

How the Service Point
Cleaning System
Outcleans and
'Outgreens' Competing
Janitorial Services –
Often at a Lower Cost



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A Service Point Special Report

Imagine a workday in which one spends virtually the entire time alone. No phone calls. No Internet. Alone. Odds are it's not a conducive environment for consistently good quality work. But that's the work model used by most contract cleaning companies. Not surprisingly, evidence exists that there *is* a better way. A way that results in an improved working environment for those who do the cleaning and a cleaner, healthier, "greener" workspace when the cleaning is done. In addition, there's proof that this alternative approach is more efficient and cost-effective.

In this Service Point Special Report we present facts, cite studies and offer details are offered that support the premise set forth in the title of this report – and, in the above paragraph.

Outcleaning the competition: It starts with people.

Hire good people. Treat them well. Train them well.

As you know, an organization's success depends largely on the quality of its people. If you hire the right people, treat them well, train them well and train on an ongoing basis, your people will very often produce superior results. It starts with an attitude, a culture. That's why at Service Point we promote a philosophy and culture that values and respects every employee.

Specifically, we understand and acknowledge that our cleaning specialists are crucial to our success and to a consistently clean and healthy workplace for our clients. As such, we treat these associates as the valued professionals they are.

The Service Point training program is a huge part of this effort. For example -

- Every cleaning specialist we hire, before he or she picks up a mop or turns on a vacuum, receives 16 hours of instructor-led, classroom training. Our certified trainers cover all the important topics, ranging from cleaning techniques, to worker safety, to environmental sustainability.
- We reinforce and augment the initial training with 13 hours of additional classroom training every year.

Ask any another cleaning contractor about its training program and the contractor will tell you it has one. But that's about all. Ask a Service Point rep about our training program and he'll show you the training manuals and take you through the PowerPoint slides our trainers use. Better yet, he'll invite you to attend an upcoming training session so you can see and experience the Service Point training program first-hand.

In fact, we know of no other contract cleaning company in the country with a more extensive and more thorough training program than Service Point.

Proven process powers improved performance.

The problem with the standard contract cleaning model.

Successful companies fosters teamwork at every level of the organization. Why then do most cleaning contractors still use an *area* or a *zone-cleaning* staffing plan?



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In zone cleaning each employee is assigned a space to clean and works that space in isolation. Studies show that this is not the optimum environment for maximizing productivity and worker safety. Zone cleaning can also create problems with work-loading and morale.

The standard work-loading model creates inequities and inefficiencies

Work-loading, is the practice of using building square footage to determine how many labor hours, how many people, how much equipment and so on you need to clean the space. Most contract cleaners still use this approach.

For example, the cleaner sees you have a 200,000 square foot building, estimates it can be cleaned at 5,000 square feet an hour and bases its quote on 40 labor hours a night.

There are two inherent flaws with the square footage method of job-costing:

1. It treats each building the same when each building can be very different.
2. It assumes each *area* in the building is the same. Making this (usually false) assumption can create inequities among the cleaning staff and inefficiencies in the cleaning process.

POINT OF CONSIDERATION: Using the zone cleaning work-loading model, one employee gets the third floor and another gets the fourth floor – based solely on a random assignment. But assume the third floor has 50% more work. In this case the worker assigned to that floor, pressed for time, isn't able to do as good a job. It's an unfair distribution of work and can understandably cause resentment among the staff, driving down morale.

The Service Point solution: The bottom-up approach.

At Service Point we take the bottom-up approach. We call it that because our work-loading and contract cleaning quote is based on detailed analysis of each space, from the bottom floor up. During this review we make note of every issue that affects our work and our staffing, including such factors as –

- The footage and different types of flooring finishes – hard floor, carpet, specialty flooring.
- The number of restrooms and the number of fixtures in each restroom.
- The open office space footage and laboratory footage, if any.
- Differences by floor and by area.

This bottom-up approach is one way we find cost-savings for our clients. Additionally, it enables us to design a staffing plan for each space that is fair to all employees and builds and maintains morale.

