



# HELM Process

Nov 2023



## Discovery

1. An NDA is signed and we assess the current situation, this assessment involves ship visits, access to previous data and discussions with the relevant members of staff. Areas we look into include –
  - Products being used
  - The current process carried out
  - Control Measures and plans (if there are any)
2. With the above information we will be able to give an accurate proposal, detailing cost benefits and process improvements that are likely to be achieved. We will also be able to go over future benefits which will become more apparent further down the line.

## Planning

1. Once an agreement to move forward to trial or full review a planning phase is implemented.
2. This involves agreeing with each client the timescales, deliverable milestones and which actions lie with each party (Tower/Helm and The client)
3. When the above actions have been signed off a project plan is generated and will be followed through the next stage of implementation.

## Implementation

1. Using the agreed project plan we organise implementation, this involves your Tower account team and a project coordinator. The role of the project coordinator is to ensure the timescales are adhered to and met by the client and Tower/Helm.
2. Depending on the complexity and size of the client this may be a straightforward move to CtrlCloud, or for large clients the role out may be staggered and implemented by a ship,site or division at a time
3. At completion the project plan is signed completed and handed over to the final stage.

## Review and Continuous Improvement

1. The new project and deliverables are agreed for the next 12 months or in some cases 3-5 years depending on what has already been put in place.
2. These objectives are reviewed quarterly with the client and reset annually to ensure that the client is aware of all new developments in the market place and guaranteeing that the contract continues to add value.
3. Often key client objectives are taken on by Tower/HELM and we work within client presentations to the end user to assist the overall contract targets.

## 40% reduction in paper towel usage

Review of dispensers and how they are used.

Finding a simple solution to prevent wastage.





## 47% Reduction in chemical costs

Introduction of water based cleaning and sanitising solution.

Rationalised range of cleaning products.





### Reduce water usage and time

Achieved 143,000 litres water reduction per ship.

Increased staff efficiency with 50% reduction in cleaning time.





Category Area	Spend Reduction
Refuse Sacks / Bin Liners	24%
Paper Products	12.4%
Footwear	62%
Workwear / Uniform	41%
Chemicals	47%
Operational & Soft Savings Overall reduction in Purchase Orders raised in this category	43%

## Saving across multiple categories

Benefits and savings experienced by a global cruise line after applying the HELM process.



## Discovery

1. SSE – Tower reviewed existing process of ordering (central stores) and products. The following became apparent –
  - Staff were waiting for deliveries from central stores
  - Products were of mediocre quality
  - There was no control of the issue of goods to the individual
2. Tower redesigned the products and carried out wearer trials with very good results (the products were 25% more costly but had several safety and comfort benefits) Due to the on cost of the garment Tower guaranteed a 25% saving on their overall spend, if the goods were ordered through the CtrlCloud platform.



## Planning

1. A roll out was agreed with various divisions of the business, covering –
  - Training on the platform
  - Toolbox Talks on the products
  - Account team Introductions

## Implementation

1. The project plan was carried through successfully over 6 months with all deliverables met.
2. CtrlCloud was implemented in the business, in stages by business unit.
3. Tower attended a regional meeting with SSE Staff to confirm user acceptance and collect feedback with very positive results.



## Review and Continuous Improvement

1. Following the successful implementation in the main business Tower were asked to look at all companies and business divisions in the group including contracting offshore and meter reading.
2. This resulted in a phased project over 24 months to bring all companies in the group onto CtrlCloud.
3. New products have been introduced over the life of the contract and further improvements are continuously added.
4. Tower has a target 2025 objective with the client to reduce accidents by 50%.
5. Tower has been asked to roll out CtrlCloud to all SSE contractors by 2025.
6. Cost saving over the first 5 years not including soft savings at £9.1 million.



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