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SERVICEMASTER CO
Form 8-K
June 20, 2002

SECURITIES AND EXCHANGE COMMISSION
Washington, DC 20549

FORM 8-K

CURRENT REPORT
Pursuant to Section 13 or 15(d) of
the Securities Exchange Act of 1934

Date of Report (date of earliest event reported): June 20, 2002

THE SERVICEMASTER COMPANY
(Exact name of registrant as specified in its charter)

DELAWARE -----	1-14762 -----	36-3858106 -----
(State or Other Jurisdiction of Incorporation or Organization)	(Commission File Number)	(I.R.S. Employer Identification No.)

2300 WARRENVILLE ROAD, DOWNERS GROVE, ILLINOIS -----	60515 -----
(Address of Principal Executive Offices)	(Zip Code)

Registrant's telephone number, including area code: (630) 271-1300

NOT APPLICABLE
(Former Name or Former Address, if Changed Since Last Report)

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ITEM 5. OTHER EVENTS

The Company has updated the following Key Performance Indicators that were included in the Company's first quarter earnings release. The Company will be discussing these metrics in an investors conference on June 20, 2002.

KEY PERFORMANCE INDICATORS

	AS OF MAY 31,	
	2002	2001
	-----	-----
TRUGREEN -		
Growth in Full Program Contracts	1%	-2%
Customer Retention Rate	64.2%	62.4%
TERMINIX -		

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Growth in Pest Control Customers	12%	15%
Pest Control Customer Retention Rate	77.3%	76.1%
Growth in Termite Customers	8%	20%
Termite Customer Retention Rate	90.1%	88.5%
AMERICAN HOME SHIELD -		
Growth in Warranty Contracts	15%	10%
Customer Retention Rate	52.9%	50.9%

Note: The customer retention rates are presented on a rolling, twelve month basis.

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SIGNATURE

Pursuant to the requirements of the Securities Exchange Act of 1934, as amended, the registrant has duly caused this report to be signed on its behalf by the undersigned hereunto duly authorized.

THE SERVICEMASTER COMPANY

Date: June 20, 2002

By: /S/ STEVEN C. PRESTON

Steven C. Preston
Executive Vice President and
Chief Financial Officer

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