



10th Anniversary Celebration Feature

High quality specialised cleaning solutions

Specialised Sterile Environments (SSE) was established in 2003 by Managing Director Mary Connell to provide cleaning services to the Medical Device, Pharmaceutical, Electronic and Software Industry sectors in Ireland. Since 2003 the company has experienced steady growth each year and now employs almost 200 staff nationwide.

In response to market demand and using the expertise she had learned during her 20 years in the contract cleaning industry, Mary started her new business on home ground in Galway where she had already established a reputation for her expertise and excellent customer service. "I started in December 2003 and I had us up and running by February," she says.

The company ethos is to deliver the highest quality industrial cleaning solutions, provided by a trained and professional team. This ethos has been the driving force behind the success of the company over the past 10 years. Mary stands behind the fact that "customer service is number one", explaining that being proactive with clients is also part of the job description. All SSE staff are fully trained in line with our ISO9001:2008 certified procedures which supports their aim to provide the highest quality of service to clients and striving to continually exceed customer expectations.

Speaking about a survey that was conducted across a wide range of SSEs clients last year, Mary explains that strong customer service skills, flexibility and customer focus topped the list of responses. "When they call, we sort it, we don't leave them waiting for hours or days, it is dealt with immediately. That has been a really good strong standing for us, the service."

According to the survey responses, costs for the services provided were not top priority with clients, proving that providing an excellent service is



Mary Connell

the key to their customers' satisfaction. As a result of this, many of their clients have been with them from day one, proving that their after sales service is one of the best in the industry. Communication is key and regular meetings are scheduled with their clients to ensure a proactive approach with a focus on continuous improvement.

Mary takes a hands on approach to her business and the management of her staff, always making sure that she sees to the clients needs while also supporting her team in all aspects of the job at hand. "I'd be very hands on. When we initially take on a client - we set them up, and put the management team in place along with the required staffing. I stay with it until I'm happy that it's up and running," she says.

The team speak very highly of Mary's hands-on approach and work ethic, saying she is always on hand, giving them the support that they need. Mary herself says that she won't ask staff to do anything that she wouldn't do herself, "I appreciate what they do because I've done it myself".

Dominick Jordan, Operations Manager with SSE says, "the company has gone from strength to

strength and I think it's all driven by Mary's work ethic and her eye for detail."

SSE believes in a

working partnership with their clients and pride themselves on their ability to formulate mutually beneficial working rela-

tionships. Understanding the importance of compliance within Regulating Bodies, SSE carry out routine GMP and Facility audits in partnership with their clients to ensure the maintenance of high standards within the facility. Henry Connell, Logistics Director, says SSE has retained every client including some that have remained with the company since its inception in 2003.

Staff retention is also high and they pride themselves in providing a progressive environment for the team in terms of potential for growth and personnel development. SSE has the flexibility of being in

a position to rapidly scale up (or down) in response to their clients' needs.

One of SSE's unique selling points is that they have an in-house microbiology team. "Our microbiologists deliver our international accredited training courses, which is a good thing for our clients because they know that we are serious about our business," Mary adds. The training courses are ICEB Accredited Cleanroom Technology - 'Contamination Control in the Cleanroom Environment' and ICEB Accredited Cleaning Training Programme - 'Cleanroom Cleaning Essentials'.

SSE provides Special-

ised Cleanroom Services, Contract Cleaning, Facilities Services and Facilities Auditing to a number of clients in a variety of different industries and continues to go from strength to strength within this specialised industry.

They believe the key to achieving client satisfaction is a good understanding of the client's requirements and the capability to consistently fulfil this. Mary never takes anything for granted and in the coming year SSE will continue to sustain its existing client base and continue to deliver excellent service to excellent clients.

SSE would like to express a sincere thank you to all our suppliers, who have supported us throughout the last 10 years, and we look forward to doing business with you in the future.



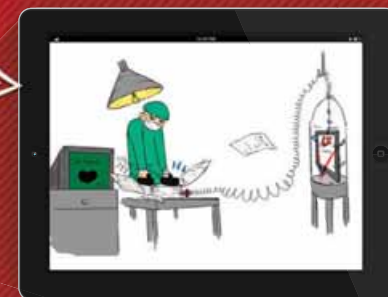
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