

BUILDING A PLAN FOR CLEAN

BRANDON BASWELL, MICHIGAN STATE UNIVERSITY

STEVE GILSDORF, WESTERN MICHIGAN UNIVERSITY

ELEMENTS OF A PLAN

- VISION
- IDENTIFY A PROCESS
- WORKLOAD TO YOUR PROCESS
- TRAIN, TRAIN, TRAIN, TRAIN, TRAIN
- QUALITY ASSURANCE
- MEASURE
- FUTURE / INNOVATION

VISION

- WHAT TYPE OF CLEANING OPERATION DO YOU WANT TO BE?
- WHAT DOES EXCELLENCE LOOK LIKE?
- WHY ARE WE DOING WHAT WE DO?
- WHO ARE WE SERVING?

VISION

Mission

The mission of custodial services is to provide a clean and safe environment for students, faculty, staff and visitors while maintaining facilities at the highest standard possible with the resources allotted.

Vision

It is our vision to provide the highest level of customer service satisfaction of any campus across the state of Michigan by being innovative, flexible and competitive with a can-do attitude.

VISION



WEcare

Western Employees Care

WESTERN MICHIGAN UNIVERSITY

Facilities Management Department

**We are professionals
dedicated to high
performance cleaning
to promote a healthy,
sustainable
environment for the
university community.**



PROCESS

- HOW DO YOU WANT TO CLEAN?
 - TEAM CLEANING
 - ZONE CLEANING
 - SPECIALIZED CLEANING
 - AREA CLEANING
 - GANG CLEANING
 - HIGH PERFORMANCE

PROCESS

- ENGINEERED
- SCIENTIFIC
- MEASURED
- PROFESSIONAL



Green Cleaning

- Proper cleaning IS green cleaning.



WORKLOADING

Some basic information needed to Workload:

- What space do you clean
- How do you clean the space (cleaning process: ex. Team Cleaning)
- How often do you clean it (frequencies)
- What is the expectation of clean (APPA level or other metric?)
- How fast can you clean the space (Production Rate)
- What are the tools you are using to clean
- What does your staffing profile look like? (all 8 hour employees?)

When you have the answers to these questions then you can begin to Workload

WORKLOADING

• SPACE INVENTORY

- Walk the space
- Is it hard floor or carpet?
- What is the space used for?
- Record the data
- Evaluate Totals

Sq Ft of Hard Floor	19701
Sq Ft of Carpeted Floor	89851

Notes	BLDG #	Floor	Room	Use Code	Room Use Desc	Area (Sq Ft)	Space Type	Space Type %	2nd Space Ty
	067	G	5904		STAIRWAY	526	Stairway	100%	
	067	G	5903		STAIRWAY	576	Stairway	100%	
	067	G	5902		STAIRWAY	263	Stairway	100%	
	067	G	5901		STAIRWAY	236	Stairway	100%	
	067	G	GHW6		PUBLIC CORRIDOR	108	PH	100%	
	067	G	GHW7		PUBLIC CORRIDOR	527	PC	100%	
	067	G	GHW8		PUBLIC CORRIDOR	34	PH	100%	
	067	G	GHW5		PUBLIC CORRIDOR	333	PH	100%	
	067	G	GHW4		PUBLIC CORRIDOR	312	PH	100%	
	067	G	GHW3		PUBLIC CORRIDOR	27	PH	100%	
	067	G	GHW2		PUBLIC CORRIDOR	62	PC	100%	
	067	G	GHW1		PUBLIC CORRIDOR	1431	PH	100%	
	067	G	EP2		ELEVATOR	73	PH	100%	
	067	G	EP1		ELEVATOR	72	PH	100%	
	067	G	EP3		ELEVATOR	62	PH	100%	
	067	G	ESTW4		MECHAN ROOM	22	NC	100%	
	067	G	99A		PUBLIC REST ROOM-WOMEN	143	Restroom/Shower	100%	
	067	G	98		PUBLIC REST ROOM-MEN	203	Restroom/Shower	100%	
	067	G	97		CUSTODIAL ROOM	34	OH	100%	
	067	G	72A		MECHAN ROOM	66	NC	100%	
	067	G	72		CENT COMM/FLETCOM SERVICES	323	NC	100%	
	067	G	70		MECHAN ROOM	50	NC	100%	
	067	G	69		OFFICE SERVICE	117	NC	100%	
	067	G	68		LOADING DOCK	158	PH	100%	
	067	G	66A		LOADING DOCK	169	PH	100%	
	067	G	66		LOADING DOCK	365	PH	100%	
	067	G	65		CUSTODIAL ROOM-BULK STORAGE/EQUIPMENT	378	OH	100%	

