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**All American
Facility Maintenance**

Janitorial Scope of Work Generator 2.0

Presenter: Allen Randolph, AquaChempacs, LLC

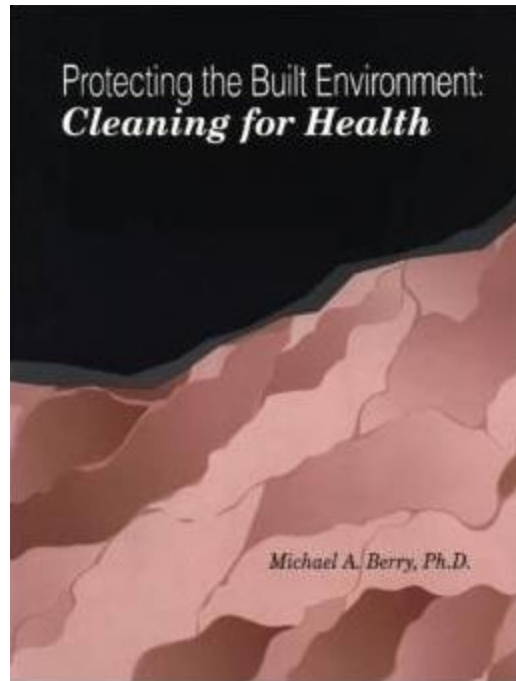
Moderator: Joe Fairley, DWM Facilities Maintenance

PRSM / **2016** **National Conference**
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Agenda

- Review real-life retail examples and learn how the tool is being utilized by other retailers
- Learn how to use the data collected in version 1.0 and convert into strategic and tactical planning
- Customize the tool to your organization's janitorial objectives, including project work and frequencies
- Examine standard definitions that will insure comparable data benchmarking for all levels of cleaning across your brand
- **Bonus:** In addition, you will receive a sneak peak of the next benchmarking tool in design for "Exterior Services"

What is Clean?



Dr. Mike Berry – Leading authority on Cleaning Science says...

Cleaning is the removal of unwanted matter and it's proper disposal.

Janitorial Workloading Tool 1.0

- Help retailers define their "Brand Standard" for cleaning in a standardized format.
- Help them to compare current funding levels to Benchmarked Best Practices for the specific "Brand Standard" for their organization.
- Arm Facilities Managers with 3rd party data to either increase funding for cleaning or "right-size" expectations to current funding levels.

Janitorial Workloading Tool 1.0

- Short demo of version 1.0

Strategic gap analysis to tactical plan

- 3 questions
 - What do we think we are doing?
 - What are we actually doing?
 - What should we be doing?

Process

- A series of interrelated tasks that, together, transform inputs to outputs

Foundational Structure

- Clean not pollute
- Remove dirt, not move it
- Standard hierarchy for assigning tasks

Zone to Engineered Team Cleaning

- Daily / Project
- Detail / Daily / Project

- Traditional Daily Cleaning task list
 - Clean Entry Doors & Floor mats
 - Clean Register Areas
 - Sweep & Mop Sales Floor
 - Clean Restrooms
 - Clean Break Room
 - Empty all Trash

Why current zone process is designed to fail (Run to Failure)

- 100% of work is allocated
- 100% is never completed
- No “backstop” is in place
- Run to Fail

Hierarchy for assigning tasks

- Detail – First Impression
- Daily – First Impression
- Detail – Restroom
- Daily – Restroom
- Detail – Sales floor
- Daily – Sales floor
- Detail – Utility
- Daily – Utility
- Projects

Hierarchy for assigning tasks

- High to low
- Dry to wet
- Counterclockwise

Janitorial Workloading Tool 2.0

- Demo Tool

BONUS:

- Development of Similar Tool for Landscaping and Exterior Services

Additional Resources

- [Benchmarking Report- Janitorial Services](#)
- On-Demand Webinar:
 - [Janitorial Services: How Does Yours Compare?](#)
- PRSM Magazine
 - September/October 2010
 - Article: [Reduce Cleaning Cost and Improve Operations](#)
- Best Practices Books:
 - [2014 Edition: Chapter 9 Janitorial](#)
 - Easy and Cost Effective Way to Clean Self-contained Condenser Units 55
 - Self-performing versus Third-party Service Delivery in Floor Care & Janitorial Trades 57
 - Consolidating a Localized Janitorial Program into a Corporately Managed One 60
 - 2013 Edition: Chapter 8 Janitorial
 - Cleaning Service Bundling: Increased Results & Efficiency 49
 - 2013 Edition Chapter 3 Janitorial, Floor Care, and Pest Control Services
 - Creating a Standardized Cleaning Chemical Program 23
 - Floor Replacement Planning and Execution 25
 - Improving Pest Control Monitoring to Maintain Store Cleanliness 28
 - Streamlining Store Cleaning Through Internal Benchmarking 29

Q&A

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We will be available at PRSM Knowledge Hub to continue the Q&A dialogue on:

Connection Pods:
Tuesday, April 26 and Wednesday, April 27, 2016
3:30 pm – 3:45 pm