

ConsultingTechnology Services

Ecofriendly Facility Management



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# 94.5%

Service Promises...Delivered!!





OUR PAST PRESENT AND FUTURE

# The Chairman's Message

CTS Facility Services® started in 2003 as a division of a leading “Clean & Hygiene” company of India and spun off into a business entity in 2005 under private branding. Since day one of its inception, it has focused on one customer's requirements which is so large that it did not allow the company to think otherwise. CTS has mainly oriented itself towards the requirements of millions of railway passengers traveling the length and breadth of the country.



Providing Housekeeping Services for Intensive Coach Cleaning, On-Board services, Coach Up-gradation & Maintenance Services and now the Linen Service has been the hallmark of the company for all these years. Seeing the gaps in the passenger services as an opportunity for business, CTS committed itself to Railways for a long term vision and positioned itself as an innovative service partner. Having received media attention & appreciation from all the quartets and award from international agency, the management now plans to explore possibilities of rendering its innovative services to other industries across globe. Whatever has been achieved in this short period is only due to sincere commitment to customer's problems and by delivering more than the promises made every time consistently over a period of time. Key word for our growth and success has been “Customer Focus” and “Integrity”. We intend to continue to work on this philosophy and sincerely believe that growth potential within this industry is phenomenal.

I believe at this rate of growth CTS can hope to become one of the leading company of India in this industry within a very short period.

**Sanjai Jalla**

Chairman, CTS



## OUR VISION

To set up innovative service benchmarks across industries through partnership programmes that shall benefit every individual, group or organization realize their evolving expectations from time to time.

## QUALITY POLICY

We are 100% committed to deliver non-polluting, non-hazardous “Facility Services” to millions of people by keeping the area hygienic and promoting conservation of natural resources.

## A LITTLE ABOUT US

# The Company Ethos

## HRValues on which the Company Run

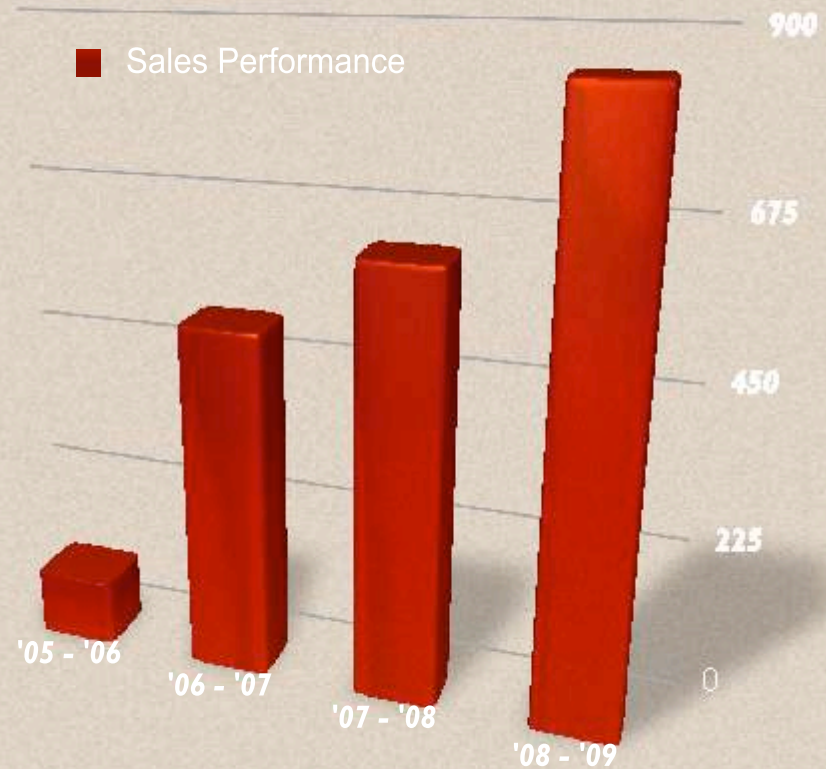
<b>Innovation</b>	It takes a combination of imagination & hard work to innovate.Remember ; all things in this world are created twice-first in mind as imagination and then in action.
<b>Integrity</b>	is one of several parts,it distinguishes itself from others because it is the right path,and the only one upon which you never get lost.
<b>Success</b>	The foundation of success is having confidence in ourself,applying yourself with all your might to your task.
<b>Adaptation</b>	In today's world there are two kind of companies -the quick and the dead.
<b>Challenges</b>	can be stepping stones or stumbling blocks,it's just a matter of how you view them.
<b>Courage</b>	doesn't always roar.Sometimes courage is the quiet voice at the end of the day saying, "I will try again tomorrow".
<b>Attitude</b>	If it is to be,it is up to me.
<b>Possibilities</b>	Our thoughts and imagination are the only real limits to our possibilities.
<b>Time Management</b>	Value your time,it is a diminishing resource.
<b>Strength</b>	The strongest tree is the one that stands in the open,where it is compelled to struggle against the winds and rains and the scorching sun.
<b>Effort</b>	Tentative efforts lead to tentative out comes.Therefore give yourself fully to your endeavors.

