

Business Aim

To **observe and document** non-compliance of hygiene, cleanliness and maintenance contracts at stations on a major London transport network.

- Audit/Inspect over 40 stations across specific time periods
- Regular team of fully trained inspectors
- Provide detailed information for contractual discrepancies
- Real time reporting

Key Steps

- Design of a bespoke real time reporting solution with both contractor & client facing systems with PDA data capture in the field
- Build flexibility into the system to support a variety of different ad hoc programmes



Key Outcome

- Real time reporting informs contractors when a fault is reported and logs this on a contractor database detailing the location, description and a time and date stamped photograph
- Contractors resolve issues and report back on the database with inspectors completing a return audit of issues raised giving the client detailed information on how long issues have been outstanding
- Since inception in 2009, stations have seen a 20-50% improvement in contractual compliance

Client feedback – "GfK are willing to work and adapt processes and procedures to meet [our] needs and anticipate what we do, sometimes in advance of what we think we are about to do"

Company: London Transport Provider **Demonstrating:** Auditing

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