

CASE STUDY

Xaar Manufacturing Facility

Huntingdon, Cambridgeshire

Atkins Gregory

Science of Brilliant Cleaning





OVERVIEW

The Cambridge region has seen exceptional growth in the new millennium, fast becoming a world-leading technology and innovation hub. Atkins Gregory has responded to the specific facilities management challenges with the development of a portfolio of aligned contract cleaning services for the innovation sector.

Established in 1990, Xaar is the world's leading independent manufacturer of piezo-based drop-on-demand inkjet technologies. Xaar's Huntingdon site is home to its high-tech cleanrooms, where more than 300 people are employed, working shifts over 24-hours a day.



CHALLENGES

- Large site with 300 staff
- 24-hour people traffic
- Heavy access public areas
- Cleanroom environments
- Manufacturing/loading areas
- 8000 square metre area

MEETING CLEANING CHALLENGES

Our contract with Xaar Huntingdon began five years ago, and in that time, it we have continued to exceed year in year out with our service delivery. As Xaar has innovated over time, so has Atkins Gregory, working together to ensure that we are always delivering the right service based on Xaar's evolving site requirements.

The Xaar site in Huntingdon employs more than 300 people over 24 hours a day in a diverse range of environments from office space to cleanroom manufacturing. Each area needs a tailored cleaning strategy, with the flexibility to address new challenges.

Our service delivery at Xaar Huntingdon is run effectively by our dedicated site supervisor and a full-time day team who take care of the clean rooms, and a part-time team who operate in the evenings within the office areas. Our primary task is to ensure that all four clean rooms receive the attention and highly quality service that they require, and as they are in use 24 hours a day this can be extremely demanding. However, Atkins Gregory continues past any challenges that the clean rooms produce to ensure Xaar is fully functional to its staff at all times of the day. We ensure that all other areas of Xaar Huntingdon are always immaculate to not only please aesthetically, but to extend the life of carpets, walls and general office equipment.



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HERE'S WHAT JERRY DAVIES, FACILITIES MANAGER, HAD TO SAY:

“I joined Xaar in 2006 to assist in the building of the factory, so I've been here since day one. I am responsible for the whole building envelope including the clean rooms, outside space and the technical site. Atkins Gregory has had the cleaning and maintenance contract with us for just over five years, with a team of nine responsible to cleaning over 8000 square metres.

As an experienced facilities manager, I believe that the best indicator that you have an excellent support team on site is that everything runs smoothly – and with Atkins Gregory it does. That is particularly of note given that Atkins Gregory has been our cleaning contractor for more than five years. In my experience, the first three or four months of a cleaning contract are at a high standard, with great communications when the contractor is trying to impress and then quality and delivery starts to decline. If anything, the team here continues to innovate and improve.

Like many manufacturing companies, the biggest challenge we have on site is people. We have 330 staff working around the clock, with tight windows for shift changeovers and breaks, and every inch of space gets used. Traffic is heavy in short bursts in our breakout areas and washroom facilities and it is critical that we keep on top of things and run things with military precision. To meet this challenge, we need a cleaning

contractor who can be responsive to the movements of our staff and deliver a fluid service. Atkins Gregory manage this with ease. One of the best indicators of a great service is the lack of feedback from our staff – expectations are high, and people will soon let you know if something is wrong. Our Atkins Gregory team takes care of everything without us having to even think about it, right down to cups in the cupboard and milk in the fridges.

Another indicator of the exceptional quality Atkins Gregory deliver is in our public areas. We often have high profile visitors from all over the world, and in my experience, you would usually need to prepare in advance for such visits. We never need to make special arrangements now; the quality of cleaning at Xaar is so good that visitors will often comment on it, and I never have to worry about any missed areas. Everything is gleaming, from the highly polished floors to the windows, even the walls are spotless; this is in a building used by hundreds of people every day.

Operationally, our state-of-the art clean rooms are critical. We manufacturer print heads where the nozzles are microns in diameter, so any debris and dirt could be catastrophic to production and expensive to replace. Our four clean rooms are each nine hundred square metres and are all in operation 24 hours a day. Even with the most stringent processes, we fight a constant battle with debris and air changes, and this is another example where Atkins Gregory provides an unrivalled service.





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Every day, floors are mopped and hoovered, and areas tidied. On a weekly basis, every inch is cleaned, from the walls and ceilings, to the tiniest detail like wheels on chairs so we don't have a problem. We officially operate at ISO7 as defined by ISO 14644, but the standards we achieve daily come much closer to ISO6, which is ten times cleaner. We have never had a particle excursion, and this is proof that while cosmetic appearance is important, it is crucial to our work to have the deep cleanliness that our Atkins Gregory team achieves.

Our on-site cleaning team of nine is managed by our dedicated site supervisor Kerri, with a full-time daytime team on clean rooms, and a part-time evening team on office cleaning. The same team has been with us for years, and they know the building as well as I do; I can't remember the last time there was an issue. They are fully integrated with us, so if we have any changes, disruptions or new equipment coming in, they work with us to adapt their service accordingly. It is a proactive team who take pride in what they do and exceed our expectations every day.

One of the additional benefits of working with a specialist cleaning contractor is the response to our additional needs. In one example, we had a medical incident with a member of staff. Atkins Gregory responded immediately and redirected their specialist biohazard team to the site immediately. As well as being able to continue business as usual, we avoided a potentially upsetting scenario for our onsite staff.”

This additional expertise helps us with our clean room provision too. When you build a new clean room and you have to make it operational, it's a challenge. Atkins Gregory brings in a specialist team for the after-build clean, and maintenance. The air return is under the floor, so we will occasionally lift tiles to control contamination. There is nothing we wouldn't trust them to do a good job on.

I can confidently say that worrying about cleaning is the last thing on my list, and that's because Atkins Gregory has made it that way. We see Kerri, our site supervisor every day and she communicates with us as she goes; she is always checking and canvassing and will feed any necessary information back to us, or more often just take care of it.

We also regularly see the Atkins Gregory operations directors and management team and we know that we have the backup we need. The more we work with them, the better the service is. It's a partnership that works well for us, delivered exceptionally by a trusted partner.