

Q



Managed by Q




Managed by Q makes it easy to run an office





Search for services





Deep cleaning

The spring cleaning your office deserves

Let our professionals completely refresh and sanitize your space

Recent Sessions

[View more](#)

 <p>Painting project Last Tue from 2:00 AM - 6:30 AM Chris and Binay's Carpet Cleaning Company</p>	 <p>Massages Thu, May 3rd from 4:00 PM - 6:00 PM</p>
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Most Popular





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Most Popular



Painting project



Toilet repair



Helper session



Handyman session

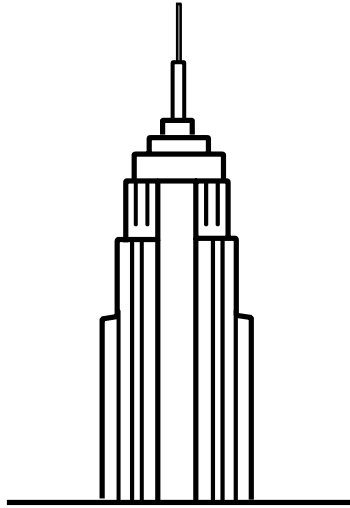


Furniture assembly



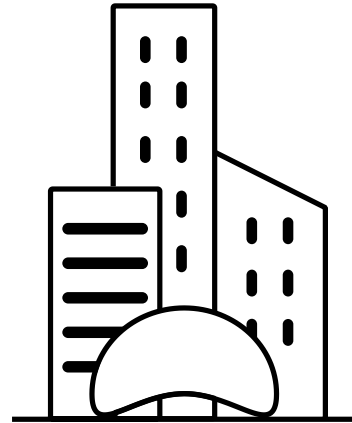
Ongoing cleaning





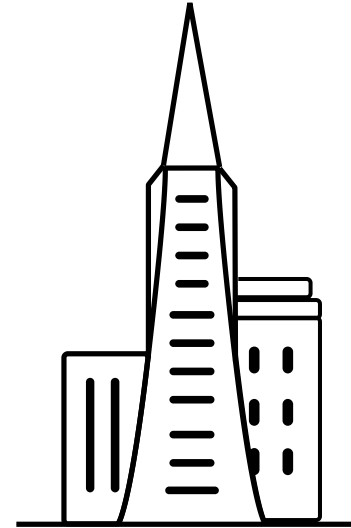
NYC

Apr 2014



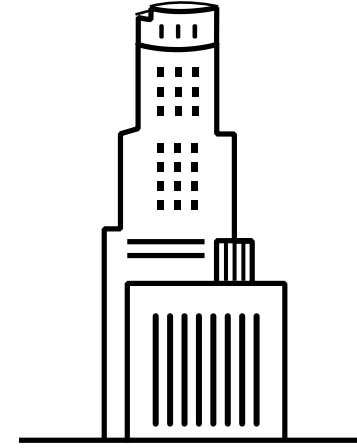
Chicago

Apr 2015



SF

June 2015



LA

Dec 2015



Cleaning

Daytime Cleaner

Nighttime Cleaner

Maintenance

Handyperson

Helper

Administrative Staffing

Office Manager

Administrative Assistant

Receptionist



Cleaning

Daytime Cleaner

Nighttime Cleaner

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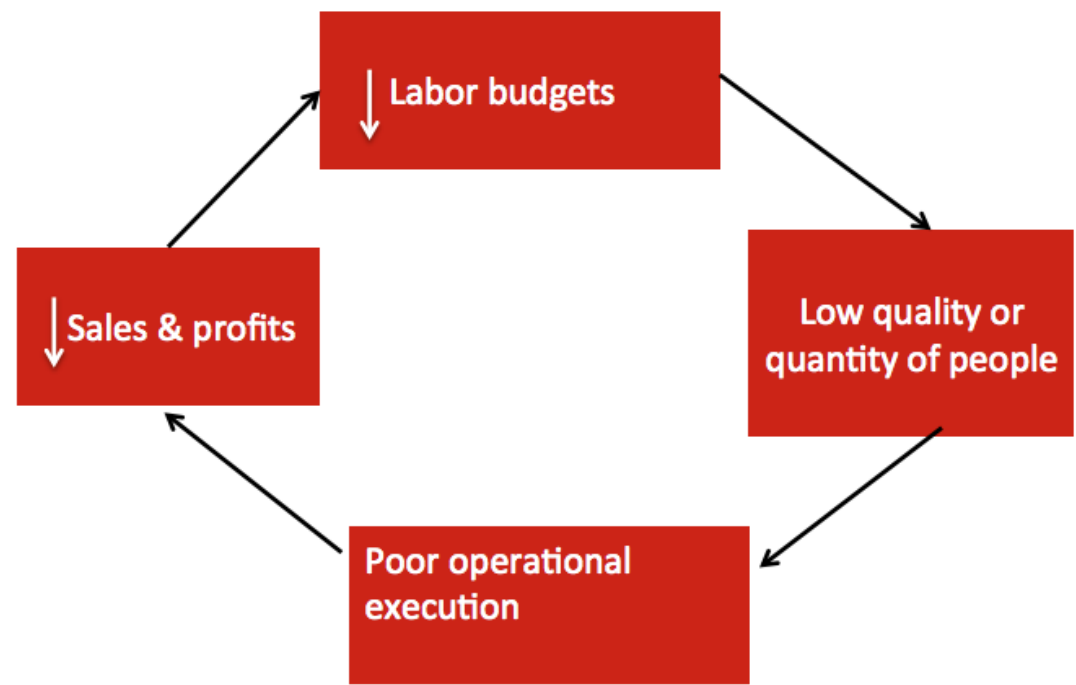


