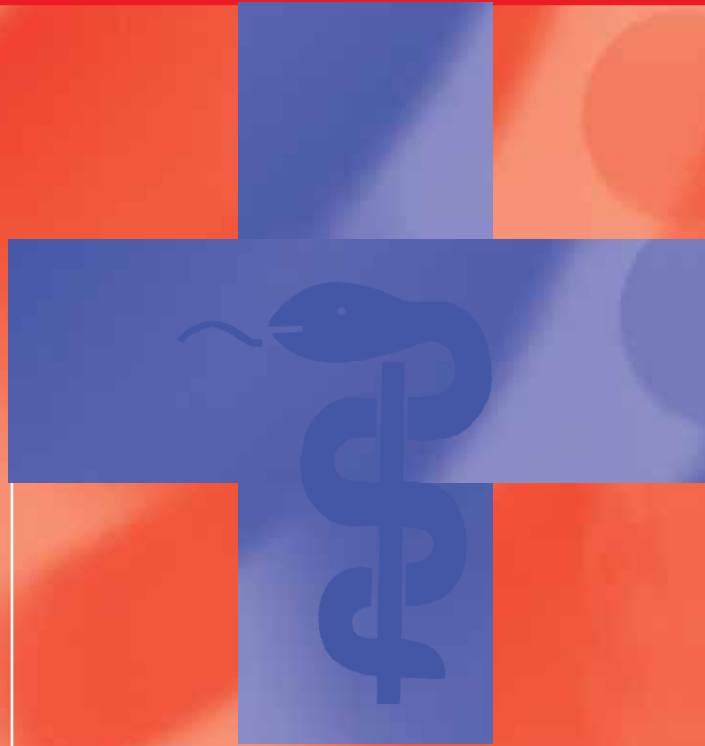


Dussmann Care Concept

Service can be this cooperative



Care



New Challenges Need a New Approach

The care market is changing radically. Social and health care institutions are faced with the huge challenge of positioning themselves as modern service organizations. As growing competition increases the cost awareness of these institutions, they are increasingly dependent on the quality of their performance. In the long run, an innovative approach and new measures to increase cost efficiency are the keys to long-term success.

The Future Needs Strong Partnership

The Dussmann Care Concept is an innovative sector-specific concept which has been developed to create efficient structures. It is a great deal more than the outsourcing of individual services; it is a professional, holistic view of the entire process. The Dussmann Care Concept enables us to record and analyze complex processes and then to optimize work processes and reduce costs without compromising quality. Close cooperation is an absolutely essential component; on

both sides of the partnership, there must be transparency, trust and the willingness to embrace new solutions.

Progress Needs a Holist View

1. Comprehensive Analysis

The basis of the Dussmann Care Concept is a detailed analysis of all processes in their entirety. It is therefore important that we are aware of all factors and are provided with the necessary information. Only then can we obtain a clear picture of process flows and identify strengths and weaknesses

2. Coordinated Solutions

Starting with the status quo, we develop a tailor-made solution which defines all of the steps necessary to rationalize the process structure and to increase competitive capability.

3. Professional Implementation

As the largest private multi-service provider worldwide, we offer not only competent advice but also a great deal



of experience in the realization of concepts. We currently provide over 70 different services to our many clients. Through intelligent interlinking and bundling of individual services, we are able to provide a high quality of service while simultaneously reducing costs.

4. Consistent Innovation

Long-term success requires flexibility





**Partnership
Needs Structure**

The Dussmann Care Concept is specifically honed to the challenges of social and health care facilities. We adapt to your needs and requirements whether these are only an analysis of the status quo or the entire concept. From a contract for consulting services to a comprehensive range of services or a joint service company, we can offer you a range of partnership alternatives.

**Competence
Needs Experience**

The Dussmann Group has many years of experience in Facility Management. Our network of branch offices is unique in the service industry and it guarantees fast, short paths of communication. Our employees are not only excellently trained, they also have keen service orientation and a willingness to be flexible to client needs. You can rely on your contact person to be there for you whenever the need arises.



and the ability to develop new ideas and products. We believe that it is necessary to look beyond the task at hand and to find truly new, effective

and, above all, convincing solutions. This basic principle of our corporate philosophy is put into practice by our employees every day.



Dussmann Care Concept – DCC



Dussmann Care Concept Success Needs Trust

Trust, assurance and reliability are our principles and our first priority is always the satisfaction of our clients. Fair partnership, innovation, quality and experience are the principles upon which success can grow. You can depend on it.

The Dussmann Care Concept provides you with all facility services from one source: from detailed analysis of processes and the definition of targets and strategies to the implementation of services.

Our Services at a Glance

- Catering
- Cleaning
- Hospital hygiene
- Reception and security services
- Technical services
- Central sterilization
- Logistics
- Laundry
- Waste disposal
- Housekeeping

We Take a Holistic View

Source of Costs	Solution	Effect
Value Added Tax	Service company with consolidated VAT	approx. 10% cost reduction
Personnel costs	Wage agreements	approx. 25% cost reduction
Work organization with the same or better service	Lean administration Multi-functional teams Amendment of methods Consistent Innovation	approx. 10% cost reduction
Purchasing with the same quality	Supplier terms and conditions In-sourcing and bundling of services	approx. 5% cost reduction
Costs of investment	New investment and installation for better work processes	Strong investment partner available Improvement of liquidity

**PUT
INTO
ACTION**

Better Performance

Less Costs

Processes Assured

**If you have questions,
call us or make
an appointment.**

**For detailed information on our
individual services, please request the
appropriate brochure.**

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