Team cleaning: Fair. Efficient. Cost-Effective.

At Service Point we practice and promote teamwork at every level, *including* with our frontline employees. Our people don't work in isolation but as valued members of a team of four specialists:

- Light Duty Specialist
- Vacuum Specialist
- Rest Room Specialist
- Utility Specialist.

This teamwork and specialization balances workloads, minimizes worker complaints, and makes it easier to hire, train and retain good employees. In addition, the more efficient team-cleaning system helps us hold the line on – and very often lower – cleaning costs. In fact, over the last year (in a very competitive market) we've helped many companies cut janitorial costs between 5% - 10%. While at the same time maintaining or upgrading our clients' quality of service.

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POINT OF CONSIDERATION: In an 8-story commercial building using the zone cleaning method each janitor works a 12,000 square foot floor in a four-hour shift, completing every cleaning task. This requires eight people, eight vacuums, eight trash barrels, and eight rest room carts. In the same building, using the Service Point system and back-pack vacuums, only six cleaning specialists are needed. One pair consists of a light duty specialist and vacuum specialist who work floors 1-4; an identical pair works floors 5-8. A restroom specialist and utility specialist work throughout the building. The outcome is improved cleaning productivity with consistent service results – using fewer people and less cleaning equipment.

Service Point uses the OS1 engineered cleaning and cleaning management system. Developed by John Walker and Management Inc., the system is currently used by leading organizations nationwide.

These organizations include The Boeing Company, Northrop Grumman, Qualcomm, Sandia National Laboratories (a division of Lockheed Martin), FBI Headquarters at Quantico, The U. S. Drug Enforcement Administration, University of Massachusetts, University of Texas, University of North Carolina, Salt Lake County, Intuit and many others.

OS1 has been scientifically measured by independent studies to verify its effectiveness.

Cleanliness and Health

According to Dr. Michael A. Berry, former senior manager and scientist with the EPA and author of *Protecting the Built Environment: Cleaning for Health*, the OS1 cleaning system is “vastly superior to the zone cleaning system.”¹ Dr. Berry, reporting the findings of his independent evaluation of the OS1 cleaning system to a University of North Carolina committee, and recommending its implementation, writes:

“The effectiveness of the (OS1) system resides in its comprehensive, scheduled, systematic cleaning coverage of the building; the use of cleaning equipment and technology tested and evaluated for effectiveness and safety; and most importantly the focused and specialized training provided to housekeepers.”²

Among additional findings reported by Dr. Berry are –

- “(OS1) produced a measurable cleaning result that is (at least in this study) a factor of 2-5 times more effective in removing dust from the building envelope.
- “The data suggests (OS1) cleaning system produces a sanitary condition consistently higher than zone cleaning.
- “(OS1) cleaning system reduces dust levels found in cleaned environments by a factor of 2 or more. Carpet dusts were cut in half by the end of the (OS1) pilot study....”

In another study, the University of Massachusetts in 2008 piloted the OS1 system, selecting its 360,000-square-foot Campus Center (student union building) as the test site. After implementing the new system, the level of APPA cleanliness improved from Casual Inattention to Orderly Spotlessness.⁴

Safety

- After implementing the OS1 system the University of Massachusetts experienced a decrease in lost work hours of 89 percent over the next two years.⁵
- In the first year following its 2001 implementation of OS1 the University of Texas reduced its number of incidents by 44% and lost time injuries by 64%.⁶

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- A 2001 paper for *The Journal of Facilities Management* written by . Jeffery L. Campbell and entitled "Significantly reducing facility maintenance costs through innovative custodial safety" reported on safety issues at The Boeing Company and Sandia National Laboratories. The paper states that "with the implementation of OS1, recordable accidents and lost work days were significantly reduced with some reductions as high as 90 percent." ⁷

Cost-savings

Insights gained through bottom-up analysis combined with job specialization, the industry's best-trained workforce and OS1's team-cleaning approach...often result in cost-savings for customers of OS1-certified cleaning contractors. As noted earlier, Service Point is often able to help clients reduce cleaning costs while maintaining or upgrading their quality of service.