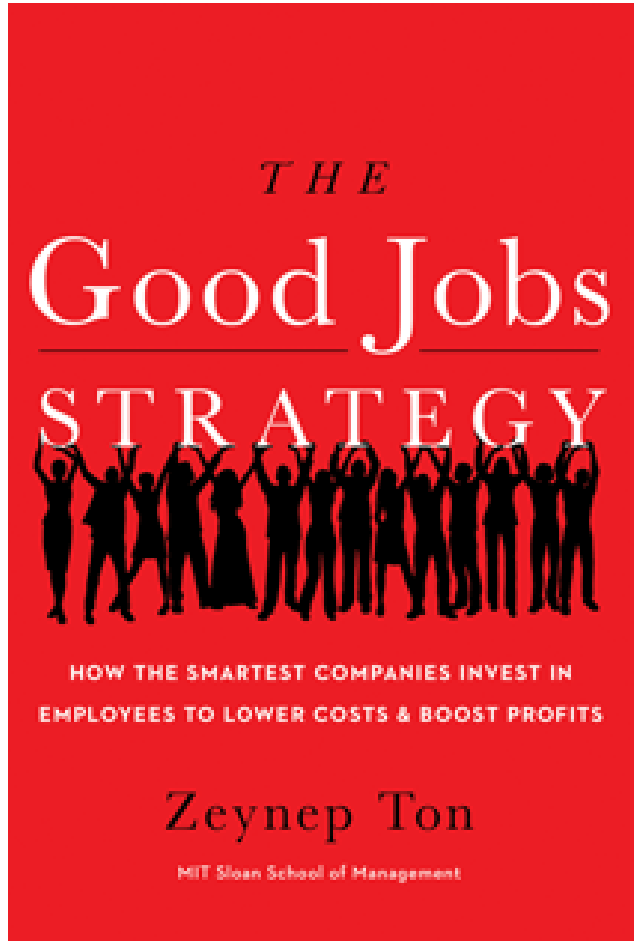
Cleaning Industry Annual Turnover

100% - 300%



Vicious Cycle

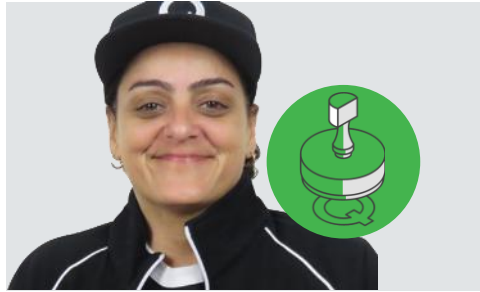








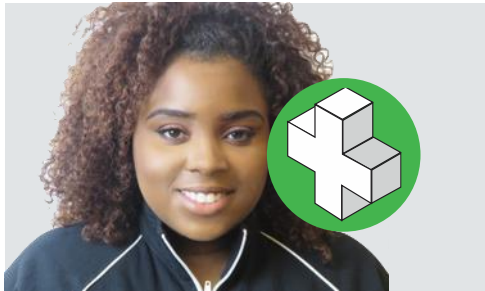
Why Q?



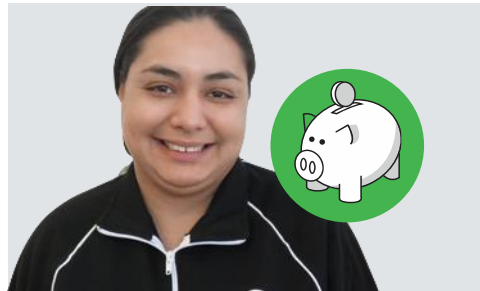
W2 Workforce



Full or Part-Time Work



Full Health Insurance



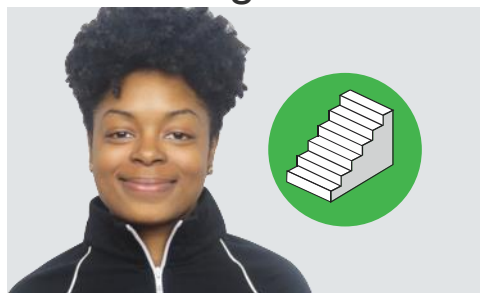
401(k) Match Program



Stock Options Program



Thoughtful Scheduling



Career Pathways



Q Community



The New York Times Magazine Share 21

OFFICE | 01 How to Build a Perfect Team | 02 The War on Meetings | 03 The Case for Blind Hiring | 04 Failure to Lunch | 05 The 'Good Jobs' Gamble | 06 Rethinking the Work-Life Equation

Managed by Q's 'Good Jobs' Gamble

Forgoing the gig-economy model, a start-up bets on a strategy that puts cleaning-service workers on a professional path.

