

J&B is a family-owned and operated cold-supply-chain provider of fresh meat, poultry, and deli products in the upper Midwest. With 450,000 square feet of space, J&B is an innovative leader in the manufacturing of protein produced goods, providing exceptional value in quality, cost, and service.



### Decision to Outsource Janitorial Services

As a family-owned business, J&B managed janitorial services inhouse for decades. However, in 2008, it became more challenging for J&B to find qualified cleaners for their expanding space. As a result, J&B made the strategic decision to outsource janitorial services

to Tegrete, then Carlson Building Services. Tegrete was able to develop a customized cleaning program with a well-defined scope of work, allowing J&B to reallocate internal resources to other critical positions.

“Thanks for your help and always taking great care of us.”

J&B Executive Assistant

### The Journey

With 450,000 square feet of space including cold storage freezers, a storage warehouse, a meat processing area, office space, and a 24 x 7 x 365 operation, finding the correct balance of cost, staffing, and shift hours proved to be challenging at times. Communication, trust, and collaboration were critical to success.

- The Tegrete Relationship Manager, Tanya Narum, conducted daily onsite inspections and meetings, including middle of the night visits. Narum recalls,

“I put on my boots, snow pants, and winter jacket and inspected the freezer area at 3 a.m. It was critical to see how the cleaning crew was supporting J&B’s third shift.”

- Tegrete made a change in the cleaning company, bringing in a family-run, owner operator team, with a culture closely matched to the J&B culture. According to Narum, “The new cleaning company is a close-knit family with constant communication, which is critical when operating three shifts.

J&B is a unique environment to clean and maintain and this team is extremely knowledgeable and conscientious.”

- Tegrete hired staff onsite at J&B. Tegrete’s onsite supervisor oversees all cleaning and has become an integral extension of the J&B employee team. According to Jeff Ryan, J&B Maintenance Supervisor, “He is amazing. He is dedicated, does what he is asked to do, pays attention to detail and does an excellent job of communicating with our staff.”

## Communication and Attention to Detail

Today, J&B reports they are extremely pleased with the janitorial services managed by Tegrete. Narum and Ryan speak nearly every day, always looking for opportunities for improvement. In addition, each shift is responsible for informing the next shift of their to-do list and spaces requiring extra attention.

Narum continues to conduct frequent inspections to ensure quality and consistency. According to Ryan, “Tegrete delivers what’s requested, pays close attention to detail, and quickly addresses any issues that arise.” Narum notes, “During my inspections I look for small issues that could turn into something bigger. It’s my job to address these small issues before the client even notices them.”

## Preparation for Audits and Tours

Not only is it critical to the J&B culture to maintain extremely clean facilities, but they must also be “tour-ready” for prospective client visits and industry audits. According to Ryan, “Tegrete plays a key role in helping us prepare for important events. I notify Narum and she orchestrates additional cleaning as required. They even send videos as proof of cleaning our highly specialized equipment.”

To track restroom cleaning times and frequency, Tegrete uses QR codes rather than the paper tracking process. Cleaners scan the QR code when the work is completed, and the scans are transmitted and tracked in the Tegrete client portal for easy reporting and for the SQF quality food audit.

## Response to COVID-19

The spread of COVID-19 led to closures and slowdowns at many meatpacking plants across the U.S. At the same time, J&B took a proactive approach to ensure their employees’ safety and keep their facility open and at full capacity during the pandemic.

On a weekly basis, Tegrete facilitated electrostatic spraying in production areas, employee offices, and in high touch areas. J&B instituted additional preventative measures internally. These efforts allowed J&B to remain open using their capacity to meet the production demands of the industry.

## A Successful Partnership

During their thirteen-year partnership, J&B and Tegrete have tackled numerous obstacles together. According to Ryan, “Our partnership has been successful because of culture, communication, responsiveness, and commitment. When cleaning a building of this size, there will always be issues. What’s important is how quickly those issues are addressed and how dedicated the service provider is to maintaining the cleanliness and appearance of our 450,000 square feet. Tegrete consistently meets and often exceeds our expectations.”

Tegrete is a full-service facilities management company.

### What makes us unique?

We believe in building long-term client relationships where we work as a team to ensure the best possible appearance and longevity of your facility.

## CONNECT WITH US

To learn how you can improve the quality and efficiency of your facilities management services, contact us at:

763.497.8020 or [info@tegrete.com](mailto:info@tegrete.com)