

STAPLES

Business Advantage®

Driving environmental excellence district-wide.

Keller Independent School District and Staples Business Advantage®.

At Staples Business Advantage, we make it easy to be eco-conscious. Our extensive line of facilities solutions is designed to help your business operate safely and efficiently, all while easing the impact on the environment. But we do much more than sell products. We work with you to develop environmentally sound practices that help eliminate redundancies, reduce costs, introduce labor-saving processes, and improve the overall quality of your environment. That's the Staples way.

“Thanks to Staples, our facilities operations are not only cost-effective but also environmentally friendly. We always want the environment to be a part of business decision-making processes and Staples has helped us do that.”

Frank Di Nella
Director of Operations and Distribution
Keller Independent School District

Below is one example of how a large school district in Texas turned to Staples Business Advantage to transform its cleaning and procurement processes, implementing environmentally responsible and consistent cleaning practices across 39 campuses and improving student attendance in the process.

The Company

Established in 1911, Keller Independent School District (KISD) is one of the fastest growing school districts in Texas. Serving more than 33,000 students across 39 campuses, KISD provides elementary, intermediate, middle school and high school education to a student population that spans nine cities. KISD believes that education is a partnership among schools, parents and the community, and continuously strives to renew and expand the schools' facilities and curriculum to provide the best learning environment possible.

The Challenge

KISD is a forward-thinking organization, constantly evaluating its practices to support sustainability, protect the environment, and drive operational excellence. To support

this mission, the district wanted to enhance its facilities operations, transforming its cleaning procedures, products used, and procurement processes to be more eco-conscious and maintain cleaner and healthier schools.

Traditionally, the district purchased janitorial products from a multitude of vendors, with products shipped directly to a central warehouse and later inventoried. Schools placed orders through the KISD distribution center, with items shipped to select school locations. This model was not sustainable as it required dedicated staff resources to manage inbound and outbound supplies, utilized precious warehouse space, and often took up to 10 days for orders to be received.

KISD had four key criteria that were a must for the district. First, the cleaning products had to be safe for the environment without compromising effectiveness, meeting the district's high standards for students and staff. Second, the vendor of choice had to provide high-quality, ongoing training for its custodial staff at both the district and school levels. Third, the products had to be available when needed and delivered directly to the individual schools. And finally, the price had to be right.

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The Solution

KISD was already purchasing office products from Staples and was aware of the procurement advantages of going with the global provider — fast, free delivery, vast product offerings, and competitive costs. The district decided to evaluate the Sustainable Earth by Staples® line, launching a year-long pilot program at its new high school to test the products, secure staff's feedback, and assess Staples Business Advantage's support.

The Sustainable Earth products were extremely effective, living up to their quality and ease-of-use claims, while lessening the impact on the environment. The lead custodian at the high school placed orders via the Staples Business Advantage Web site, with supplies delivered the next business day. In addition, the Staples team provided exceptional, on-site training throughout the year to ensure the staff knew exactly how, when and where each product should be utilized. With these impressive results, KISD decided to consolidate its facilities purchasing with Staples Business Advantage, rolling out new procurement and training processes district-wide.

"When cleaning a school, we use a detailed, health-oriented process that delivers hospital-quality results — nothing less is acceptable," said Frank Di Nella, Director of Operations and Distribution with KISD. "We're focused on eliminating 'sick spots' triggered by allergens in order to increase the attendance rate among students and Staples is making that possible."

To kick off the rollout at 39 campuses, the Staples Business Advantage team trained the head custodians at each school on proper chemical and equipment usage, as well as important safety information. In addition to cleaning supplies, the district purchased new microfiber mops and brooms from Staples, which are swapped out when new cleaning solutions are used — a process aimed at creating healthier classrooms.

Now, each school manages its own supplies, with orders placed online via an approved shopping list and then sent to an internal "approver" for sign off. KISD benefits from Staples Business Advantage's in-depth sustainability reporting with visibility into how the Staples Business Advantage program has saved precious energy, tree, and water resources, saving 45,000 gallons of water at just one of its 39 campuses in 2010.

Keller Independent School District
and Staples Business Advantage®

"We could find environmentally friendly products anywhere. The key was finding a true partner with a well-trained team willing to work hand in hand with us to implement consistent janitorial and custodial practices district-wide."

Frank Di Nella
Director of Operations and Distribution
Keller Independent School District

Staples conducted training throughout the year, working with staff during holiday and summer breaks to provide refresher information and ongoing support. At the completion of the 2010 school year, the cleaning staff completed its end-of-year cleaning responsibilities ahead of schedule with KISD crediting Staples' high-quality training and products for the huge productivity gains.

"Consistency drives quality," said Di Nella. "And, thanks to Staples, we're delivering the same, consistent training to all of our staff members, significantly improving the quality of our cleaning."

The Results

As a result of partnering with Staples Business Advantage, KISD has implemented environmentally conscious cleaning processes; consistent, district-wide janitorial training; and more efficient procurement processes, which have contributed to the district's 98 percent attendance rate — an all-time high.

With supplies now delivered directly to each school, KISD's distribution center is focused exclusively on students' needs, delivering text books, paper, etc., rather than janitorial supplies. By eliminating the management of ongoing facility product deliveries, inventory and shipments, the school eliminated one and a half warehouse staff positions, providing added cost savings. In addition, the introduction of eco-conscious, microfiber cleaning equipment has reduced workers' compensation claims, providing a safer and healthier environment for janitorial staff.

To learn more, please visit StaplesAdvantage.com.

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