

High Efficiency **Cleaning**[™]

UTILIZING TEAM SPECIALISTS

S E M I N A R



An Introduction to

Team Cleaning

PUR-O-ZONE

Education



PUR-O-ZONE

**Carpet
Care**



EDUCATIONAL MATERIAL USE POLICY

- The accompanying slides are intended for the sole use of PUR-O-ZONE representatives and customers for educational purposes. The entire contents are copyrighted, and use by other organizations or entities is prohibited without written consent.*

The information contained in this presentation is deemed accurate. However, circumstances vary, and recommendations presented should be reviewed on-site by qualified personnel before use. Please call your PUR-O-ZONE representative for free consultation.

PUR-O-ZONE

*Entire contents copyrighted © 2009, PUR-O-ZONE, Inc. All rights reserved.
Original presentation property of PRO-TEAM*

PUR-O-ZONE

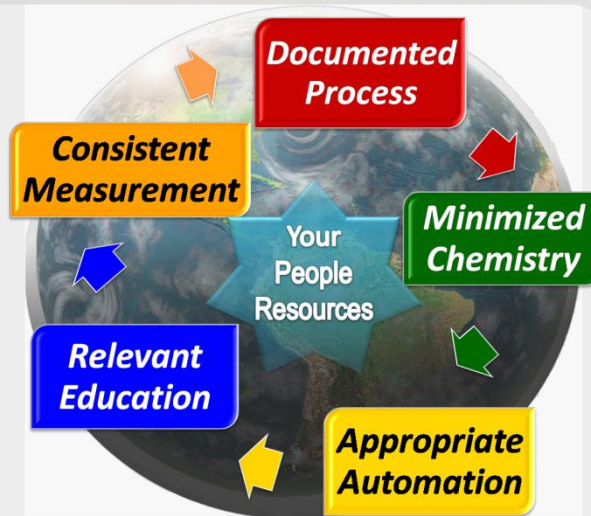
Carpet Care

Overview

- Systems thinking
- Cleaning for Health
- Introduction to Team Cleaning



— Breaking the Myths
— Utilizing Specialists
— Increasing productivity



PUR-O-ZONE ALIGNMENT PROCESS

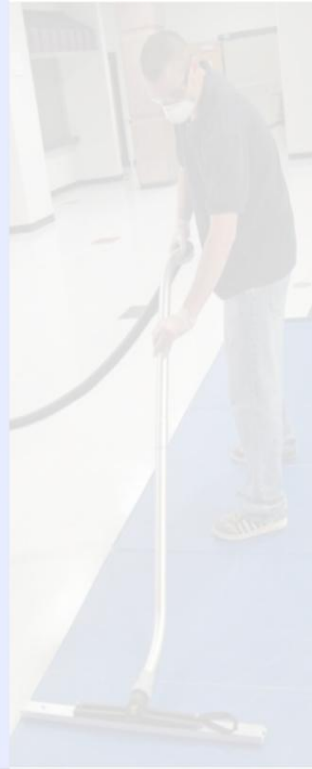
PUR-O-ZONE ALIGNMENT PROCESS

PUR-O-ZONE

Carpet
Care

High Performance Cleaning

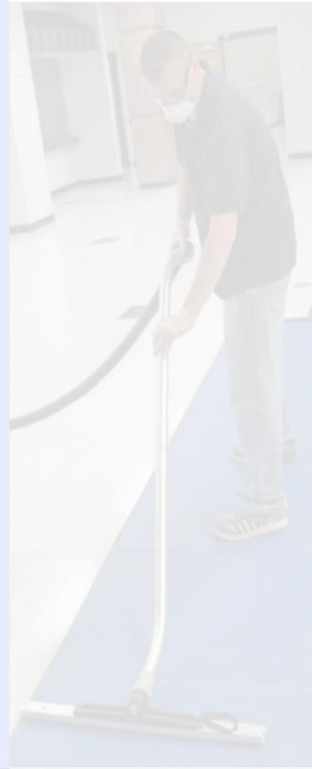
- Standard: “Cleaning for Health”
- Cost efficient
- Ease in training
- Employee involvement
- Measurable
- Flexible



PUR-O-ZONE

Carpet Care

*The objective is
to meet cleaning expectations
and requirements
utilizing the most efficient
industry processes in practice*



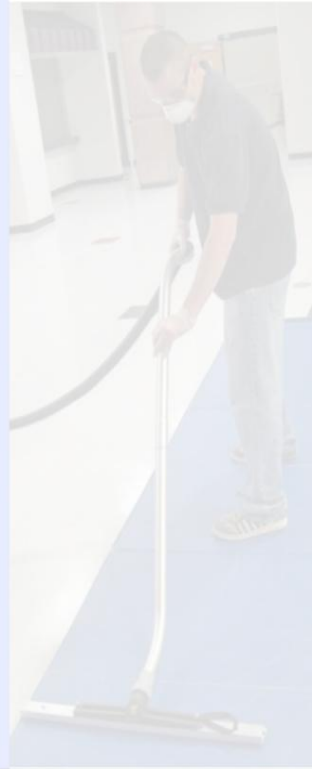
PUR-O-ZONE

Carpet
Care

Systems Thinking

“The most skilled of employees fail in a confused, disorderly organization relying on individual performance. Yet, even the mediocre employees can excel in an orderly, focused, systematized culture.”

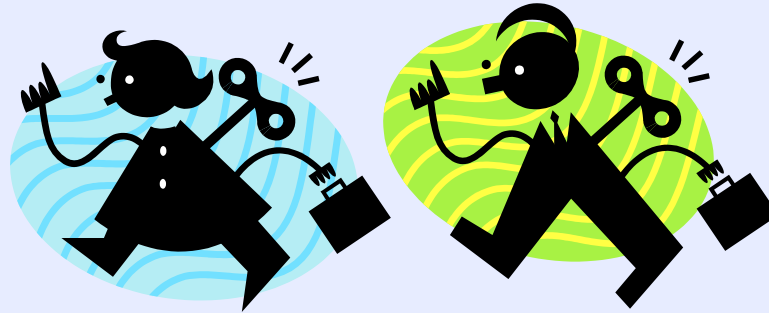
Jim Harris, Sr., CEO, Concepts IV



PUR-O-ZONE

Carpet
Care

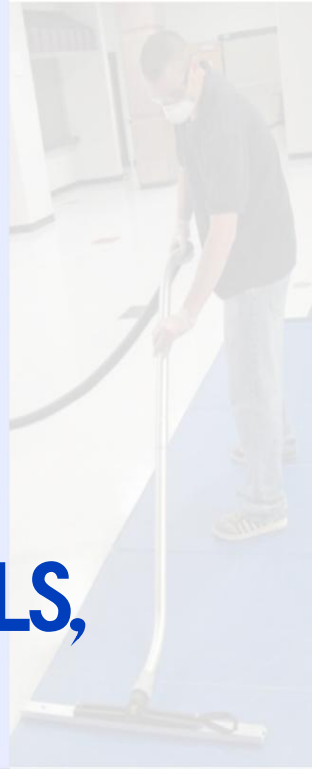
Systems Thinking



**IN THE ABSENCE OF CLEARLY-DEFINED GOALS,
WE BECOME STRANGELY LOYAL
TO PERFORMING DAILY TRIVIA
UNTIL ULTIMATELY,
WE BECOME ENSLAVED BY IT.**

Robert Heinlein

US science fiction author (1907 - 1988)



The logo for PUR-O-ZONE features the brand name in white, bold, sans-serif font on a green rectangular background. This is set against a larger, light gray circular graphic that contains a stylized, swirling pattern resembling a vortex or a clean, circular motion.