A few examples of documented savings achieved through the OS1-engineered cleaning system:

- With UMASS's 2008 implementation of the OS1 system, weekly labor hours dropped from 1560 hours to 1240, generating \$360,000 of cost-savings in the first year alone. ⁸
- Faced with deep budget cuts, in July of 2009 the University of Michigan rolled out the engineered cleaning system. Within the first nine months the university janitorial department was able to reduce its workforce by 11 FTEs, achieving substantial savings. ⁹
- From March 2005 through September 2007 the State of Washington Department of General Administration estimated that it had achieved approximately \$300,000 in cost-savings from its implementation of the OS1 cleaning system. ¹⁰

Green products, green practices, green success.

Green cleaning

Service Point's corporate mission to provide a safe, healthy work environment for its employees and its clients' employees. In these efforts, and as an OS1-certified cleaning contractor, we adhere to a number of green cleaning practices, including:

- Using [Green Seal Certified](#) chemicals for all cleaning products.
- Use of a neutral pH EPA-approved germicide.
- Use of an ergonomic, four-level filter vacuum system proven to reduce dust particles to virtually no detectable emission.
- Using flat microfiber mops and two-sided buckets that reduce water consumption.

POINT OF CONSIDERATION: Traditional mop buckets hold five gallons of water, but the two-sided restroom and utility buckets used in the OS1 system hold 1.25 and 2 gallons of water respectively.
- Practicing just-in-time inventory management based on lean manufacturing processes to reduce the amount of items disposed.

POINT OF CONSIDERATION: When a prospective service provider tells you it uses Green Seal Certified chemicals that's well and good. But if those chemicals come in five-gallon buckets that are shipped cross country with the empty buckets getting tossed in the trash (as we have seen), these actions far outweigh the benefit of Green Seal Certification.
- Use of chemical cleaning concentrates that reduce waste sent to landfills.

POINT OF CONSIDERATION: Service Point's OS1 system uses prepackaged chemical concentrates that require minimal packaging and water. The concentrates come in packets; we stock them on a just-in-time basis and the empty packets are recycled.

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Green success. – Three examples:

- Six weeks after implementing the OS1 cleaning system the Callaway Center at Wake Forest University, showed a dramatic improvement in its air quality, with a reduction of more than 50 percent in TVOCs – total volatile organic compounds. ¹¹
- In 2010 Fortune 500 company Qualcomm, whose building services team uses the OS1 system, reported that its use of microfiber mops and two-sided buckets, reduced water usage for restroom cleaning by 75 percent. ¹²
- In a 2006 study janitors using the OS1 system at the University of North Carolina at Chapel Hill produced a consistent sanitary condition in restrooms using a single-portioned disinfectant. This was in contrast to the five to eight different cleaning chemicals used in zone cleaning programs. Overall, the study found less chemical exposure by cleaning workers and building occupants under the OS1 system – and less environmental compromise. ¹³

In addition, the OS1 cleaning system consumes less energy. The main reason? Zone cleaning requires electricity on every floor for the duration of the shift and the OS1 system does not.

Green buildings. – Green buildings give owners and property managers a competitive advantage when leasing space. Greening a building can also enhance its resale value. Today, the most widely respected and accepted standard for green buildings is the U.S. Green Building Council's Leadership in Environmental and Energy Design (LEED) certification. Service Point's OS1 cleaning system makes it easier to attain or maintain LEED certification with such features as –

- Extensive and ongoing training program
- Proven, high-performance, energy-conserving cleaning process
- Use of Green Seal and sustainable products
- Use of cleaning equipment that minimizes environmental impact
- Use of outside auditors to monitor performance of certified contractors
- Easy-to-use internal tracking and data input tools.

