LARGE REGIONAL SUPERMARKET CHAIN
Facilities Supervisor

Trust In Triad Pays Off In A Critical Service – Cleaning Condenser Coils

Situation / Problem

Each supermarket in the chain has "a lot of condenser cleaning" needs – air conditioning, refrigerators, freezers. Regular cleaning is needed on all condensers in all stores before summer to ensure a comfortable environment, and minimize spoilage and inventory shrinkage.

Why Was Triad Called In?

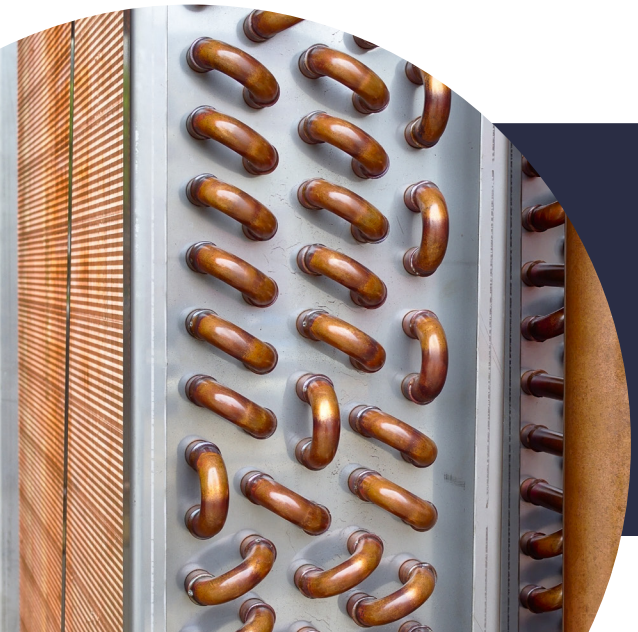
Recently, "Our other supplier couldn't get them all done before summer. They couldn't keep up. So, we needed additional support. Triad had always done lots of cleaning for us, especially on floors."

Triad's Approach

Triad put a dedicated team together under serious time pressure. "Now, we stay focused... Triad's team can get two stores per day completed. Now they have a daily schedule... I've never had to push back on them to do more or do it faster."

Outcomes

"Triad never has any no-shows. If I have questions, our contact gets back to us quickly. Every time I need to meet with the techs, they get their thirty minutes early."



Follow-up

"Going forward, we will be splitting this work between Triad and the previous supplier." Triad's performance has had a real impact on the chain's costs – saving energy costs while maintaining the service level is critical.

"I asked our dispatcher if they knew of any problems with Triad. They couldn't come up with anything."