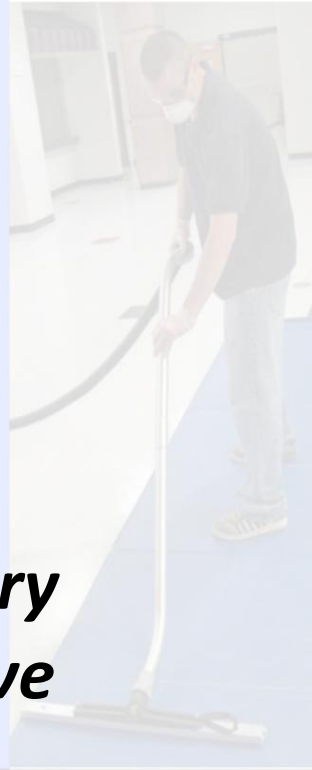
PUR-O-ZONE

**Carpet
Care**

Cleaning for Health Defined

The process of applying state of the industry cleaning methodology to effectively remove dust particles and bio-contaminants from the indoor environment.

This will result in a healthy, safe and orderly environment conducive to protect human health and support efficient work or living activity.



The logo features the text "PUR-O-ZONE" in white, bold, sans-serif font on a green rectangular background. This is set against a larger, light gray oval background that contains a stylized, swirling pattern resembling a carpet or a vortex.

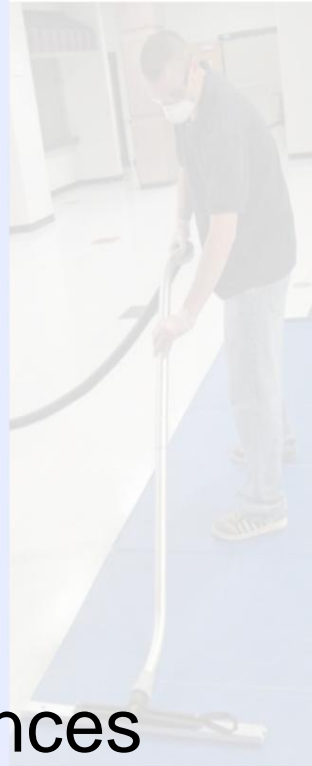
PUR-O-ZONE

**Carpet
Care**

Cleaning Defined

Cleaning is the process of locating, identifying, containing, removing and properly disposing of unwanted substances from a surface or environment.

Michael A. Berry, Ph.D.



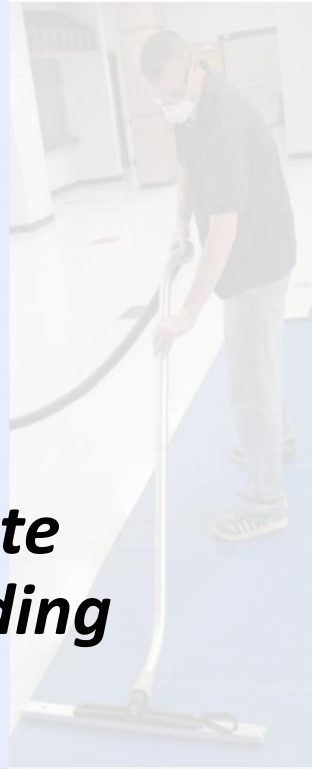
The logo for PUR-O-ZONE is a green rectangular box with the text "PUR-O-ZONE" in white, bold, sans-serif font. It is positioned at the top left of the slide, partially overlapping a large, faint, circular graphic that resembles a swirl or a stylized 'O'.

**Carpet
Care**

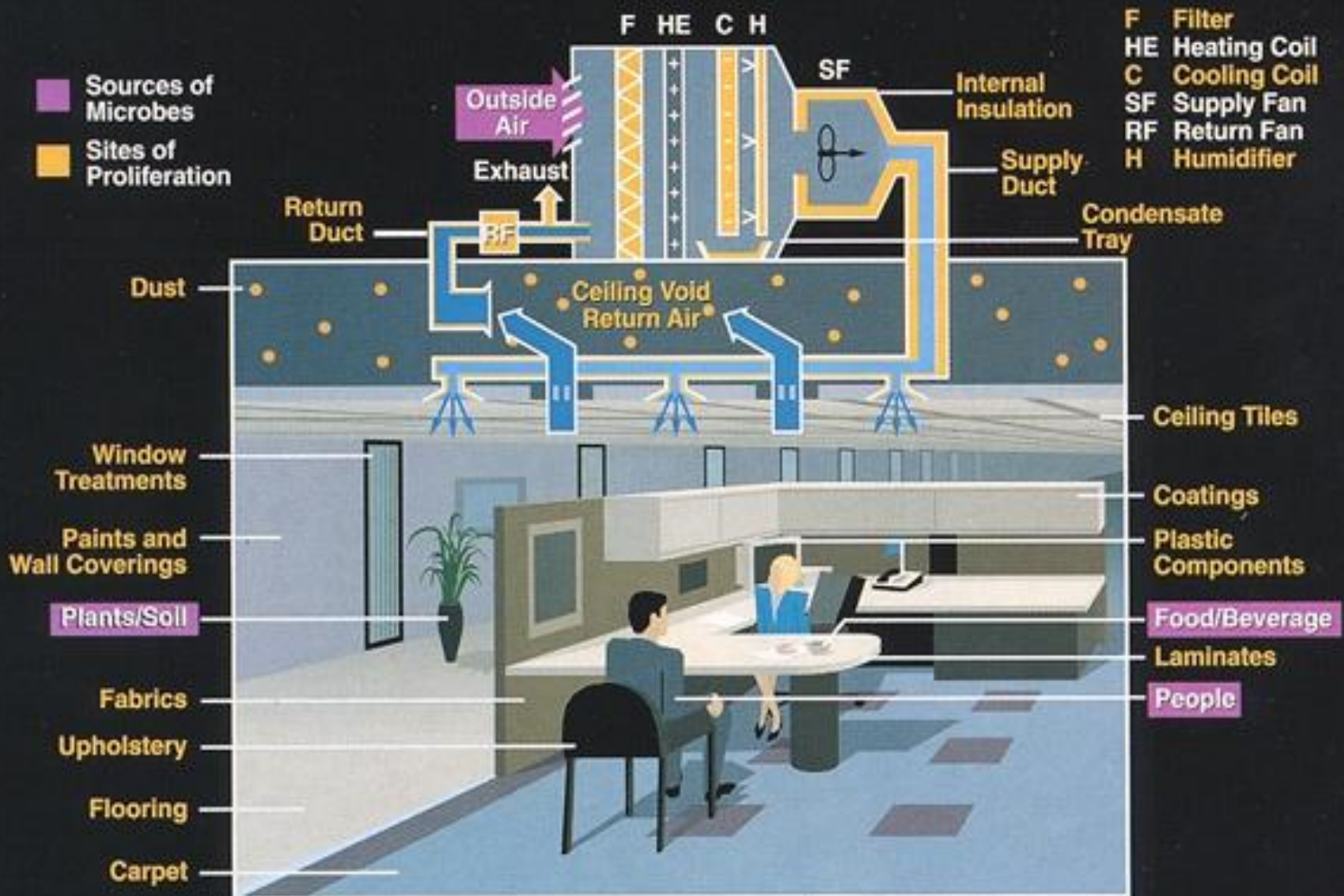
Particulate Capture

The quality focus is to capture fine particulate through proper vacuuming and dusting, avoiding airborne recirculation.

