

Elevating the Cleaning Craft



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Certificates of Completion for both AIA members and non-AIA members are available upon request.

Questions related to specific materials, methods, and services will be addressed at the conclusion of this presentation.

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Course Description

Let's celebrate the craft of cleaning! One of the best bangs for your facilities buck is cleaning. We appreciate the carpenters that build our edifices as well as the electricians, plumbers and HVAC techs that play a vital role in the built environment, but the Custodian is the everyday hero that can make everyone else look good, or maybe not so good. The skilled trade that can make or break us the fastest is the janitor. Ironically, the janitor is frequently maligned in the media and underappreciated in the trades. As facilities managers we have the opportunity to elevate the craft of cleaning and celebrate our unsung heroes while reaping the benefits of a clean, healthy, well maintained building. This presentation will share a path for developing a skilled trade for your cleaning workers.



Learning Objectives

- Opportunities for developing a trade
- Certification opportunities for cleaning workers
- Functional job description and progression for a Janitor
- Inspiration to elevate your cleaning operation



Brandon
Baswell,
Campus
Service
Manager
Michigan State
University

14.2 million GSF

9 million cleanable

Work loaded for 296 FTE

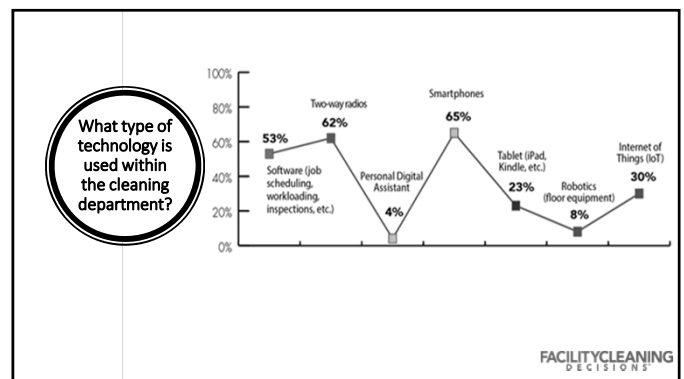
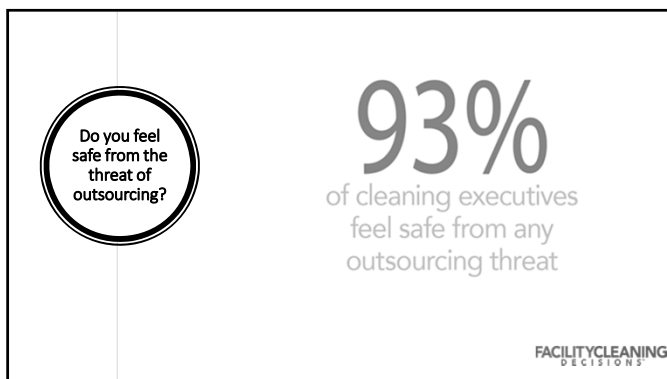
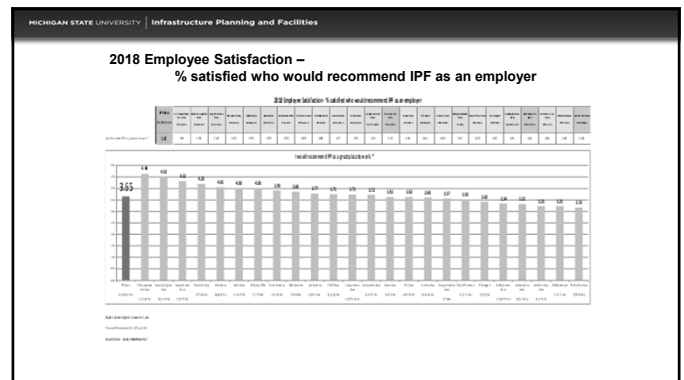
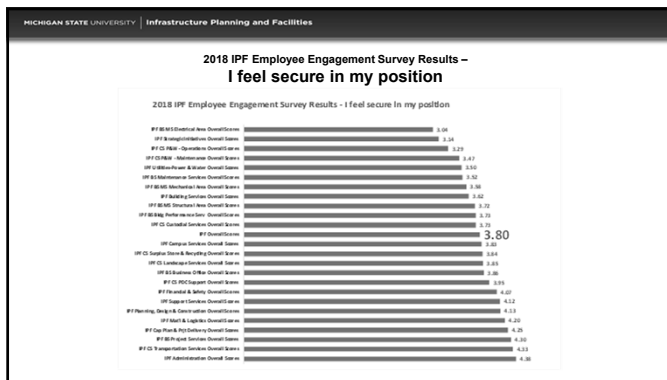
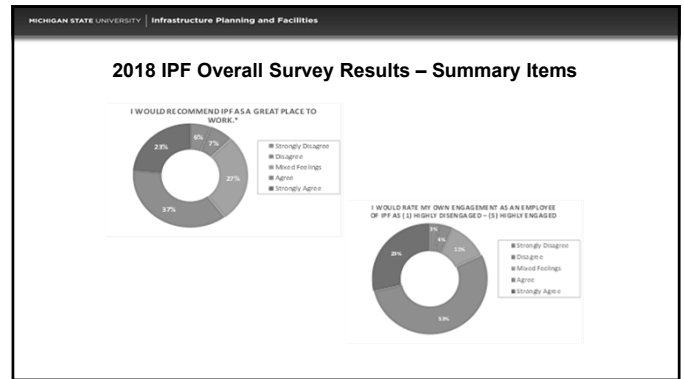
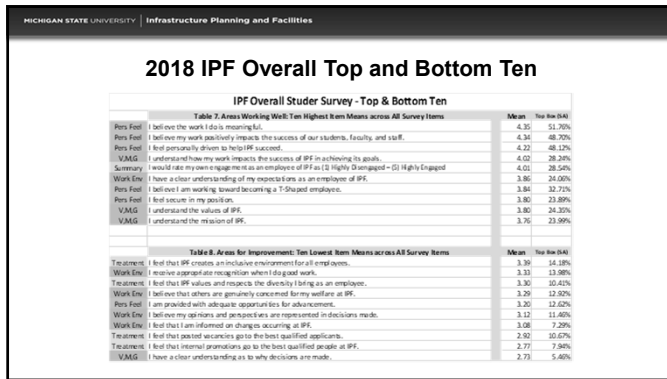
2018 Actual GSF/FTE 58,000

