



The Connected Service Approach

A case study by CSA Service Group

Working in partnership with

Zorba

The Scenario

Zorba Delicacies required support operating the internal hygiene function within their dips and sauces manufacturing facility based in Ebbw Vale, South Wales

Services	Production Line Cleaning High Level Cleaning
Sector	Food and Beverage
Study Scope	Site Hygiene

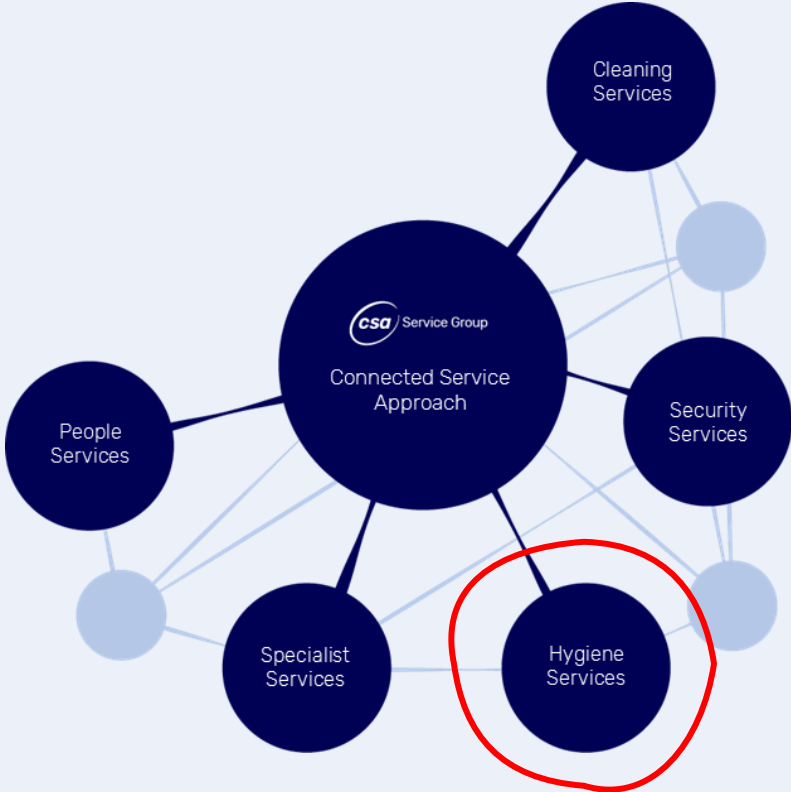
When Zorba Delicacies required support operating the internal hygiene function within their busy food manufacturing facility, CSA Hygiene were able to propose and implement a fully outsourced hygiene solution that allowed the business to focus on its core function.

The core business at Zorba is centralised around the production of dips and sauces for leading retailers, however they found that non-core business functions were becoming increasingly difficult to manage efficiently without distracting from their core task – production.

CSA Hygiene attended site, meeting with the technical team initially, to understand the challenges faced and how we could support by outsourcing. From here we produced a complete view of the current operation, understanding current and future requirements.



The Solution



Facility Size	105,000 square foot
Team Size	18 night hygiene personnel
Study Scope	Site Hygiene

Our experienced, internal hygiene management team were then able to produce a bespoke solution to suit the specific needs of the business. This included producing a staffing plan to build a reliable hygiene team from 6-personnel over a 5-day week, to 12-personnel over a 7-day week.

As a result, CSA Hygiene now operate a pool of 18-personnel over the contract, including a site supervisor and two team leaders, reporting directly into the site hygiene manager and technical department.

Our onsite is supported by our internal hygiene management team, who provide support functions to our personnel and Zorba Delicacies management team such as the recruitment, training, development and performance management of personnel. CSA Hygiene also providing regular quality audits, ATP tracking and analysis as well as close monitoring of the site hygiene KPIs in-line with our delivery schedule.

The process from initial proposal to contract implementation took a approximately 2-months, including the delivery of a successful TUPE consultation and transfer period of staff affected by the contract award. Both CSA Hygiene and Zorba Delicacies were pleased with the implementation timeline and the partnership appears to be delivering clear results for the client.

We look forward to continuing our relationship with the site and further expanding our Connected Service offer to the facility as our relationship develops.