



in *transport*

First Class Cleaning

For first UK Airbus service

What special challenges did winning the contract to clean the UK's first Airbus service bring?

The first time the OCS cleaning team turned round the UK's flagship Airbus A380 flight in just 45 minutes was also the first time they set foot on the aircraft. This meant meticulous planning, the use of instructional DVD training, a tailored cleaning solution and big investment in specialist equipment.

What kind of investment was needed?

OCS invested in state-of-the-art, hi-lift access equipment capable of providing fast loading and off-loading to meet the tight deadlines. With a cost around £200,000, the new platform was purpose-built for OCS to meet the 8 metre upper deck sill height of the new aircraft.

The unique layout of the Airbus must also have presented logistical issues?

Although the airline's schedule allows for a typical 'turn-round' of around five hours, including refuelling and catering replenishment, the challenge was to develop a cleaning strategy which would ensure all 500 seats and beds including 'suites', business class and economy class - as well as the main flight deck, toilets and galleys - were returned to pristine condition in just 45 minutes.

How did OCS tackle this?

OCS began with a survey of the unique layout and cabin environments of the aircraft in Singapore. From this a full cleaning specification was developed which would ensure the small team cleaning staff assigned to each of three daily A380 flights could carry out their role in the most efficient way.



What about the training process?

Once developed, the cleaning specification led to intensive training eventually covering all OCS cleaning staff at Heathrow, ensuring that they all have the capability to work on the A380 team depending on how shift patterns dovetail with the Airbus flight schedules. Due to the non-availability of the A380 in the UK in advance of the first landing, all preparatory training had to take place with the use of a specially prepared video supported by actual samples of A380 'passenger comforts' such as cabin blankets and pillows.

How was OCS able to confidently tackle such a contract?

OCS' team at Heathrow benefited from their long experience of dealing with the demands of large, long haul aircraft, while the tailored plan they developed for the A380 ensures that, whatever the circumstances, the unique configuration of the aircraft is cleaned with 'military precision'.

Does the cleaning process also take into account the critical importance of security?

A very important part of the service is the responsibility for checking every square inch of the passenger and crew areas for any suspicious objects or anything untoward which may represent a security risk for the onward flight. This requires meticulous attention and a real quality commitment from every team member. Any 'found property' is handed immediately to airline security.

How is quality checked and maintained?

The OCS A380 cleaning specification includes detailed task-based assignments for each of the team members who have responsibility for completing their task, carrying out reviews and checking on quality at each stage of the process. Quality checks are also carried out continuously by the OCS management team in accordance with the contract specification. A check/clean/security certificate is also produced to give clearance status to boarding and security staff for the next flight.

What is OCS?

OCS is the leading property support services group which, in the UK, works with airlines and airports to provide a range of services including cleaning, aircraft presentation, lounge management, assistance for passengers with reduced mobility, lost property and left luggage, aviation stock control and distribution and security.



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