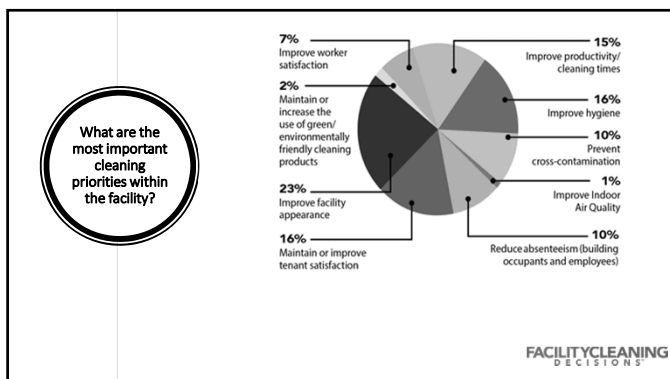
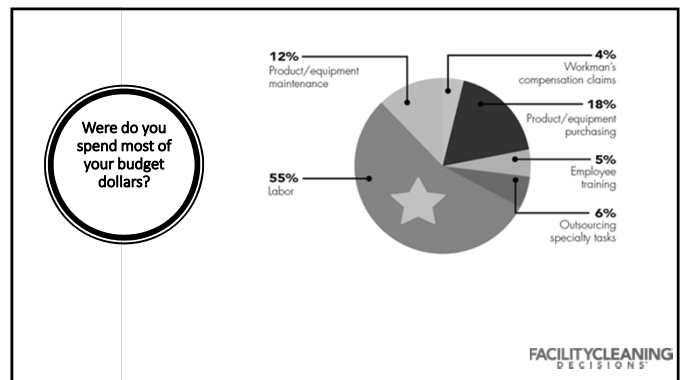
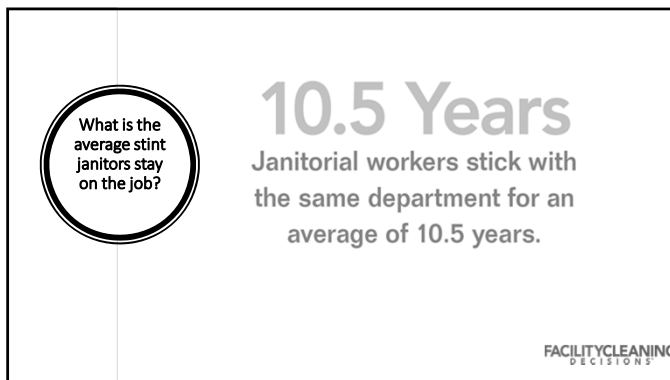
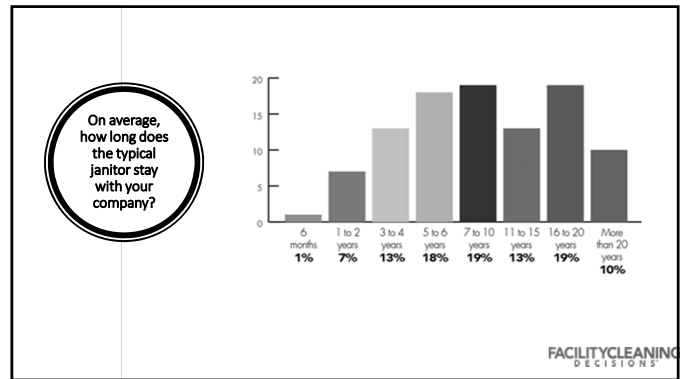
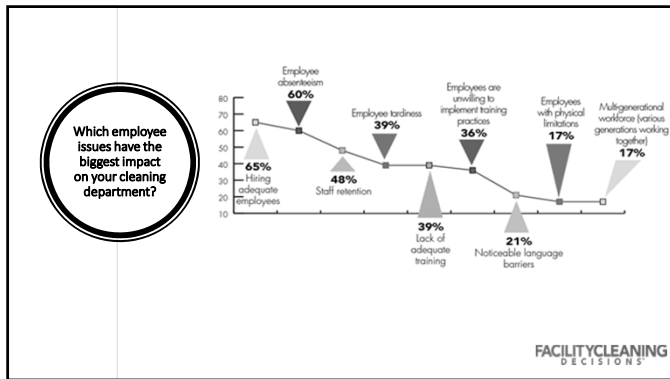
Restructured cleaning process in 2009