## Human Resource Development

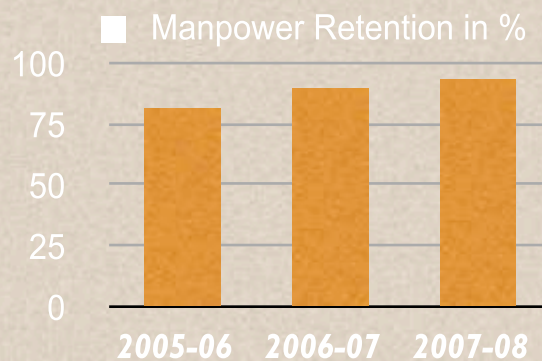
Development of skills has been the forte of CTS. Our Janitorial workforce of over 1000 (and growing) located across India have been regularly trained to improve productivity day after day,month after month. More than 70% of our staff is skilled.Our supporting staff and managers have been trained on Labour laws, statutory compliances and institutional business.We believe in 360° appraisal system and have very employee friendly HR policies. One of the most significant aspect of CTS human resource policy is the "Operational Health & Safety Assessment". Each personnel employed at site is covered under the requirements of OHSAS 18001 series thus shows our concern for its people.The company also encourages its employees to acquire higher education to develop its analytical & decision making abilities which directly helps them improve their performance for career growth. CTS also believes in periodic reviews of their operations countrywide and every time it holds such meetings,it uses the platform for training also.The company is led by the person who is passionate about learning and he also professes in India's leading management institute.



# Our Sales Growth



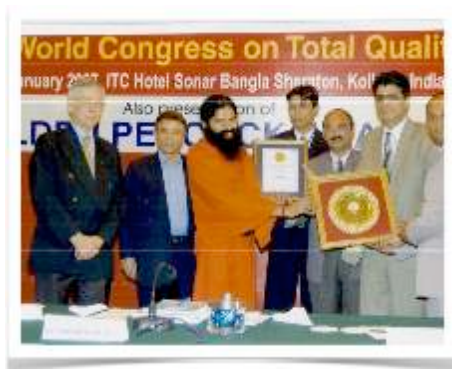
## Operation Excellence Through Retention



## WHY YOU SHOULD CHOOSE US

# Experience & Credentials

- ★ Work Experience of over a million man-days uninterrupted operation.
- ★ Experience of managing a floor space of over 150 Million sqft.
- ★ A trained workforce of count in excess of 1000 across India.
- ★ Over 100 million people benefited with CTS Facility Services across India.
- ★ Customer Satisfaction Index of over 94.50% across a sample size in excess of 200000.
- ★ Trusted by millions of traveling passengers and most admired “Facility Services Company” in India.
- ★ Operating in 14 Towns of India spread over entire length & breadth of the Country.
- ★ Recognized as “Innovative” service provider in “Clean & Hygiene” segment by winning “Golden Peacock National Innovation Award” for the year 2006.
- ★ CTS ;an ISO 9001 (Quality), EMS 14001 (Environment), OHSAS 18001 (Safety) Certified Facility Service Management & Consulting Company. It has a 3 dimensional business objective of Profits, Planet and People.
- ★ “CTS”, “CTS Facility Services” and its logo are the registered trademarks of CTS Management Services Pvt. Ltd.



## Awards & Media Recognition







## CASE STUDY INDIAN RAILWAYS

### THE CHALLENGE

A large amount of filth is created by passengers traveling by train. Nobody owns the property and thus there's no sense of care. An average household (comprising 3 to 4 occupants) needs to be cleaned at least 2 times even though there is a sense of ownership. A typical IR passenger coach – whether ordinary sleeper class or upper class AC coach – has at least 60 to 75 passengers at any given time. These passengers have no sense of ownership - moreover, they spend roughly 12 to 15 hours inside the train! This along with a large number of other situational constraints made the task a daunting one - 50,000 logged passenger complaints annually are testament to this statement! For decades the Indian Railways could not find a right solution to this problem and spent millions with no satisfactory outcome.

### THE SOLUTION

CTS Facility Services® has adapted the most innovative technology services to the transportation industry. We have developed service products for an end-to-end rail network including Primary Maintenance of rakes, Station Premises, Enroute Cleaning Services, On-Board Housekeeping Services and the Terminal Attention. CTS has pioneered in Railways and has set the service quality benchmark for an industry that is 150 years old! This industry has unique hygiene challenges both in trains (which passengers use as home or office during journey hours) and on railway stations. CTS has helped Railways form policies on housekeeping services for different situations & locations. Keeping in mind that railway environment is susceptible to littering & dirt and the generation of this is quite frequent, we have developed cleaning service products for the entire rail network. CTS has been the only company in India which has promoted the use of safe and high quality consumable materials for delivering services that meet the requirements of mother earth. Our offered products on cleaning services are duly researched in high traffic areas before implementation in any railway.

### Social Responsibility A PRIORITY

The idea of being responsible to society has actually been embedded in the ethics of CTS's business. All innovations done by CTS for railways originated from the thought that every business must give back to its environment from where it derives resources and earn profits. It is only this background that company practices 3 dimensional balance sheet viz. profit, planet and people. The Company always strives to take steps to improve the quality of life of its employees and their families as well as for the local community and society at large. The company integrates social and environmental concerns in their business operations.

