

# Internal Organizational Assessment

By Linda Pendergrass



"Good enough never is, and better is only acceptable if there is a commitment to make it best," says Betsy Sanders in "Fabled Service; Ordinary Acts, Extraordinary Outcomes." Sanders, like Cavalier Services, subscribes to a Quality philosophy of continuous improvement that assumes improvements are always possible- no matter how good you are.

In an environment of continuous improvement, business processes are reviewed on a regular basis to ensure the on-going success of the organization. Cavalier uses a variety of review techniques, including building inspections, customer meetings and satisfaction questionnaires to evaluate its systems, processes and services. A new tool, Internal Organizational Assessment (IOA), was added to Cavalier's cache of continuous improvement tools on February 1, 2006.

Cavalier Services' Internal Organizational Assessment process provides an objective review of major service delivery processes. The 2006 scope focuses on building cleanliness, work loading, product standardization, Teammate training and corporate culture. IOAs are conducted by cross-functional teams composed of Executives, Operations Managers and Administrative staff. Internal Organizational Assessments are performed within each Region/Branch using a methodology encompassing interviews with Managers, Supervisors and Teammates, building inspections, observations and the use of a uniform Assessment Checklist.

Both Assessors and Assesseees agree that IOAs are "making a difference" in Cavalier Services. Looking at and evaluating processes in areas other than their own, Executives, Managers and Administrative Teammates are benchmarking outstanding processes and identifying opportunities for improvement.

The key to the success of Internal Organizational Assessment is acting on the knowledge acquired through the process. Already, Regional/Branch Managers are mobilizing their teams to implement "best-in-class" processes in their areas. They are also developing and implementing action plans to address the opportunities for improvement identified during the assessment process.

At Cavalier Services, we have a commitment to making already good systems, processes and service the best systems, processes and service.

**"Good enough never is, and better is only acceptable is there is a commitment to make it best."  
-Betsy Sanders**

## Cavalier Wins Safety Award

By Carrie Frasz

In March, Cavalier Services was recognized at the 2006 Building Service Contractors Association International (BSCAI) Annual Convention & Trade Show held in Nashville. BSCAI has become the trade association of choice for the building service industry, representing a world-wide network of more than 2,000 member companies from across the United States as well as 30 additional countries, who provide cleaning, facility maintenance, and other related services to building owners and managers.



Linda Pendergrass and Cece Tueros proudly accept the 2005 BSCAI Safety Award at the Convention in Nashville

For the eighth year, Cavalier Services was recognized with the 2005 BSCAI Safety Award. This award is based on total number of hours worked (company-wide) compared to the total number of work related accidents.

The association has been the standard for over 40 years, providing educational programs, publications, video training programs, networking opportunities,

and seminars, all specifically developed and targeted to the building service contracting industry. This year's convention was no exception, supplying many Cavalier Teammates with new ideas, industry updates, opportunities to network with peers and even a look at new advances in equipment and products.

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# Tenant Appreciation

By Sam You

On St. Patrick's Day, Cavalier Services and Polinger, Shannon & Luchs, sponsored a Tenant Appreciation Breakfast at Gatewood Plaza, in Fairfax, Virginia.

The purpose of the event was to express appreciation, better acquaint tenants with Cavalier Services and avail ourselves of tenant suggestions and comments. Complimentary coffee, juice, donuts, bagels and muffins, greeted employees



Robert Harrington, Adrian Gonsalves and Sam You, with Gatewood Plaza Day Porter, Elizabeth Hernandez, serving breakfast to building tenants

up!" and "Wow- donuts and coffee...and I thought you guys only knew how to clean offices."

Petrine Squires, Senior Vice President, Polinger, Shannon & Luchs, participated in the event as well, commenting, "I think the gathering was a great idea and was very successful."

as they began their workday. Over one hundred tenants stopped by to grab a bite and share their comments and compliments.

Tenants remarked, "You guys are doing a great job, keep it



# Charlottesville Cavaliers

By John Wyant

A name like Cavalier speaks for itself in the Charlottesville area, being the hometown of the University of Virginia Cavaliers. Charlottesville is a community that offers a variety of buildings to be serviced. With such a historical and diverse culture it takes a unique group of individuals who take pride in what they do each and everyday.

