a particular building. They may not be able to identify the specific illness or the cause. On the other hand, there is also “building related illness” (BRI). In this case, illnesses can be identified and diagnosed and can be related specifically to “airborne building contaminants.”

Q. What are the possible causes of Sick Building Syndrome?

A. Some of the possible causes of sick building syndrome are:

- Poor ventilation
- Chemical contaminants from indoor sources
- Chemical contaminants from outdoor sources
- Biological contaminants

Q. What are the complaints associated with sick building syndrome?

A. The victims of sick building syndrome often complain of:

- Tiredness
- Dry, itchy skin
- Burning, watering eyes and nose
- Throat irritation
- Headaches
- Heart palpitations
- Frequent colds and viruses
- Persistent cough
- Nausea
- Nosebleeds
- Inability to concentrate
- Muscle cramps and joint pain
- Nausea

Some of the common characteristics of sick building syndrome listed by the World Health Organization are:

- A building built during the 1960s or later.
- Air conditioning with cooling capacity.
- Lighting which causes high glare and/or flicker.

- Low level of user control over ventilation, heating, and lighting.
- Large areas of soft furnishing.
- A large amount of open shelving and filing.
- New furniture, carpeting, and painted surfaces.
- Poor standards of maintenance and repair.
- Insufficient cleaning.
- High temperature or excessive variations during the day.
- Very low or very high humidity.
- Chemical pollutants such as tobacco smoke, ozone (from photocopiers and printers, etc), or volatile organic compounds.
- Dust particles or fibres in the air.
- Computer display screens.

Q. How can Sick Building Syndrome be corrected?

A. Removing or modifying the source of pollution can help to solve indoor air quality problems.

- Check roof tiles for water contamination.
- Clean carpets.
- Restrict smoking to clearly designated non-smoking areas.
- Allow paint to dry and air building before it is occupied.
- Store pesticides, paints, adhesives and solvents in well ventilated areas.
- Ensure that building is properly ventilated.
- Ensure that building is thoroughly cleaned on a regular basis.
- Ensure that air conditioning systems are properly and regularly cleaned and maintained.

Both owners and occupants should be fully educated about the effects of sick building syndrome and the necessary preventive measures that must be put in place to ensure that there is proper indoor air quality management at all times. All stakeholders are advised to keep the lines of communication open and to work together to encourage adherence to preventive measures or to quickly address the problem should it arise.

Source: <http://www.presenting.net/sbs/sbs.html#Alert>

SPACE AVAILABLE

Multi-purpose rooms, adjustable sizes; air conditioned and computer lab with eight (8) stations – Internet ready. Rooms suitable for:

- Conferences
- Meetings
- Lectures/Training
- Retreats
- Seminars

Support Services:

- Business Support
 - Internet Café
 - Library
 - Photocopy/Fax
- Canteen available by sub – contact
- Parking
- Security
- Emergency Lighting

For further details / inspection please contact:

Korie Baugh, Business Officer
Manpower & Maintenance Services Limited
1 Eureka Road
Kingston 5
Tel: 920 – 4721 – 5; Cell: 544 – 4326

POWER MAID SERVICE

Put a sparkle in your homes!

Let our professional Powermaid Service handle all your household and entertainment cleaning needs while you relax and enjoy quality time with your friends and family. Island-wide service, experienced workers with security clearance and food-handlers permit.

State-of-the-art and environmentally friendly products and equipment. Free estimates provided. One appointment brings them to your door. Call our Powermaid Service and: Get more than clean. Get hygiene!

Contact us for your Powermaid Service at: Manpower and Maintenance Services Ltd.
Manpower Centre, 1 Eureka Road, Kingston 5
Telephone: 920-4721-5 • Email: mms@manpowerja.com



Manpower & Maintenance Services Ltd.

Head Office - Manpower Centre - 1 Eureka Road , Kingston 5
Tel:(876) 920-4721-5 • Fax: (876) 926-6143
Email: mms@manpowerja.com
Website: www.manpowerja.com