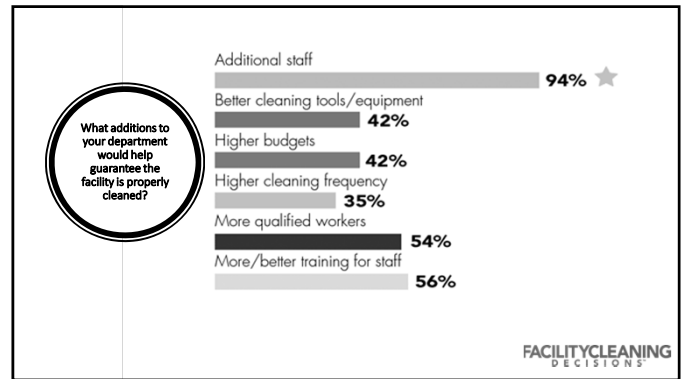
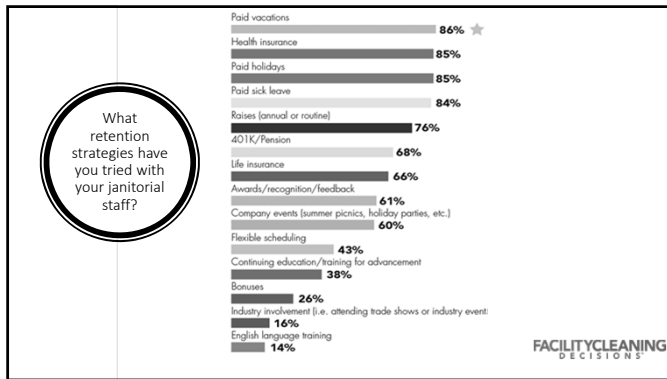
Maintain APPA appearance level 2-3

Cycle of Success

- Articulate your vision
- Identify your process
- Workload the space
- Train
- Do
- Measure/Evaluate/Quality Assurance
- Communicate/Recognize/Celebrate
- Refine



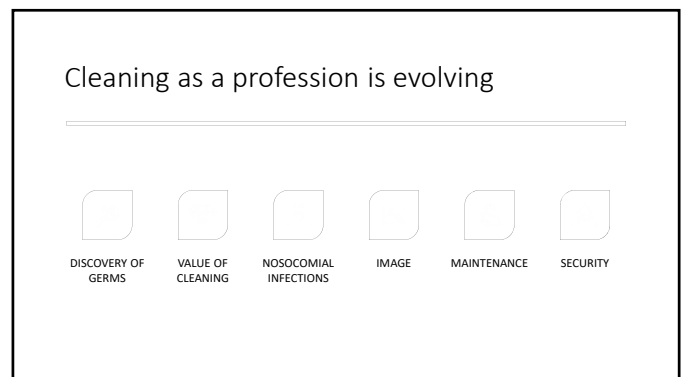




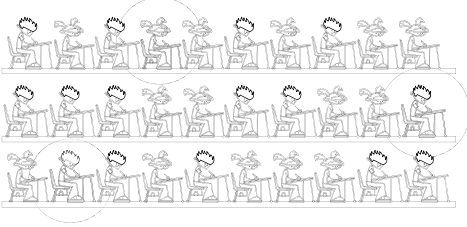
History of the Janitor, Part I

Janus

- Greek God
- Two faces
- Protect the temple
- Keeper of the keys



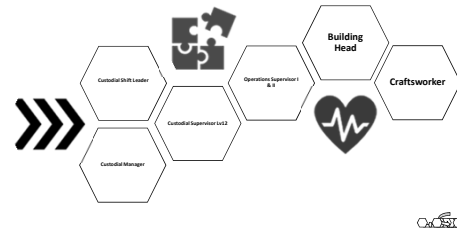
On average, 3 children in a classroom of 30



are likely to have asthma.⁴

⁴ Epidemiology and Statistics Unit. Trends in Asthma Morbidity and Mortality. NYC: ALA, July 2006.