This method reduces dust accumulation resulting in a cleaner environment and lowered frequencies.



Microbial Habitats



PUR-O-ZONE

Carpet Care

Allergens Found in Most Buildings



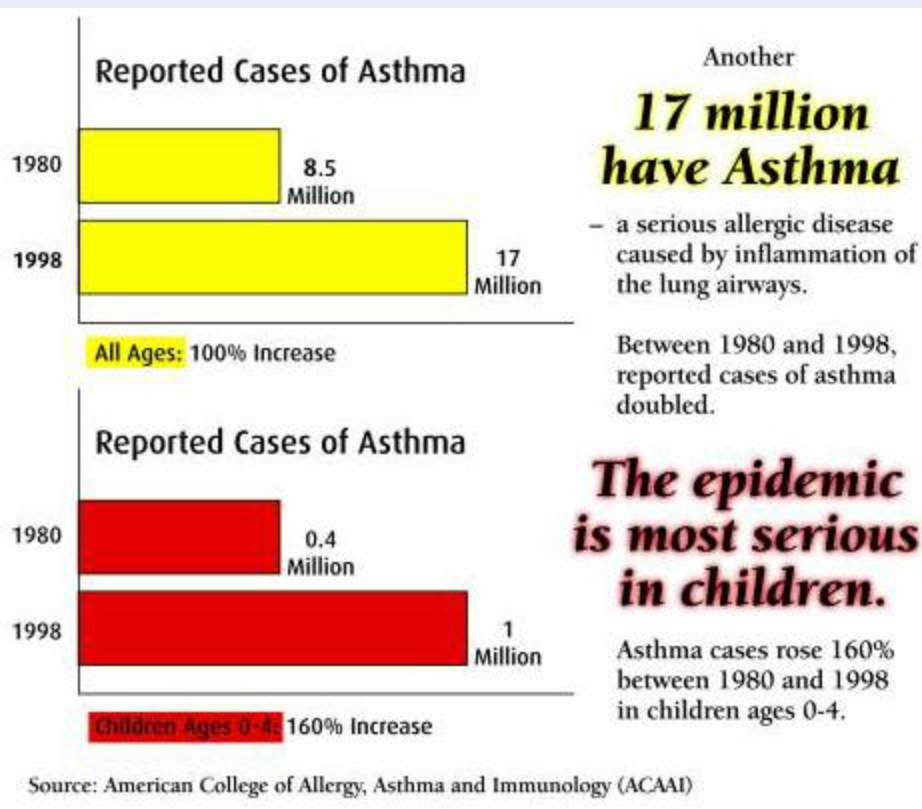
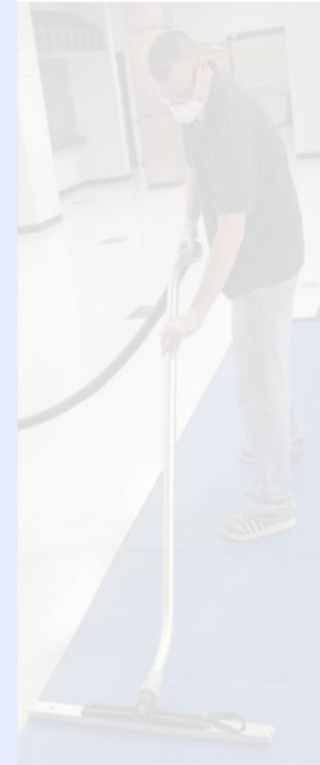
Ragweed

Dust Mite

Grass Pollen

Animal Dander


Impact on Health



PUR-O-ZONE

Carpet
Care

Impact on Health

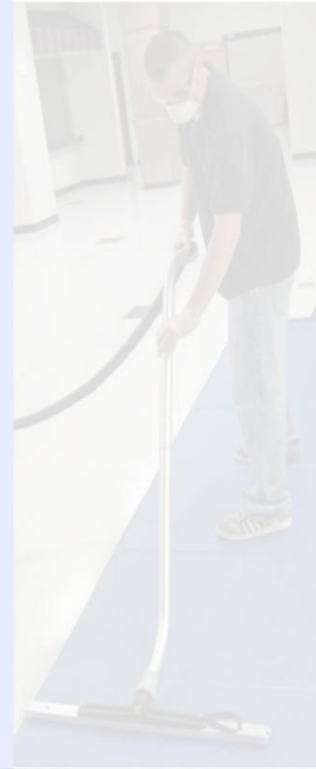


Allergic Disease is
Epidemic.

How common
are allergies?
Very.

1 in 5 Americans –***55 million people***–
have allergies to airborne triggers such as
pollen, mold, dust mites or animal dander.

Source: American College of Allergy, Asthma and Immunology (ACAAI)



Introduction to Team Cleaning

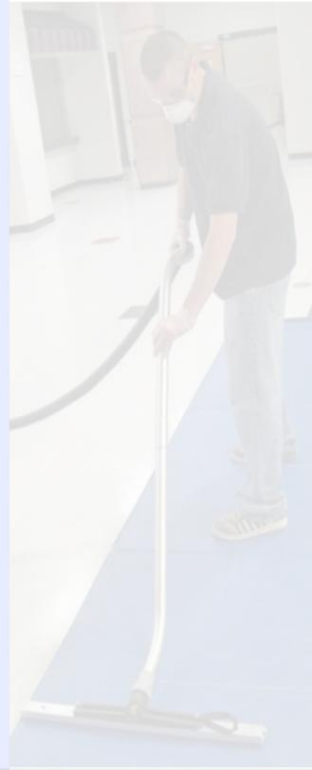
Breaking Some Myths

PUR-O-ZONE

Carpet Care

Myths

- Everyone works together
- There must be 4 to a team, always
- Team Cleaning is using the back pack vacuum system

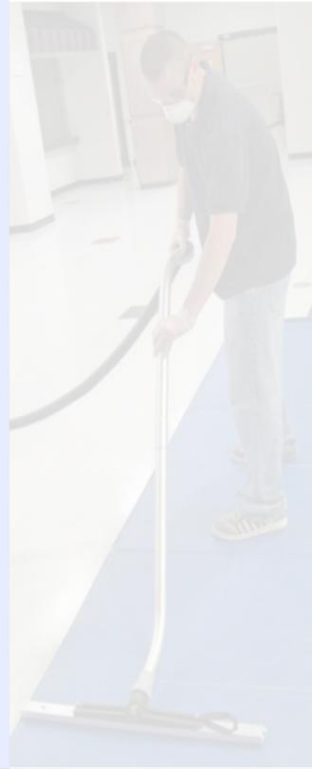


PUR-O-ZONE

Carpet Care

Myths

- Absenteeism easier in zone cleaning
- Too confusing
- Requires too much training
- Team Cleaning is a “How to Clean” system



The logo for PUR-O-ZONE features the brand name in white, bold, sans-serif font on a green rectangular background. This is set against a circular, metallic-looking graphic that resembles a spiral or a stylized 'O'.

