

STORE MAINTENANCE ENGINEERS



Marks & Spencer Store Maintenance Engineers

Marks & Spencer have some 525 stores operating across England, Wales, Scotland and Ireland. Each of varying sizes and selling a variety of products from food, clothing and household goods.



The maintenance strategy previously was to undertake all necessary statutory tasks and other calls on a severity basis.

Following a change in the Marks & Spencer Management team in 2008 a pilot was commissioned to using Westway to see if maintenance could be delivered by a dedicated resource based in store. Westway operated the pilot for 6 months at which point the results were positive enough for it to be rolled out across all stores. Westway were awarded via a tender process 3 Regions containing 127 stores.



Content

Westway now supplies 48 Store Maintenance Engineers across the 127 stores covering Devon, Cornwall, Somerset, Wiltshire, Dorset, Hampshire, Sussex, Surrey, Middlesex, Essex, Hertfordshire, East Anglia.

For larger sites in excess of 120,000 sq ft we have a dedicated resident SME. For all other sites depending on size have a SME visiting on a periodical basis.

Our SME network delivers all aspects of Property Maintenance including, HVAC, refrigeration, electrical, mechanical, and fabric repairs. Everything is captured via a web based system enabling all stakeholders full visibility of each and every task.

Benefits

Reduction in current reactive and planned maintenance revenues by significant amount circa £7m.

Improvement of Service Level Agreements due to dedicated resource.

Visibility on shared information through common system and reporting tool.

Enhanced criteria of work activities by stopping referrals due to previous cost limitations.