For over a year now, I have had the pleasure of working with some outstanding Cavalier Teammates in and around the Charlottesville area. These Teammates arrive at their assigned building each day, ready to ensure that the quality of service is second to none. The building supervisors of each location possess a wealth of janitorial experience and are always willing to go above and beyond to satisfy our valued customers. These Teammates take pride in getting the job done right, with a team spirit approach, making the work environment successful and rewarding.

I would like to highlight a few of these exceptional individuals: Howard Hunter, the supervisor at AGI

Klearfold, in Louisa, not only keeps the building clean, but he is so dedicated in what he does that he has built a lasting relationship with our valued customer. Found at a location on Ray C. Hunt Drive, Pete Howard has molded a team that consistently provides the utmost in service to our customer on a daily basis. At PRA International, Curtis Quarles not only works his regular hours, but he diligently takes time out of his weekends to ensure that the building is of high standards.

These individuals, as well as many others, are highly respected Teammates that I am proud to have representing Cavalier Services, Inc. in the Charlottesville market.

With this type of representation and teamwork, the Charlottesville team has been on the move and steadily growing. In the last few months we have taken on some new opportunities and are continuing to strive in our mission to consistently deliver uncompromising



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## TEAMMATES

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# CAVALIER HELPS FIGHT SMA

By Benny Spiller

Cavalier Services Teammates have helped *Fight SMA* for the past 7 years. SMA is Spinal Muscular Atrophy, a muscular dystrophy disease.

Cavalier became involved in the organization through Benny Spiller, Southeast Virginia Regional Branch Manager. Benny's wife, Lori Spiller, began teaching a student who has SMA. The student, Andrew Creighton, was diagnosed with this disease when he was two years old. He has never been able to walk or stand on his own. The life expectancy for children with SMA is relatively short; he was not expected to complete elementary school. Andrew is now in the seventh grade and doing great!



Each year Andrew's family organizes a "Strike Out SMA" Bowl-A-Thon to raise money to help find a cure. His schoolmates, extended family and church family each have teams participating. A committee of Andrew's family, past teachers and family friends work to find corporate sponsors and



Lori Spiller and daughter, Chandler, are joined by Andrew Creighton at the "Strike Out SMA" Bowl-A-Thon

donations for the event. Cavalier has generously donated money each year. Benny and his wife donate their time to the organization, assisting with set-up and participating in the event. The Bowl-A-Thon has raised approximately \$30,000 each year. The money has been greatly utilized as scientists feel they are close to finding a much-anticipated cure.

For more information on the fight of SMA and ways that you can get involved visit [www.fightsma.com](http://www.fightsma.com).



## NEW TEAMMATES



**Greg Harding** joined Cavalier in March as an Operations Manager in the Southeast Virginia Region. Greg holds a degree from Virginia State University and over 15 years experience in sales. Greg is married with two children. He enjoys the outdoors and fishing. Greg is quite the athlete-coaching his son's teams and even being drafted by the Toronto Blue Jays!



**Anthony Wood**, began with Cavalier Facility Services in February. A native to Washington, D.C., Anthony serves as a Facilities Manager in the city. He has over 20 years of experience in the industry, and is both a licensed engineer and is universally certified in HVAC. Anthony enjoys spending time with his wife and two children.

## CAVALIER'S NEW PARTNERS

Cavalier welcomes the following Customers to our growing list of Cavalier partners:

**Reston Surgical Center**  
Reston, VA

**Realty Management Company**  
Washington, DC

**Advantis/ GVA**  
Richmond, VA & Charlottesville, VA

**Brown's Automotive**  
Charlottesville, VA

**Jones, Lang LaSalle**  
Washington, DC

**St. Thomas Aquinas School**  
Woodbridge, VA

**Institute for Defense Analysis**  
Alexandria, VA

**Spectrum Properties**  
Charlotte, NC

**Newbold**  
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