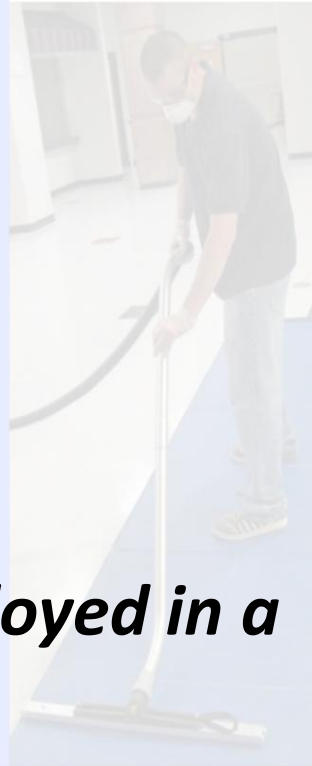
Carpet
Care

Team Cleaning Defined

*Within a building, a group of **specialists** are **deployed in a systematic method***

*performing **specific cleaning tasks.***

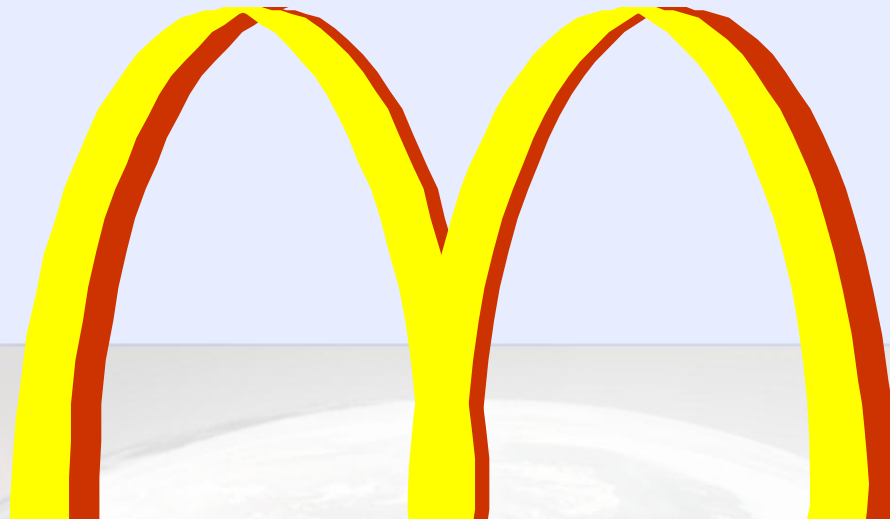
*Although there are **four types** of specialists, a **team** can be comprised of **any number** of people and **any configuration** of the specialist depending on the site and the cleaning **specifications** of the building.*



PUR-O-ZONE

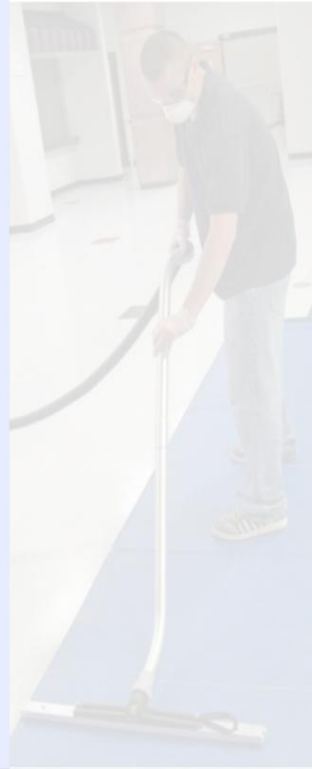
Carpet
Care

A Success System



McDonald's

Team Cleaning at McDonald's can be Used in *any* Location



Team Cleaning System

- ✓ Specialists
- ✓ Quadrant workflow
- ✓ Job assignment cards
- ✓ Self direction
- ✓ Inspection designed in
- ✓ Particulate capture
- ✓ Systems thinking

PUR-O-ZONE

Carpet
Care

Team Cleaning

1234

The Four Specialists

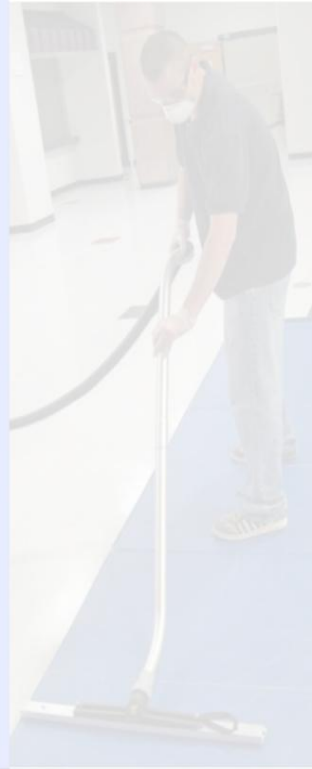


PUR-O-ZONE

Carpet
Care

Team Cleaning

- 1. Light Duty Specialists (**Starter**)
- 2. Vac Specialist (**Closer**)
- 3. Rest Room Specialist (**Sanitor**)
- 4. Utility Specialist (**Utility**)



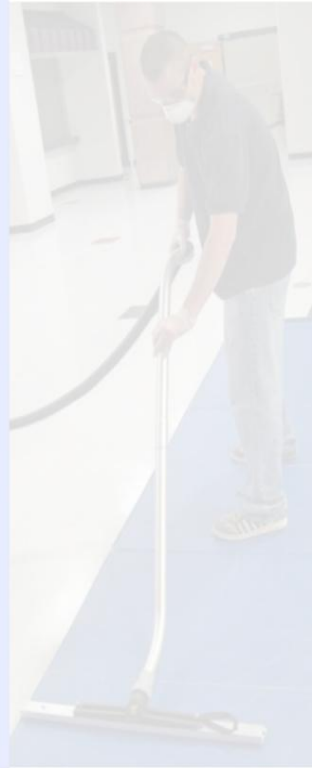
PUR-O-ZONE

Carpet Care

Starter (Light Duty Specialist)



