

Atlas Group: Northeast service performance

Recovery brief · prepared Day 2 from the documents provided · 12 sites · Strategic account · Renewal review in January

WHAT WAS RAISED

Atlas's facilities director at the account review: "Service has become inconsistent across several of our Northeast locations." Contract renewal review is in January.

INTENDED OUTCOME

Restore contracted service at the affected sites and give Atlas a recovery date we can stand behind, before the renewal review.

WHERE THIS STANDS

Inspection scores have fallen at four of Atlas's twelve sites over the last 90 days, and three of those four have run night shifts below planned coverage since August. Repeat work orders at the same sites are up 2.4x. The district manager reports that two night supervisors left in August and have not been replaced. Atlas says five sites are affected; our records support four, and the fifth may reflect a September change to Atlas's own cleaning specification, which is not yet confirmed.

Established

- Hartford, Worcester, Providence, New Haven: average inspection score 92 → 78 since July
- Night coverage below 85% at Hartford, Worcester, Providence since Aug 11
- Repeat work orders up 2.4x at those sites

Reported

- Lisa Morgan (district manager) reports two night supervisors resigned in August
- Atlas reports missed restroom service at Stamford

Conflicting

- Atlas counts five affected sites. Stamford's inspection score is flat at 90, so our data shows four.

Unknown

- Whether the two supervisor backfills have start dates
- Whether Stamford's issue is a service miss or a change in Atlas's spec
- Who at Atlas will accept the recovery plan

The gap that matters: the decline traces to a night-supervision gap at three sites that has no recruiting owner, not to a broad quality problem. Fixing the backfills is the critical path to a credible recovery date. Stamford needs a separate answer and may be a scope conversation, not a service failure.

QUESTIONS SENT, AND WHY EACH PERSON

TO	QUESTION	WHY THEM
David Kim Regional Talent Lead	Do the night-supervisor backfills for Hartford and Worcester have confirmed start dates?	Owens hiring for the Northeast region
Jennifer Brooks Quality Manager	Was Stamford re-inspected against the restroom spec Atlas changed in September?	Runs the inspection program
Sarah Chen Account Leader	Who at Atlas signs off the recovery plan, and does Atlas count Stamford as a service miss?	Owens the Atlas relationship

Not asked: Lisa Morgan's site managers. The facts above already cover what they would report, so they stay focused on running the sites.

NEXT STEP

Waiting on 3 answers

When the backfill dates arrive, Anchord drafts a recovery plan for **Mike Rodriguez** (Northeast Operations Director) to approve, with conditions. **Provisional recovery date: Nov 21**, which holds only if both backfills start by Oct 27.

HOW IT RAN TO RECOVERY (ILLUSTRATIVE)

DAY 3 Plan approved by Mike Rodriguez, with conditions	DAY 3–10 Anchord raised 2 work orders, requested an agency supervisor, booked re-inspections, sent the approved client update	DAY 18 Worcester slipped; Anchord replanned and moved a supervisor from Providence	DAY 36 All four sites back above 90; Atlas confirmed recovery
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