2	Offices					Classrooms		Research Labs		Public Space		Restrooms					Stairs		
Floor	CSF	OC	OH	OCFC	OCFH	CC	CH	RLC	RLH	PC	PH	RR	Sinks	Toile	Urinals	Shower	Stairs	Stairwe	Stairs
G	21296	1218	412	14360	0	0	0	0	0	1626	3680	346	4	5	2	0	1589	4	96
1	19086	3048	20	10251.2	0	0	0	0	0	1948	3818.8	433	5	8	2	0	1126	4	88
2	22818	10822	43	4720	0	0	0	0	0	3316.16	3916.84	354	6	6	3	0	826	3	66
3	24377	5789	43	11078	0	0	0	0	0	2566	4801	395	5	6	2	0	815	3	66
4	21975	11947	43	0	0	0	0	0	0	7062	2923	478	6	7	3	0	809	3	66
Total	109552	32824	561	40409	0	0	0	0	0	16618	19140	2006	26	32	12	0	5165	4	382

WORKLOADING

• CLEANING TIMES

- Establish what your rate of work will be and apply the production rates to the gathered data

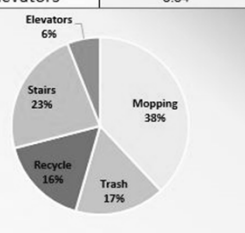
Space Type	Average Production Rate	Detail	Daily	Description
Offices (C & HS)	5709			Sq Ft Per Hour(1/4 for 1x a week detail)
Offices Hard Floors	4650			Sq Ft Per Hour(1/4 for 1x a week detail)
Office Cube Farm (C&HS)	13856	5709	16575	Sq Ft Per Hour
Office Cube Farm Hard Floors	10331	4650	12225	Sq Ft Per Hour
Public Areas(C & HS)	11186	5709	13015	Sq Ft Per Hour
Public Area Hard Floor	9231	4650	10758	Sq Ft Per Hour
Research Labs (C & HS)	15685	13015	16575	Sq Ft Per Hour
Research Labs Hard Floor	10331	4650	12225	Sq Ft Per Hour
Classrooms (C & HS)	11186	5709	13015	Sq Ft Per Hour
Classrooms Hard Floor	9231	4650	10758	Sq Ft Per Hour
Restroom Fixtures	2.25			2.25 minutes per fixture
Number of Stairs	5			(# of Stairs/5)
Elevators	10			10 minutes per elevator
Recycling	120000			sq. Ft. /120,000
Trash Pick up	120000			sq. Ft. / 120,000