- Pick waste
- Capture dust
- Clean boards
- Spot
- Send info to Vac Specialists



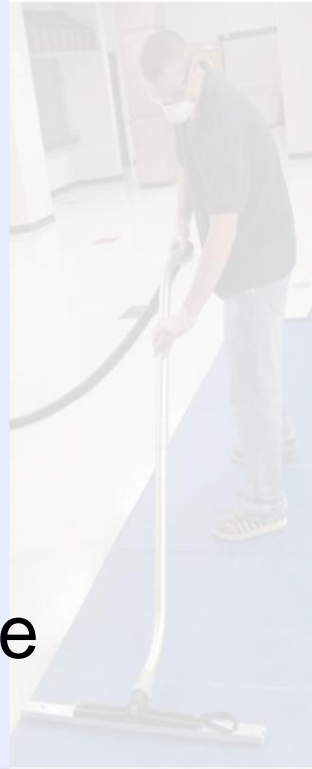
PUR-O-ZONE

Carpet Care

Closer (Vac Specialist)



- Vacuum
- Reposition all furniture
- Check quality
- Turn off lights?
- Close down

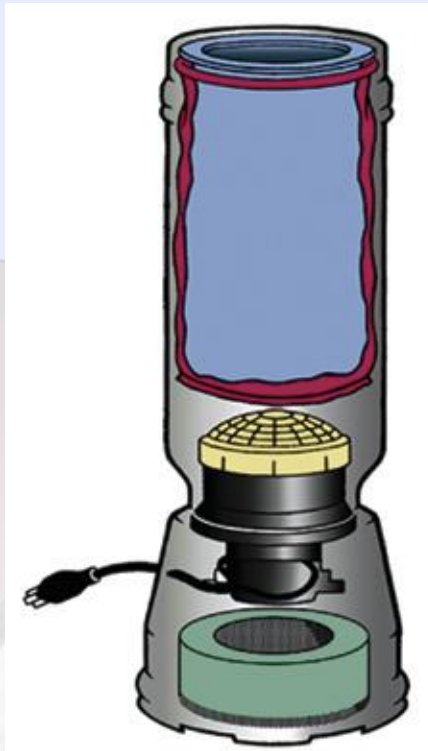


PUR-O-ZONE

Carpet Care

Impact of the Back Pack Vac

- Less body stress
- More efficient
- Less fatigue
- Over twice the production rate of an upright vacuum

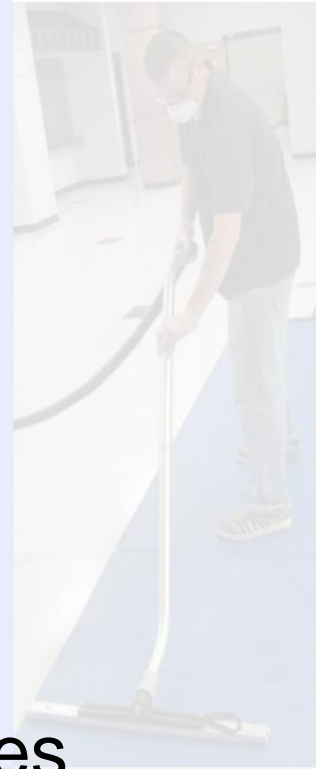


Source: Dept. of Surgery Division of Orthopedics,
Ohio State University and Battelle Memorial Institute

PUR-O-ZONE

**Carpet
Care**

Sanitor (Restroom Specialist)



- Fill dispensers
- Remove trash
- Clean and sanitize fixtures, floors and water fountains
- Sweep/vacuum and mop tile floors
- Turn off lights

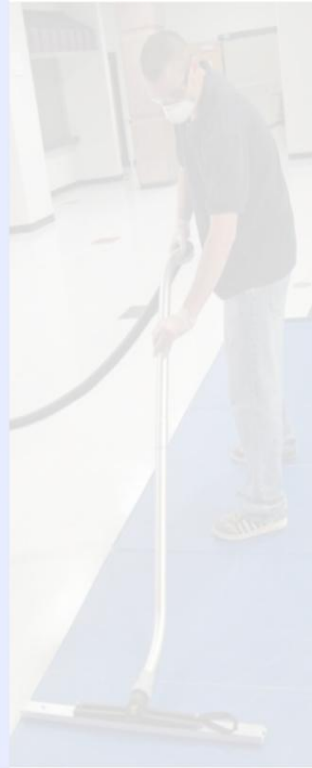
PUR-O-ZONE

Carpet Care



Utility (I . II . III . IV)

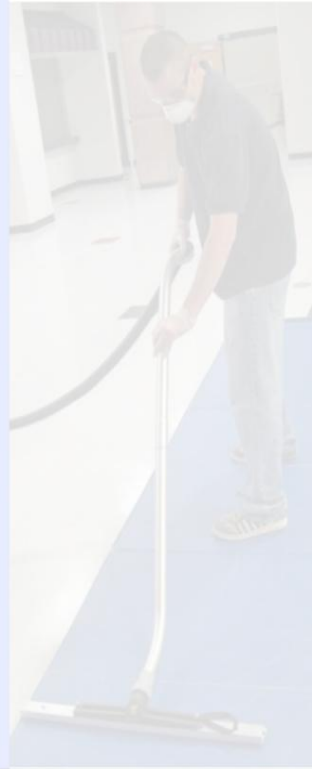
- Vacuum stairwells
- Clean brass, glass, blinds and carpets
- Any other periodic specialty services
- Highly flexible position, spec driven
- Pull trash to designated area



