

## Case Study:

# ServiceMaster Clean

Jenett Harnish, Administration Manager

If it happens in a ServiceMaster Clean office or warehouse, Jenett Harnish is the go-to person. She is Administration Manager for this highly successful franchise company offering home cleaning and disaster restoration licenses, responsible for making sure that all 6 regional and 9 distributor offices are in sync, staffed and trained on the latest company programs and procedures. A Six Sigma black belt, Jenett implements solutions that have a direct effect on the company's bottom line.

To roll out new programs and train the offices, Jenett travels extensively and holds conference calls to connect everyone. While it was beneficial to meet by phone, it was difficult to get participants to see what she was trying to present.

"If I sent a slide show or an instruction piece, we'd never be on the same page and there would be a lot of confusion." After hearing about ReadyTalk from ServiceMaster Clean's New London office, she signed up for an account. Within an hour, she put on her first audio and visual conference "by the seat of my pants."

Jenett needed to train the offices on how to reorder products. She opened the software program on her screen so that everyone on the conference could see where she was clicking.

"I physically completed the order process through my system so they could watch. I used the mouse to circle around what they should do and kept moving through it. It was fantastic

because they understood what I was doing and it didn't take as much time to get through the process. It gives me the ability to be there in person without being there personally."

When asked specifically about the benefits of using ReadyTalk, Jenett explained that while saving travel expenses was important, the ability to accelerate the

training timeframe was even more important. If she has to personally visit all the offices, she loses up to 3 months. And when a Six Sigma project is designed to save the company \$100,000, every day counts.

"When there is something new, like a product special, we use a conference call. Adding visuals gives us just a bit more edge. We can say, 'here is that new process we're going to use.' I have a lot of ideas, but I'm just getting into it."

***[ReadyTalk] was fantastic because [employees] understood what I was doing and it didn't take as much time to get through the process.***