WORKLOADING

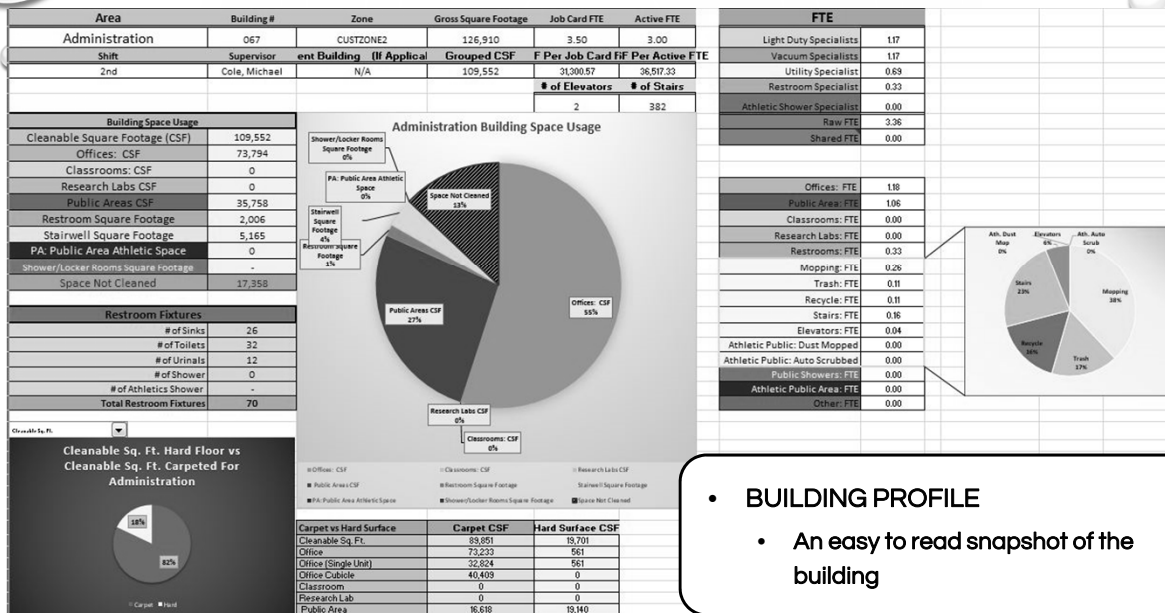
• LABOR NEEDS

- Analyze the Data
- Apply the data to your cleaning process (ex. is Team Cleaning)
- This provides the **estimated** staffing needs

Staffing Composition		
	Workload	Actual
Full-Time	2	2
Part-Time	3	2
Raw FTE		3.36
Shared FTE		0.00
Total FTE		3.36
Job Card FTE		3.50
Active FTE		3.00

FTE by Specialist		Utility FTE Breakdown	
Light Duty FTE	1.17	Mopping	0.26
Vacuum FTE	1.17	Trash	0.11
Utility FTE	0.69	Recycle	0.11
Restroom FTE	0.33	Stairs	0.16
TOTAL FTE	3.36	Elevators	0.04
See Production Rates			
Gross Area SF	126910		
CSF	109552		
CSF w/ Grouped	109552		
FTE Modifiers			
Add to RR FTE	0		
Add to Total FTE	0		

Workloading



• BUILDING PROFILE

- An easy to read snapshot of the building

Workloading

• JOB CARDS

- Decide if you want 4 or 8 hour job cards
- Review floor plans to determine routes
- Divide up areas into 4 or 8 hour blocks
- Record routes and other needed information on job cards

Light Duty Specialist TWO		Administration	
1	1/2 of 2nd Floor	2	1/2 of 2nd, 1/4 of 3rd Do not clean: suite 243 (Sparty's)
3	1/2 of 1st	4	Do not Clean: 113, 113A, 113B
5	2nd: Enter suite 249 and do both sides of the hall from 248 to 204. 3rd: Do suite 301, 372A, 370, then suite 394.	6	Do 106, then enter 110. Clean lobby, then 115, 116, then 120 through to 122, 130, then 140 (cubicle area) and 134.
7	296 (1st 103, then 284, then 60, then section).	8	296 (1st 103, then 284, then 60, then section).
9	296 (1st 103, then 284, then 60, then section).	10	296 (1st 103, then 284, then 60, then section).
11	296 (1st 103, then 284, then 60, then section).	12	296 (1st 103, then 284, then 60, then section).
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93	296 (1st 103, then 284, then 60, then section).	94	296 (1st 103, then 284, then 60, then section).
95	296 (1st 103, then 284, then 60, then section).	96	296 (1st 103, then 284, then 60, then section).
97	296 (1st 103, then 284, then 60, then section).	98	296 (1st 103, then 284, then 60, then section).
99	296 (1st 103, then 284, then 60, then section).	100	296 (1st 103, then 284, then 60, then section).