BY ADAM DAVIDSON PHOTOGRAPHS BY JOAQUIN TRUJILLO FEB. 25, 2016



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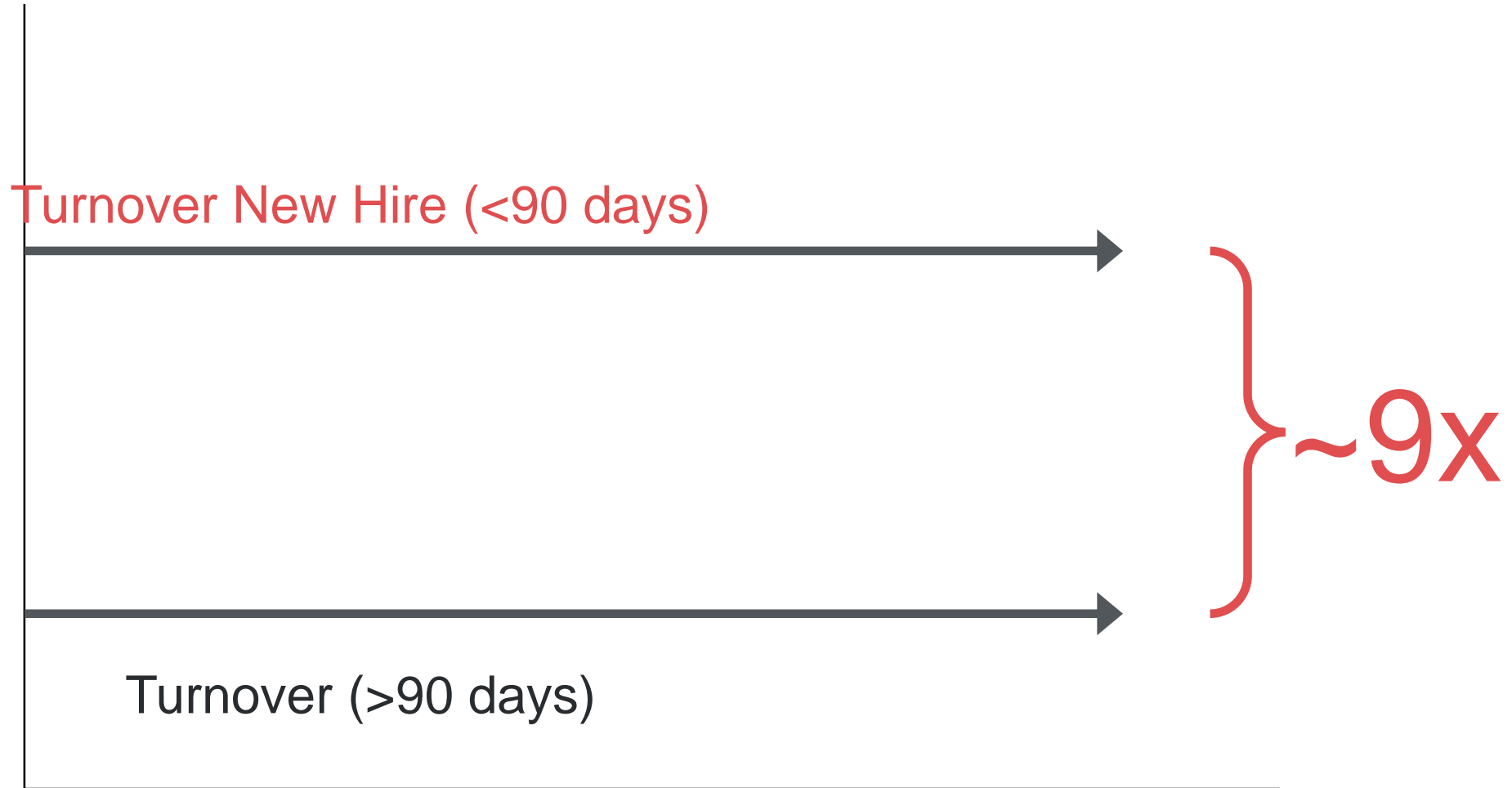


PHOTO: CHENHONEY

I'm a janitor getting stock options

An office management startup Managed by Q is giving even its lowest wage workers the opportunity to own a piece of the company. And the CEO says the decision isn't altruistic -- it's good capitalism. [Source: CNNMoney](#)





Involuntary Turnover

Excessive Absences

Policy Violations

Performance

Voluntary Turnover

Quit – No Notice

Resignation – Other

Personal or Family Obligations



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There are driving forces that drive you in a particular direction. There are restraining forces. Which are preventing you from going there...if you want to achieve change in behavior, there is one good way to do it and one bad way to do it. **The good way to do it is by diminishing the restraining forces,** not by increasing the driving forces. That turns out to be profoundly non-intuitive.