Piece together what you want...



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Roadmaps

LEED

10 Steps To Green Cleaning in Health Care (H2E)

Collaborative for High Performance Schools

Green Seal GS-42

CIMS-GB (Cleaning Industry Management Standard) (ISSA)

Visualize a team of trained craft workers where everyone knows their role and expectations are clear.



Craftworker

- Attends regular training
- Demonstrates knowledge
- Self-directed



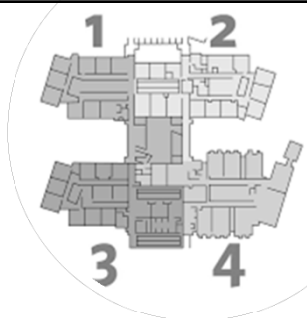
High Performance Cleaning



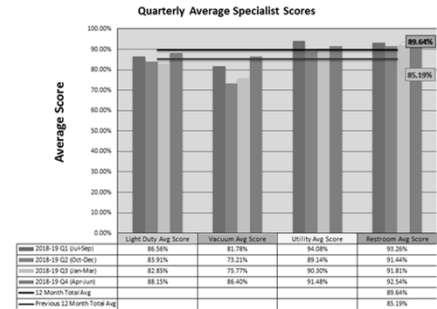
- Prescriptive, Standardized, Process
- Balanced Work Load Job Cards
- Clear expectations
- Measure and manage

Work-Loading

- Clean for health
- Clean the whole building, wall to wall, once per week
- Appearance level cleaning daily
- Divide building into four equal cores
- Clean wall to wall, detail clean, in one core per day
- Projects and catch up on last day



Measuring



What is a T-Shaped Employee?

A T-shaped employee, in the context of human resources, is an individual with a depth of knowledge and skills in a particular area of specialization, along with the desire and ability to make connections across disciplines. The horizontal bar of the T symbolizes a breadth of general knowledge skills, while the vertical stem of the T symbolizes the depth of technical skills. Essentially, a T-shaped individual is both a niche topic specialist and a generalist with people skills.

One approach to ensuring that a company has employees with the required knowledge and skills for success is to encourage projects that break down silo walls and create a company culture that fosters with skill development. In this working environment, employees will gain general knowledge and develop people skills as they continue to build the in-depth knowledge required to support the company's goals.

How will you advance knowledge and transform your life?

SHILL-BASED KNOWLEDGE

What are the Team Specialist Certifications?

(OS1) Team Specialist Certification

(OS1) is based on the Team Cleaning concept. Certification of the cleaning workers is done within an organization by the (OS1) Trainer. Cleaning workers first complete a Boot Camp or attend (OS1) training. This is followed by Basic Training. (90 days of working in the field).

Upon completion of both Boot Camp and Basic Training, cleaning workers can then begin to work on their individual designations as a Light Specialist, Vacuum Specialist, Bedroom Specialist or Utility Specialist. Each Specialist function requires the cleaning worker to pass an examination to prove that they are proficient in each team specialist function.

(OS1) Trainer - OTCH Program

We certify individuals who have been selected by their organization to be responsible for the training of their cleaning workers. An (OS1) Trainer is required to take part in an annual, in-service (OS1) Train the Trainer program that is designed to keep them up to date on the most current cleaning procedures, chemicals and cleaning tools, training techniques, and new information in the (OS1) Program. It is required that they attend this class within a 12 month period, in order to maintain their (OS1) Trainer Certificate Holder (OTCH) status. This group includes individuals from all different types of organizations around the United States. The Janitor University - Executive Management class is a prerequisite for this class.

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Third Party Credentialing

ISSA

- Custodian Training and Certification
- Basic Custodial Technician
- Advanced Custodial Technician

Management OS1

- Specialist Certification
- On-Line
- Certified Trainers

What might a Cleaning Worker Craft Look Like?

Apprenticeship

- 2000 hours on the job
- 120 hours training
- Competency checklist

Journeyman

- 6000 hours
- 500 hours training
- Competency checklist

Master Janitor

This concludes The American Institute of Architects Continuing Education Systems Course