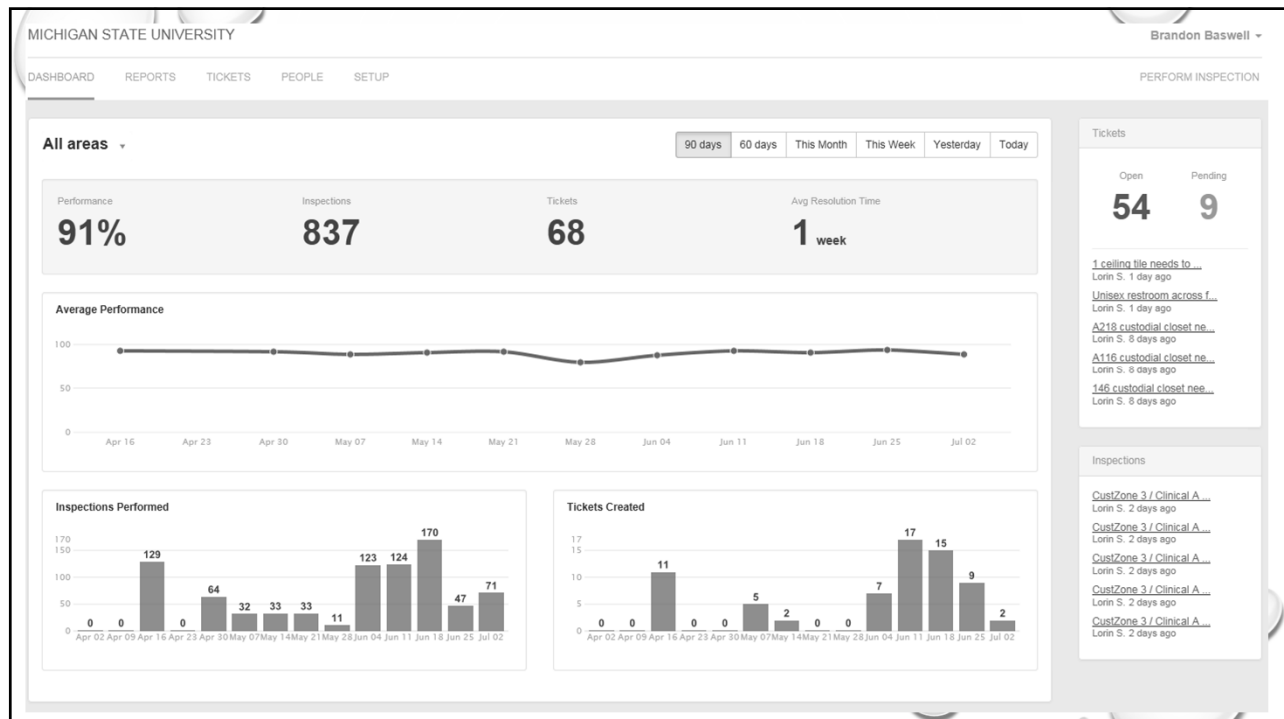
TRAINING

- STARTS WITH RECRUITMENT...
- ORIENTATION AND ONBOARDING
- REFRESHER
- IMMEDIATE COACHING



QUALITY ASSURANCE

- AUDIT PROGRAM
- FREQUENCY
- COLLECT DATA
- FOLLOW UP



Inspections

https://bcss.ezangpc.com/reports/inspections

Most Visited Getting Started WMU Webmail Plus L... Web Slice Gallery Suggested Sites

BCSS

Manager BCSS

Reports Tickets People Setup To-dos

Inspections

Overall Tickets Report Inspectors Report To-dos Report

2016-03-25 - 2016-05-09 All Inspections All Sites All Inspectors More Filters Export