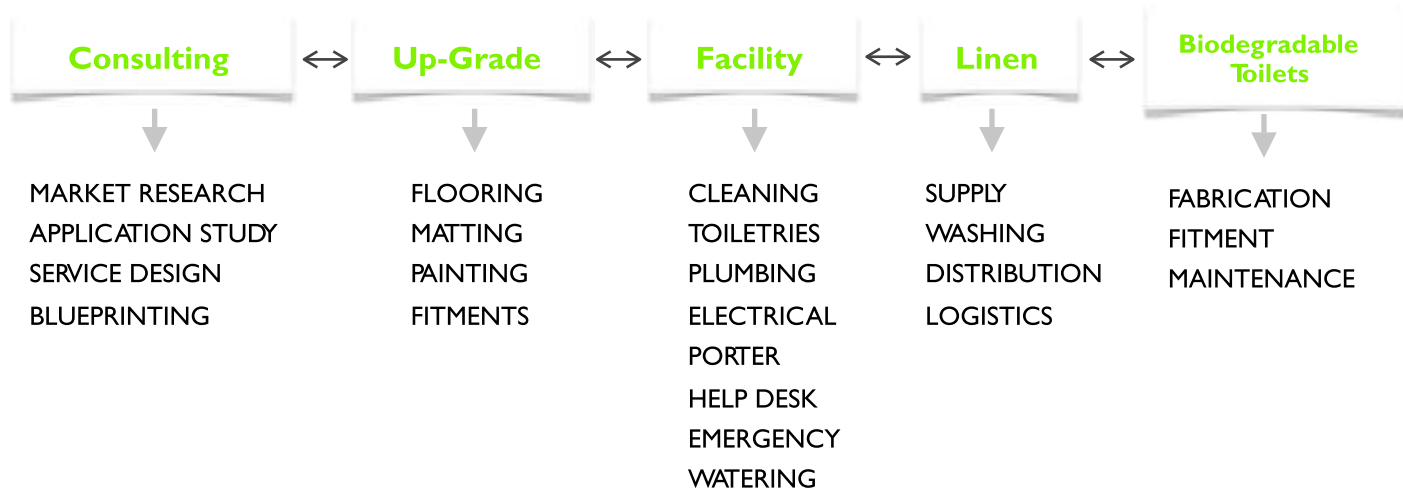


**THE RESULT** Passengers who are satisfied with Service Quality : 95%



WHAT WE CAN DO FOR YOU

# Our Services



## Service Quality Dimensions

**Reliability** Performing the promised service standards consistently over the agreed period.

**Responsiveness** Instant information sharing with customers on any requirements and help them evolve their service expectations.

**Assurance** Inspire trust & confidence in dealings not only amongst customers, but also with serving staff.

**Empathy** Caring/ individualized attention given to customers for every demand made by them.

**Tangibles** Utilization of state-of-the-art equipments, tools, well groomed personnel engaged.

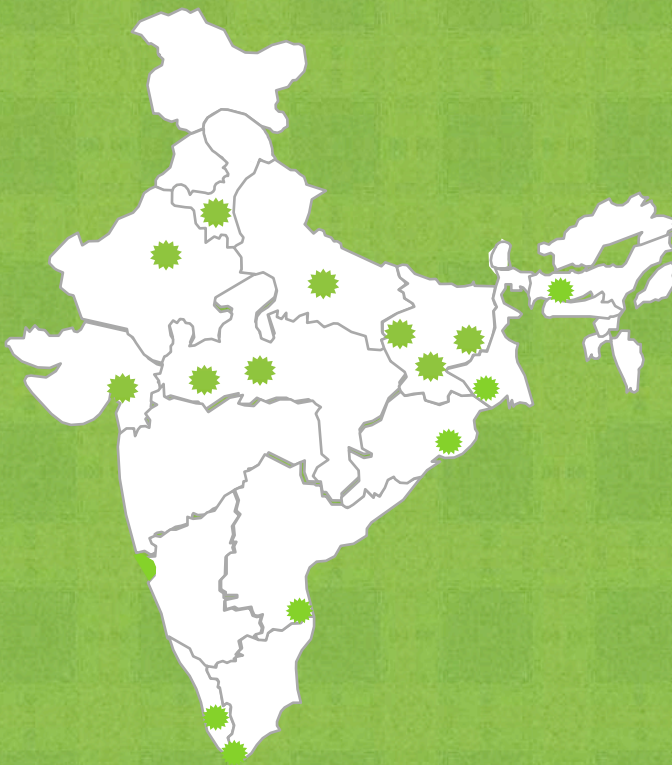


### Quality Means

Right Technique, Some Prevention, Right Quantity, Some Discipline, Right Processes, Right Price, Some Physical evidence, Right People, Right Productivity.

### Service Delivery Means

- Sequential "Processes" adopted for delivering services.
- "Physical Evidence" created at work place.
- Training of "People" engaged to deliver services.
- "Produce" & Measure Q & Q.



## Contact Information

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