PUR-O-ZONE

Carpet
Care

Team Cleaning



***The theory is to utilize
the four disciplines to identify
all job classifications***

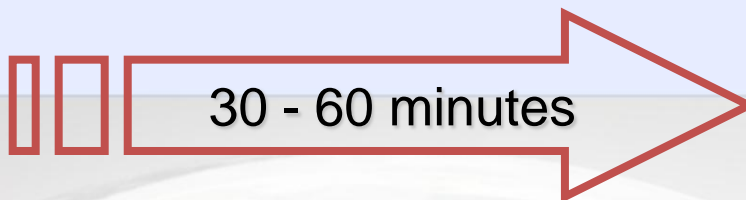
PUR-O-ZONE

**Carpet
Care**

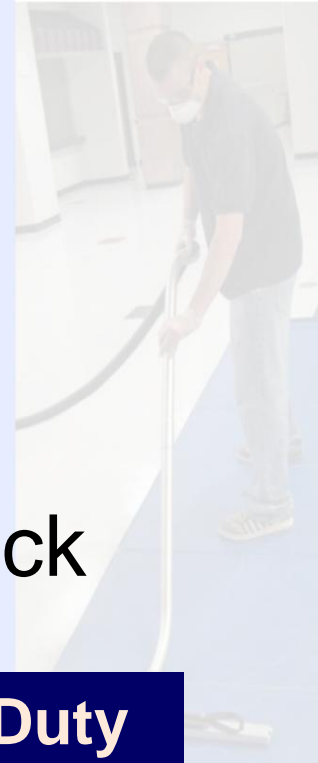
Team Cleaning

Closer follows starter over same track

**Vac
Specialist
(Closer)**



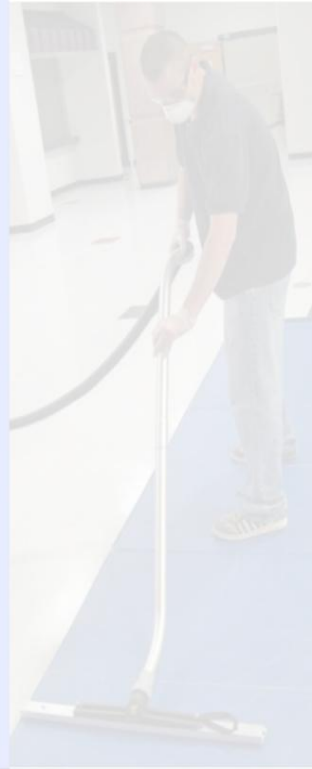
**Light Duty
Specialist
(Starter)**



PUR-O-ZONE

**Carpet
Care**

Team Cleaning

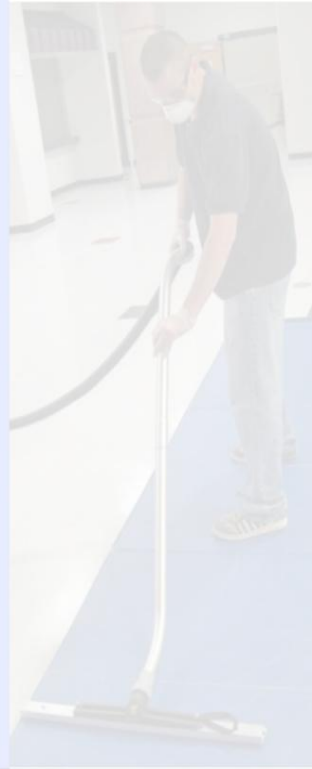


The Starter and closer should complete all assigned duties in one complete loop. Returning to the supply station at the end of their shift.

PUR-O-ZONE

Carpet
Care

Team Cleaning

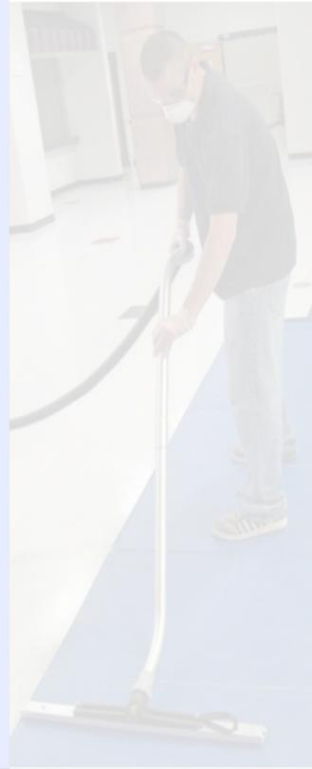


Any duties of the Starter or Closer requiring a return to the supply area for a tool or material should be assigned to another specialist.

PUR-O-ZONE

Carpet
Care

Team Cleaning

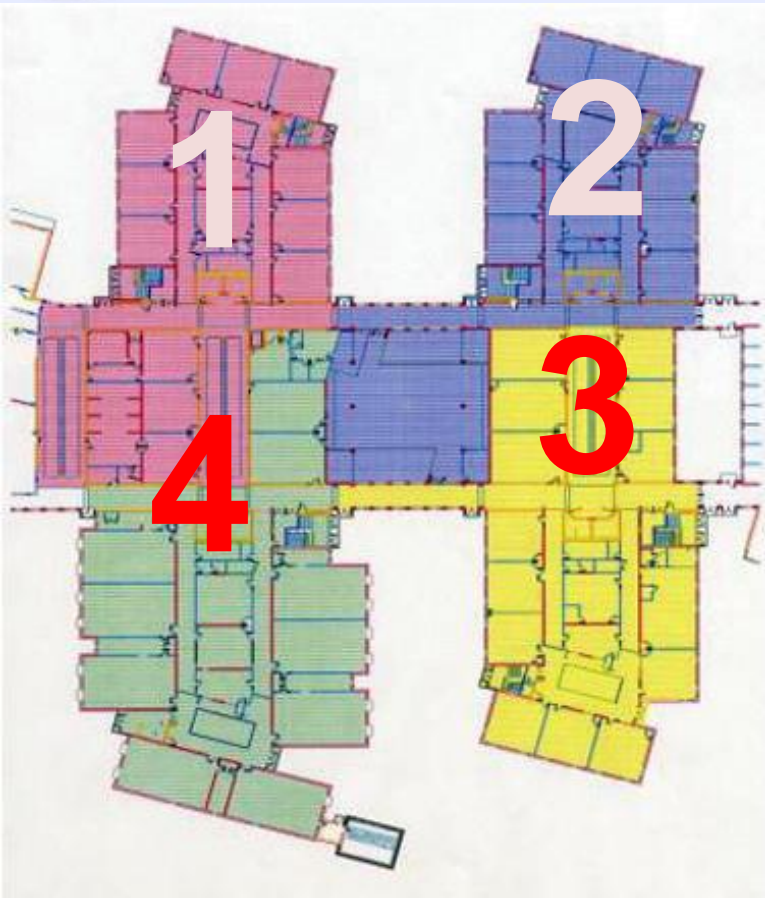


***The total assigned ft²
for the Starter & Closer should be
divided into Quads
for balancing cleaning frequencies.***

PUR-O-ZONE

Carpet Care

Quadrant Design



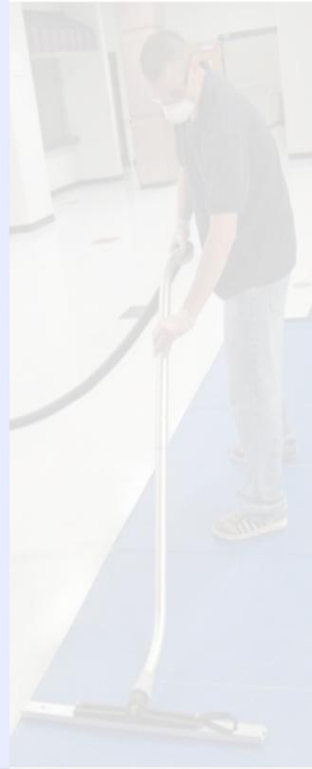
This is the assigned space for a Starter and Closer Team. The Starter begins the cleaning process according to the Job Card followed 30 to 60 minutes by the Closer



PUR-O-ZONE

Carpet
Care

Team Cleaning



The Job Cards play a major role in the system. The card is the ongoing instruction to the employee.

Replacement personnel need the card to substitute for an absent specialist.

PUR-O-ZONE

Carpet Care

Job Assignment Card

The Job Card instructs the specialist where to go, what to do and how much time is allowed to properly perform the assigned duties.