Score	Form	Location	Inspector	Time
Today				
N/A	Slide Check Form	Employee Slide Check	Robin W.	9:32 AM
100%	Classroom Routine Form	Student Recreation Center / Floor 1 / 1035 CR	Mike W.	9:27 AM
100%	Classroom Routine Form	Student Recreation Center / Floor 1 / 1034 CR	Mike W.	9:26 AM
95%	Office & Conference Routine Form	Student Recreation Center / Floor 1 / 1043 OF	Mike W.	9:25 AM
100%	Classroom Routine Form	Student Recreation Center / Floor 1 / 1042 CR	Mike W.	9:24 AM
87%	Student Area Routine Form	Reed Fairhouse / Floor 1 / 1033 SA	Mike W.	9:23 AM
100%	Hallway Routine Form	Elsworth Hall / Floor 2 / 2005 H9	Jim E.	9:22 AM
100%	Hallway Routine Form	Elsworth Hall / Floor 2 / 2403 H9	Jim E.	9:20 AM
100%	Classroom Routine Form	Brown Hall / Floor 1 / 1043 CR	Mike W.	9:17 AM
100%	Classroom Routine Form	Brown Hall / Floor 1 / 1045 CR	Mike W.	9:16 AM
97%	Classroom Routine Form	Wood Hall / Floor 1 / 1107 CR	Mike W.	9:15 AM
98%	Classroom Routine Form	Wood Hall / Floor 1 / 1102 CR	Mike W.	9:13 AM
100%	Classroom Routine Form	Wood Hall / Floor 1 / 1106 CR	Mike W.	9:11 AM
100%	Building Coordinator Meeting Form	Brown Hall / Building Coordinator Meeting	Robin W.	9:02 AM
N/A	Slide Check Form	Employee Slide Check	Jim E.	8:55 AM
N/A	Slide Check Form	Employee Slide Check	Jim E.	8:47 AM
100%	Stairway Routine Form	Reed Fairhouse / Floor 1 / 1012 SR	Supervisor L.	8:41 AM
100%	Restroom Routine Form	Bernhard Center / Floor 1 / 1102 BR	John P.	4:52 AM
100%	Restroom Routine Form	Bernhard Center / Floor 1 / 1111 BR	John P.	4:51 AM
100%	Restroom Routine Form	Bernhard Center / Floor 1 / 1207 BR	John P.	4:48 AM
100%	Restroom Routine Form	Bernhard Center / Floor 1 / 1207 BR	John P.	4:47 AM

Inspections

https://x3.amaconews.com/orange_production/paperdp/report_attachments/940a75768ec544273277095d795530932a746/84804/original/2016-05-09-inspection-1449170.pdf?1462862040

Most Visited Getting Started WMU Webmail Plus L... Web Slice Gallery Suggested Sites

Page: 1 of 1

Automatic Zoom

BCSS

Office & Conference Routine...

ID: 1449170
 Inspection: Office & Conference Routine Form
 Date: 05/09/2016, 9:25 AM
 Location: Student Recreation Center / Floor 1 / 1043 OF
 Inspector: Mike M
 Flagged: Yes
 Score: 95%

Line Item	Rating	Score	Comment	Photo
General Evaluation				
Door	Pass	100%		
Floors	Pass	100%		
(Accessible) Windows & Sills	Pass	100%		
Walls	Fail	0%	Marks on the walls.	
Baseboards	Pass	100%		
Vents	Pass	100%		
Furniture (desks, chairs, countertops)	Pass	100%		
Trash Cans	Pass	100%		
Maintenance				
Are all lights working? (incl exit & fire lights)	Pass	100%		
Any visible damage to room or furniture?	Pass	100%		
Are there any leaks?	Pass	100%		
Any ceiling/floor tiles missing?	Pass	100%		

Ticket - Flagged Equipmen... 2016-05-09 ticket-824.pdf

https://d3.amazonaws.com/production/paperdp/report_export_attachments/4d123174f1d13074c1d4d43aed407d3262b6ac/94806/original/2016-05-09-ticket-824.pdf?1452802323