POINT OF CONSIDERATION: The Service Point OS1 engineered cleaning system can deliver as many as 12 points toward LEED-EB certification. No other commercial cleaning system on the market delivers more.

How the Service Point Cleaning System Outcleans and 'Outgreens' Competing Janitorial Services – Often at a Lower Cost.

People. Process. Performance.

There are no real secrets and certainly nothing revolutionary about the Service Point/OS1 cleaning system. Not to us anyway. To us, it's simply the most logical, efficient and effective way to run a contract cleaning business. Or for that matter, *any* business.

Our success is built on three sound and proven principles:

1. Hire good people. Treat them well. Train them well.
2. Use a proven process that is fair to all employees and can be executed with efficiency and effectiveness to produce verifiably clean, green, healthy and cost-effective results.
3. Work to continuously improve the skill level of our people and the efficiency and effectiveness of our process.

We invite you to let us show you how we can make your workspace cleaner and greener – and just maybe save you money in the process.

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About Service Point

Service Point presents the "Best-Value-Option" to industry and retail customers who demand cleaner, safer and healthier indoor environments. We proudly utilize the OS1 Cleaning System, developed by Management, Inc. This cleaning system combines the world's best cleaning practices into a standardized cleaning process, all based on scientific data, and verified by 3rd party review.

Service Point has established itself as a leader in janitorial and floor maintenance services by delivering to our customers the following:

- The only scientifically proven cleaning system
- Trained & supervised teams
- Focus on safety and health
- Environmentally responsible cleaning practices
- Direct-hire field supervisors and managers
- Competitive pricing
- Consolidated services
- Dedicated single point of contact
- Online customer portal
- Web-Based Quality Inspections & Reporting
- Service Review Meetings

Our approach to cleaning minimizes the environmental impact our services have on both the physical environment within a building, as well as the external environment we all share. Our two daily chemicals are Green Seal Certified and our daily germicide is approved by the Environmental Protection Agency (EPA).

Contact us at 503-619-6600 or info@srvcpoint.com.

Source Notes

¹ (OS1)® CLEANING PROCESS VS. TRADITIONAL HOUSEKEEPING: A Comparison Between the (OS1) Pilot Program in Carroll Hall and Traditional Housekeeping in Dey Hall, by Dr. Michael A. Berry (Oct. 2006)
<http://simoninstitute.org/wp-content/uploads/2011/10/UNC-Technical-Report.pdf>

² Ibid

³ Ibid

⁴ *Cutting Costs and Improving Outcomes for Janitorial Services*, By Jeffery L. Campbell, Ph.D. *Facilities Manager Magazine*, September/October 2011, p. 36

⁵ Ibid

⁶ The University of Texas at Austin Custodial Services Safety,
<http://www.managemen.com/wp-content/uploads/2011/03/Univ-of-Texas-Safety-Moore-09.pdf>

⁷ Significantly reducing facility maintenance costs through innovative custodial safety. *The Journal of Facilities Management*, VOL.3 NO.3 p. 203,
<http://www.managemen.com/wp-content/uploads/2011/03/BYU-Safety-Study-Campbell-08.pdf>

⁸ *Cutting Costs and Improving Outcomes for Janitorial Services*, By Jeffery L. Campbell, Ph.D. *Facilities Manager Magazine*, September/October 2011, p. 36

⁹ Ibid

¹⁰ International Facility Management Association news release, 9/21/2007.
<http://simon.managemen.com/wp-content/uploads/2010/01/ifma-1.pdf>

¹¹ OS1 Cleaning System Improves Air Quality in Wake Forest Facilities. Wake Forest University website. <http://sustainability.wfu.edu/2010/02/02/os1-cleaning-system-improves-air-quality-in-wake-forest-facilities/>

¹² Designing and operating sustainable facilities. Qualcomm website.
<http://www.qualcomm.com/about/citizenship/reporting/2010/environment/facilities>

¹³ Cleaning study documents disinfection. American School & University, Apr 1, 2007. http://asumag.com/Maintenance/university_vacuum_virtues/