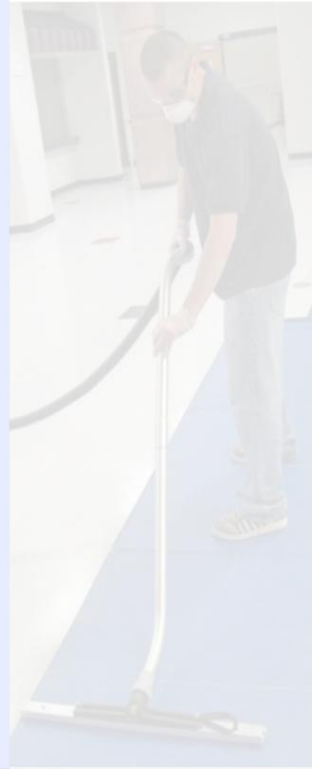
Routine Tasks:	Product	Application Method
Place Caution Sign outside door		
Mop floor paying special attention to baseboard, corners, edges		
Clean bathroom. Place germicidal solution in commode let sit	Disinfectant Cleaner	Puddle Bucket
Spot clean walls, light switches, lights above sink, mirror	Disinfectant Cleaner	Puddle Bucket
Spot clean medicine cabinet, sink and faucets, clean shelves	Disinfectant Cleaner	Puddle Bucket
Clean grab bars, doors and door handles and frames	Disinfectant Cleaner	Puddle Bucket
Clean pipes under sinks, If low replace toilet paper and hand soap	Disinfectant Cleaner	Puddle Bucket
Clean inside commode seat and lid then inside and outside of stool	Disinfectant Cleaner	Puddle Bucket
Damp mop floor including behind	Disinfectant Cleaner	Puddle Bucket
Place caution sign outside resident room door	Disinfectant Cleaner	Puddle Bucket
Dry dust, then damp mop resident room floor	Disinfectant Cleaner	Damp Mop
Change water and proceed to the next resident room		

Equipment Needed:			Precautions:
Housekeeping Cart	Damp Mop	Toilet Paper	1. Always wear appropriate Personal Protective Equipment. 2. Display wet floor signs during damp mopping until floor dries. 3. Never place hand inside of trash container; pull liner out, then tie. 4. Allow disinfectant/cleaner to dwell on surfaces for 10 minutes 5. Allow heavy duty restroom cleaners to dwell on surfaces for 10 to 15 min.
Dust Mop	Synthetic/Feather Duster	Appropriate PPE	
Lobby Broom	Trash Can Liners		
Lobby Dustpan	Cleaning Cloths / Wipers		
Lobby Broom & Dustpan	Cleaning Cloths / Wipers		
Mop Bucket & Wringer	Paper Towels		

PUR-O-ZONE

Carpet Care

Advanced Job Assignment Card

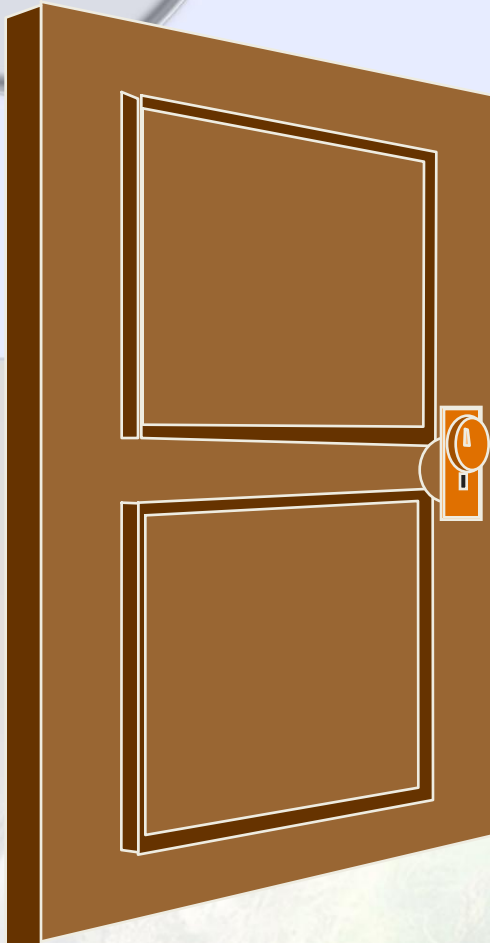


SPECIALIST'S	TASKS	TASKS	TASKS	TASKS	TASKS	TASKS	TASKS	TASKS
	MON	1ST FRI	TUE	2ND FRI	WED	3RD FRI	THU	4TH FRI
START/SET-UP	2:00 PM	2:00 PM	2:00 PM	2:00 PM	2:00 PM	2:00 PM	2:00 PM	2:00 PM
Gen. Cleaning Bldg. #3	2:15 PM	2:15 PM	2:15 PM	2:15 PM	2:15 PM	2:15 PM	2:15 PM	2:15 PM
Multi/Café	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2
Room 325-330-309	1.2	1.3						
Room 321-324-323	1.2	1.3						
Restrooms 309-321-324&23	1.2	1.3						
Clean Restroom Quad 1 Bldg. # 4	4:00 PM	4:00 PM	4:00 PM	4:00 PM	4:00 PM	4:00 PM	4:00 PM	4:00 PM
Room 402-412	1.2	1.3						
Clean Restroom Quad 2 Bldg. # 4 and #1	5:20 PM	5:20 PM	4:48 PM	4:48 PM	4:48 PM	4:48 PM	4:48 PM	4:48 PM
Room 422-432-126			1.2	1.3				
Clean Restroom Quad 3 Bldg. #1 and #2	6:53 PM	6:53 PM	7:43 PM	7:43 PM	6:21 PM	6:21 PM	6:21 PM	6:21 PM
Room 112-240-238					1.2	1.3		
Room 222-220-219					1.2	1.3		
Clean Restroom Quad 4 Bldg. #2 and #3	9:24 PM	9:24 PM	8:52 PM	8:52 PM	8:46 PM	8:46 PM	8:00 PM	8:00 PM
Room 228-229-214-204							1.2	1.3
Room 305A-305-B							1.2	1.3
Project Clean-Up	10:10 PM	10:10 PM	10:10 PM	10:10 PM	10:10 PM	10:10 PM	10:10 PM	10:10 PM
Sign Out	10:30 PM	10:30 PM	10:30 PM	10:30 PM	10:30 PM	10:30 PM	10:30 PM	10:30 PM
First Break	5:45 PM	6:00 PM						
Water	7:00 PM	7:30 PM						
Last Break	9:00 PM	9:15 PM						

This is a computer generated Job Card as an integral tool In an advanced program

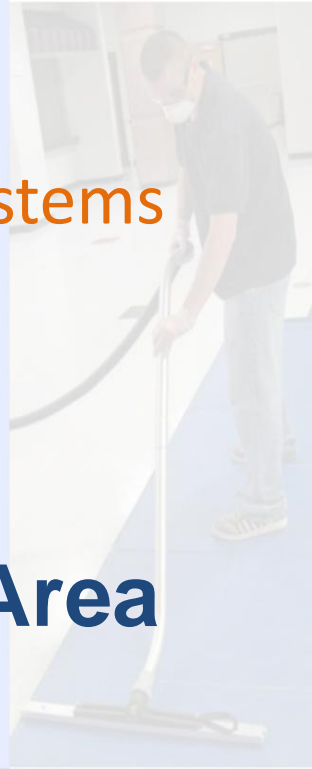
PUR-O-ZONE

Carpet
Care



Coding Systems

- Green = Lock
- Red = Secure Area
- No Dot = Leave as is
- Blue = electrical outlet Place on ceiling over outlet

