



## Delivering flawless results at Waters Corporation HQ since 2014

# Waters™

### About our client

Waters is a global scientific laboratory instrument and software manufacturer, with a state-of-the-art mass spectrometry headquarters in Cheshire, featuring customer labs and a huge manufacturing facility.

Waters were looking for a cleaning services partner who not only understood their unique requirements for the highest

standards of hygiene and compliance needed to carry out their work, but also who would bring in innovation and sustainable working practices, that matching their own sustainability commitments.

### Our Solution

Together with Waters, we designed a cleaning services solution against the very specific and strict demands of

the site, using specialist methodology to determine resources and productivity, as well as the most sustainable equipment and products. Due diligence at the start of the contract mobilisation was key, as well as the close working partnership we have developed with Waters.

This represents our highest-performing contract, delivering best practice, efficiency and productivity.

### WHAT WE DELIVER

- Dedicated site manager at the helm and a 19-strong team of cleaning personnel who are wholly embedded into Water's operation, focused on flawless standards and customer care.
- No staff retention since we took on the contract in 2014.
- Dedicated team of relief personnel to provide effective cover for absences and holidays, and all staff have SC clearance given the nature of the site.
- Specialist training delivered across the team (inc. aviation training)
- Focused on continuous improvements, using Six Sigma service improvement methodology.



*"We have a longstanding relationship with Chroda, who have delivered on our very specific and integral cleaning requirements since day one. Both the service delivery and the ongoing support from them are flawless, and they are very quick to respond."*

**STEVE MOORE**  
Waters Corporation