- Daniel Kahneman

Q



**Madison
Strategies
Group**

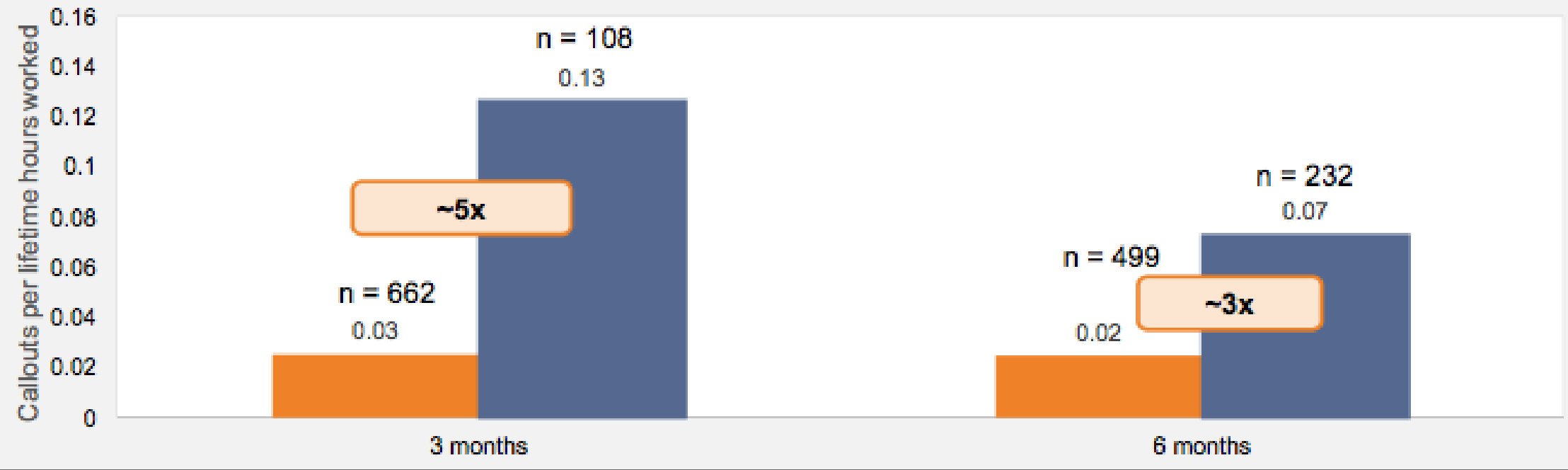
Q





Operators separated before 3 months and 6 months had ~5 and ~3 times more callouts per hours worked respectively than their peers

Callouts per lifetime hours worked, by employment tenure
Mean callouts per lifetime hours worked





Goal

Increase retention by removing the obstacles that prevent Operators from showing up to work

Success Criteria

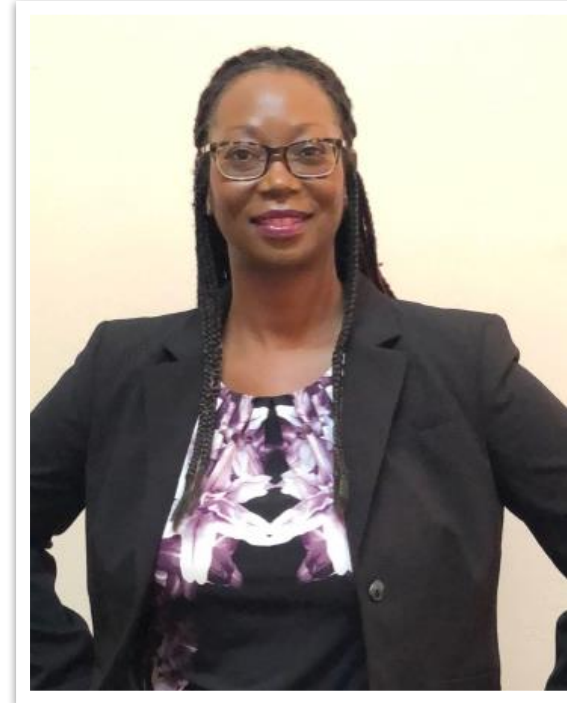
Cost of intervention < Cost of turnover



Meet your Navigator

Cassandra Martin-Himmons

- I am a lifelong New Yorker who has always had a passion for helping others. I'm a licensed social worker and enjoy connecting individuals with the services that they need to succeed. In my spare time, I enjoy scrapbooking and traveling. I look forward to working with you all!





In-Person Onboarding Sessions

	Orientation	Final Review	Elevate Workshop
Tenure with Q	1 Day	2 Weeks	1-2 Months
Navigator Touch Point	Intake form Intro presentation	Presentation 2	Presentation 3



Ongoing

Navigator Communication s

Accessible via phone, text, email, and office hours

Follow ups based on results of intake form

Follow up after every unexcused callout

Navigator Services

Financial
Planning

Housing
Assistance

Childcare
Assistance

Ongoing
Education

Soft Skill
Development

*Whatever else
the data points
to*