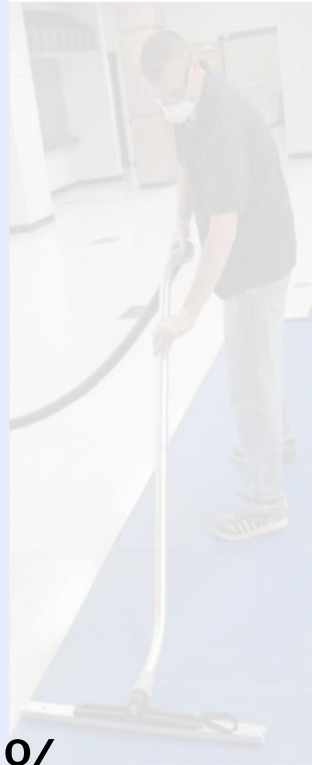


PUR-O-ZONE

Carpet Care

System Benefits

- **All** employees are actively involved in the system
- Training time is reduced by 50% - 75%
- Employees are more effective
- System process leads to productive discipline



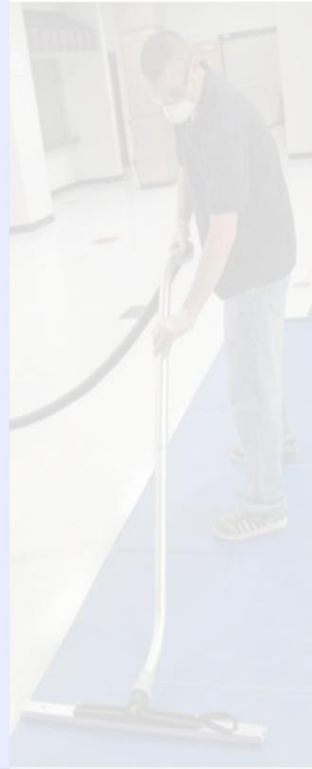


PUR-O-ZONE

Carpet
Care

System Benefits

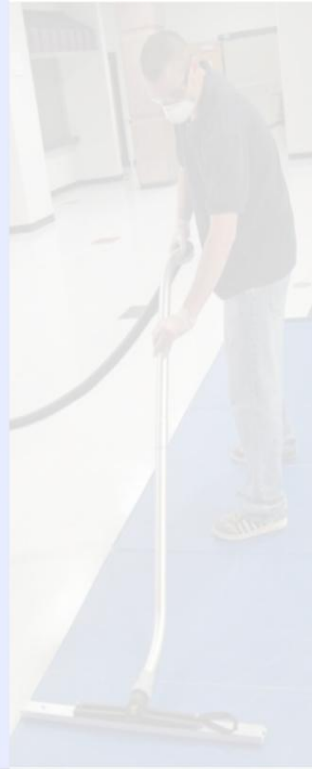
- Quality improvements generate from:
 - Strict scheduling
 - Effective inspection
 - Simplified work routines
 - Self-directed specialists
 - Back pack technology
- Productivity is increased by 15% - 40%



PUR-O-ZONE

Carpet
Care

Team or Zone?

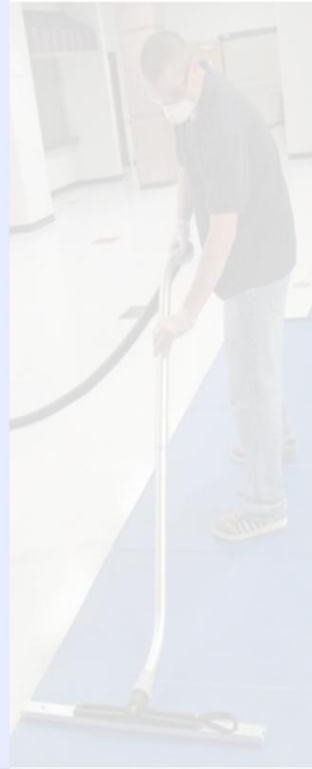


A comparison is made to zone cleaning since this is the most prevalent practice used in the industry.

PUR-O-ZONE

**Carpet
Care**

Zone Cleaning



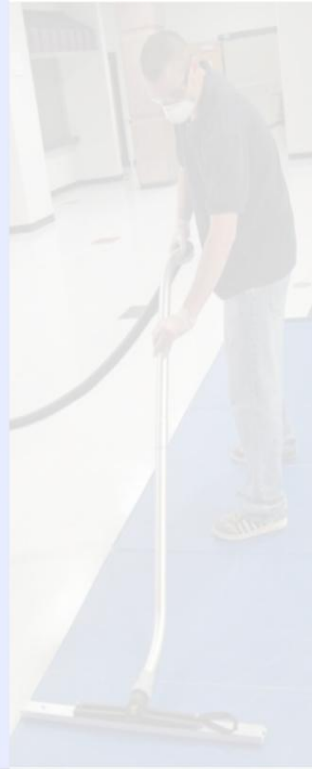
***Within a given area of a building
an employee performs all duties related to cleaning.
These duties generally include trash removal, dusting, restroom
cleaning, polishing, sweeping, mopping, vacuuming and other
duties as assigned.***

PUR-O-ZONE

Carpet
Care

Drawbacks of Zone Cleaning

- ⦿ Employee must be trained in all functions
- ⦿ Supervision is difficult and problems keep re-occurring (i.e. toilet tissue/towels and trash missed, dusting inconsistent)
- ⦿ A substantial inventory of equipment must be provided for each zone cleaner
- ⦿ Size and traffic levels vary by zone

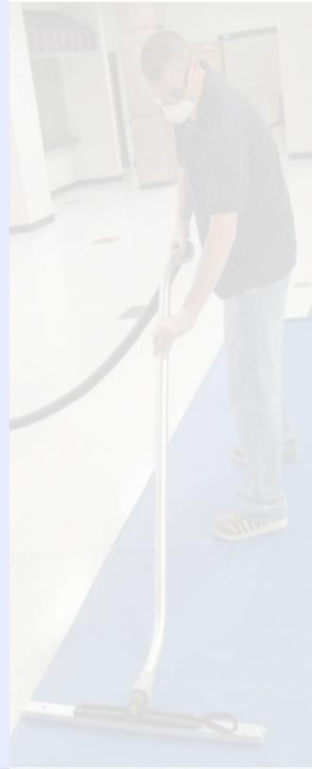


PUR-O-ZONE

Carpet
Care

Drawbacks of Zone Cleaning

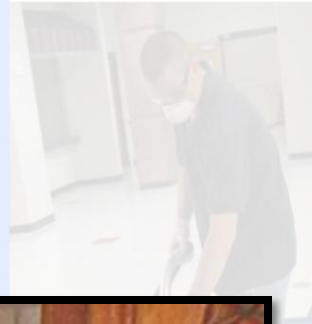
- Certain functions get overlooked (i.e. zone cleaner is tired and behind schedule, so they cut short the last duty which is vacuuming or restrooms)
- Zone cleaning very difficult to measure
- A variety of personal systems exists which make substitution very difficult



PUR-O-ZONE

Carpet
Care

*Perception
Is Reality*



PUR-O-ZONE