



NEXT PLC.

One of the UK's best-loved and most reputable retailers, Next was experiencing disappointing standards of cleaning that fell short of the company's longstanding commitment to quality.

In 2003, after successfully undergoing a formal tender process, RFM Group was entrusted with responsibility for cleaning at the company's Halifax store. Over the course of the next 2 years and on the strength of our performance in Halifax, our contract with Next was extended to embrace a total of 12 stores.

By introducing a standardised operating model as well as a dedicated helpdesk and account management team, we've been able to dramatically improve the standard of facilities management support enjoyed by Next. Not only that, our highly trained and self-motivated teams of cleaners are delivering the kind of professional and thorough cleaning service that our client felt was lacking in the past. In 2009 we were awarded Next's 'Top Supplier' title, and we achieved top 3 positions in both 2008 and 2010.

Smooth project management and superior standards of cleaning have led to audit scores that consistently surpass 90%. We've added value to Next's business by providing a level of service consistent with the company's overall brand experience.



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