Everyday Agile: A Janitor’s Journey
An agile practitioner

15 years, 100 countries, $24B/year

40+ team members in USA, UK, India, Singapore, China

BBA, MBA, CSM, CSPO, CSP

A janitor

20 years, 90%+ of total Atlanta commercial real estate

30M sqft

3000+ team members
Our First Collaboration

Project Name: Enzo

Project Launch January 2016

September 2016 Go Live

Expected Net Profit Loss $20-30k/year (expected)

Breakeven Point: 40 years

Stakeholder Satisfaction: Priceless
“We partner with our clients to achieve their fullest potential by taking away all the fluffy consultant jargon and focusing on translating strategy into real-life execution plans. We believe that Agile methodologies can be applied anywhere where processes exist with guaranteed results in operational efficiency and customer satisfaction.”
Our Mission Statement

Agile is for everyone, no fanciness needed
Company Profile: HTH Building Services

- Portfolio of 20M+ sqft, roughly 90%+ of Atlanta metropolitan area commercial real estate
- Each building has a HTH team as well as a property manager
- Property managers work with building tenants on specifics for the cleaning service under a fix bid SOW
- Cleaning service could change through daily work orders
so, what’s the problem?
Consistent Production Output

✓ Transitional Labor
✓ Training
✓ Leadership pipeline

Consistent Production Quality
wait... that sounds familiar!
The Apples to Apples Game

When we say...  | They mean...
---|---
Product Owner | Property Manager
Working Team | Janitors
WIP Limit | ~7,000 sqft/6 hours
Backlog | Contract Terms
Spikes | Daily Work Orders
Kanban Board

prioritized backlog

product owner

working team

to do
doing
done

ScrumAlliance®
Transforming the World of Work®
A Janitor’s Kanban Board

- **contract terms**
- **property manager**
- **to do**
  - 7,000/sqft
- **doing**
- **done**
- **janitors**
Scrumban

contract terms

property manager

spikes

7,000/sqft

to do

doing

done

janitors

R U Z O
S O L U T I O N S

Transforming the World of Work®
A Janitor’s Scrumban Board

Scrumban

- Daily Sprints
- Monthly Sprint Planning and Backlog Grooming
- Monthly Stakeholder Retrospective
- Beginning of Shift 15-min Stand Ups
- End of Shift Retrospective
- Monthly Inspection Testing
The Results

Scrumban

✓ Improved customer satisfaction
✓ Optimal staffing in buildings
✓ Consistency in quality and production
✓ Responsiveness to demand
✓ Improved workforce satisfaction and retention
double click... 6 months later:

Employee retention ↑ 7%
New business development ↑ 3%
Work order completion ↑ 65%
Incremental revenue ↑ 37%
Thank You!

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