Most Visited Getting Started WMJ Webmail Plus L... Web Slice Gallery Suggested Sites

Page: 1 of 1 Automatic Zoom

BCSS
Ticket #824

Location: Sprau Tower / Equipment & Supply Inspection
Priority: 4
Status: Open
Submitted at: 05/09/2016, 9:54 AM
Created by: Robin M

Flagged Equipment & Supply Inspection Form

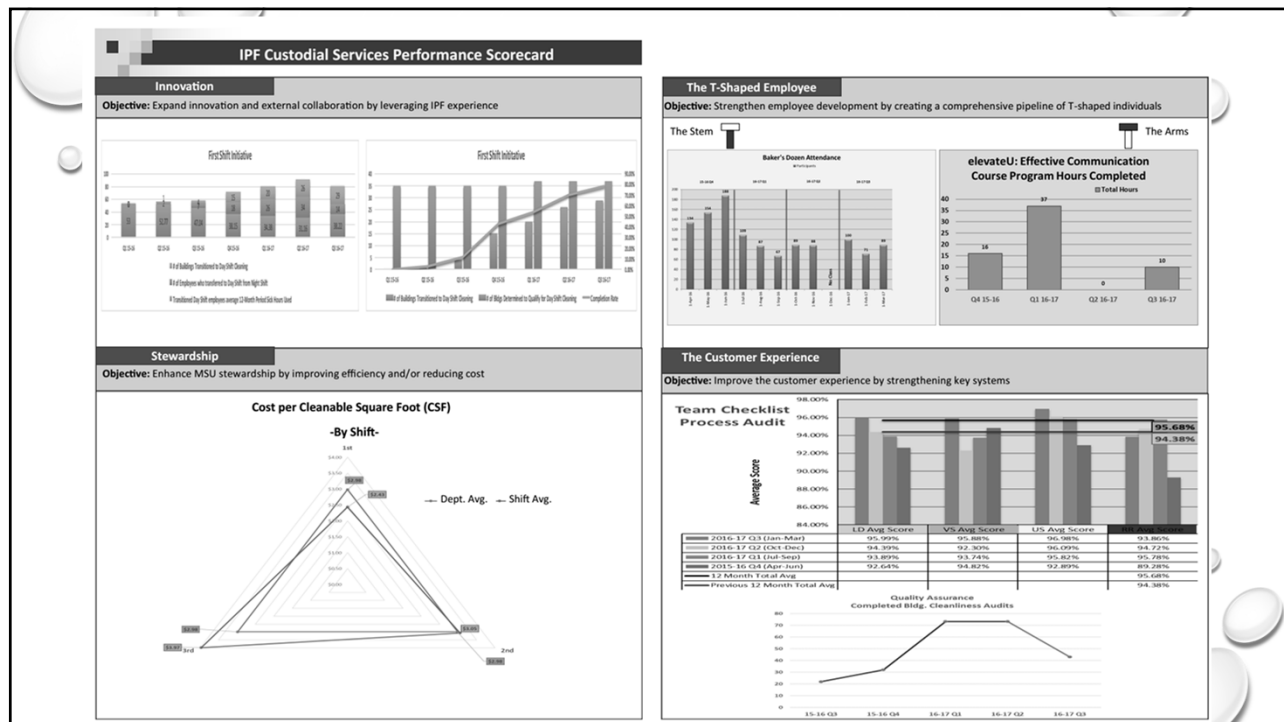
Line Item	Result	Comment	Corrective Action
Custodial Closets/Carts	Fail	The items on the floor in the 2nd floor closet needs to be picked up and placed on the shelves, thrown away or placed in dirty laundry.	

Signature

9:58 AM 5/9/2016

MEASUREMENT

- METRICS
- RECORDS
- TRACKING
- BENCHMARKING
- SHARE DATA WITH FRONT LINE
- CHANGE / ADJUST



FUTURE / INNOVATION