



The Cleaning Gazette

The Official Publication of the Cleaning Industry Trainers Guild

ManageMen, FEA to form Strategic Alliance

Industry leading facility engineering and management consulting firm Facility Engineering Associates (FEA) and ManageMen have agreed to form a strategic alliance. Headquartered in Washington, DC, Facility Engineering Associates specializes in facility asset management involving the organizational structure and the physical assets of the organization. ManageMen has developed the world's first engineered cleaning process (OS1), that has been scientifically validated in a number of university studies.

Over the past few months, ManageMen and FEA have had several meetings regarding the strategic alliance. During the March session of Janitor University, Jim Whittaker, president of FEA was able to tour the class and review the curriculum.

"Ben and John Walker gave me a tour of one of their Janitor University workshops, and I was extremely impressed," Whittaker said. "The course materials and program appear to be the best I have ever seen."



FEA performs facility management organizational assessments, labor needs assessments and forecasts, service level assessments, technology audits and implementation, process improvements through the development of key drivers and metrics and continuous monitoring and improvement of the facility management function. They service clients worldwide in several major markets including institutions, transportation, infrastructure, government and commercial facility management.

FEA recognizes (OS1) as an engineered approach that appeals to facility managers and engineers. It employs world-class, in-depth training based on standardized tools and procedures. "(OS1) is a results-based process, and in my

eyes a best practice with few, if any, peers," Whittaker said.

Custodial services accounts for up to 30% of a facility manager's operations budget according to Dr. Jeff Campbell, Chair of the BYU Facility Management Program. (OS1) has been proven to address this portion of the budget and improve the overall cleanliness, health and safety of a facility.

"We're looking forward to working closely with FEA to further the practice of cleaning as a function of facility management," said Ben Walker, director at ManageMen, Inc. "This is new ground we're collectively breaking and it's very exciting."

For more information about FEA, visit www.feapc.com for more information about ManageMen's (OS1)[®] cleaning standard or Janitor University[®] go to www.managemen.com.

Reminder: Baker's Dozen Inservice Lessons for 2009



Dr. Berry Says...

The "green movement" is often an example of political correctness rather than a matter of science and effective cleaning. The "green cleaning" movement, however well intended, has created a high level of confusion with unsubstantiated claims throughout the cleaning industry.

Source: Michael A. Berry, PhD, The State of Cleaning 38 Years After the First Earth Day, April 2008.



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Eat My Dust, Inc. launches in Northern California

Russ and Angela Goldin have launched Eat My Dust, Inc. in San Jose, California. Eat My Dust is the first company committed to using (OS1) in Northern California. Russ and Angela evaluated both a commercial cleaning franchise and a locally owned janitorial business, both of which they deemed flawed, before deciding to start from scratch. Russ attended Janitor University in October, 2008 and it was an easy decision to base their cleaning operations on ManageMen's unique operating system. For Russ, one of the strongest factors in choosing (OS1) was the dedication and enthusiasm exhibited by current users of the system.

Russ and Angela already have a number of proposals outstanding and are excited to put the program in place for their first customer.



Russ Golden graduated from Janitor University and receives his diploma from John Walker

They will initially cover San Jose and the greater Bay Area including San Francisco and the East Bay. Eat My Dust can be found online at <http://eatmydustjanitorial.com> or by phone at 408-963-6250.

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The Cleaning Gazette

Editor-in-Chief: Chris Romero
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The *Cleaning Gazette* is the official publication of the Cleaning Industry Trainers Guild. Published at irregular intervals to promote the growth of professionalism in cleaning industry. For subscription information contact via email jill@managemen.com.

This Month's Big Number

53%

Percentage of patients in hospitals who reported their room and bathroom were always clean during their stay.

Source: "Hospital Compare" website—from the CMS Inpatient Survey

The Golf Club Brush

The Golf Club Brush is a tremendous improvement over old-style brushless clubs. The slight change makes "a clean swing" possible for all golfers - a dream come true! Greenskeepers are enthusiastic and professional golfers say they wish all other golfers would adopt this new Golf Club Brush. The ball is struck more squarely with lessened chance to top, slice or undercut. And any divots which do occur can quickly and easily be brushed over. Any of us at L.A. Brush will be glad to demonstrate this exclusive invention at your Club. Phone for appointment.





KBM Facility Solutions is the first to select their "Outstanding Cleaning Worker"

SAN DIEGO — (March 5, 2009) — Lilia Sandoval has been named, KBM Facility Solutions, "Sustainability Cleaning Employee of the Year." KBM Facility Solutions, headquartered in San Diego, CA is a leader in providing 100% sustainable contract janitorial cleaning services to clients throughout North America.

KBM is honoring Lilia Sandoval, the Janitorial Team Lead at their Fifth Avenue Financial Centre Account in Downtown San Diego with the distinction of "Sustainability Cleaning Employee of the Year" for her outstanding contribution to the company's success with the Operating System (OS1)[®] Cleaning Program by ManageMen[®] over the last year.

"Lilia Sandoval has exemplified the KBM approach in motivating each member of her Fifth Avenue Financial Centre Cleaning Team to excel professionally and for the team as a whole to exceed our client's expectations in delivering our Sustainable Cleaning Program" said Paul Condie, Director of Operations for KBM Facility Solutions.

Lilia Sandoval has worked for KBM Facility Solutions for over 5 years and quickly gained a reputation in the industry for her impeccable work ethic. She is a proactive leader who is able to identify opportunities to improve service and generate cost efficiencies for clients. She is well



respected by her team and provides them with clear direction, incentives and rewards for meeting client objectives.

KBM will also be honoring Lilia Sandoval at the Annual (OS1) Users Symposium being held in Savannah, GA in July. All (OS1) Organizations who plan to attend the (OS1) Users Symposium are invited to select an "Outstanding Cleaning Worker" to be recognized at the (OS1) Awards Banquet. This is a new worker recognition program that was approved by the Simon Institute, official sponsor of the (OS1) Users Symposium.

For more information on KBM Facility Solutions visit: www.kbmfs.com.

Super Secret Websites

Three websites you should check regularly for professional updates include:

www.managemen.com

www.os1userssymposium.org

www.cleaningindustrytrainersguild.com

Upcoming Events in 2009

It's All About the Money

Frank Necela
Contact Jill Melton for details
(jill@managemen.com)
March Locations and Dates-TBA

Expert Trainer Course

Contemporary Hotel & Conference Center
Walt Disney World
Orlando, FL
April 30-May 1, 2009

Janitor University

John Walker and Janitor University faculty
Little America Hotel & Conference Center,
Salt Lake City, UT
June 1-5, 2009

Custodial University Sponsored by NISH

John Walker—Site to be announced
Raleigh, NC
June 22-24, 2009

(OS1) Users Symposium

Hilton DeSoto Hotel & Convention Center
Savannah, GA
July 19-21

Janitor University

John Walker and Janitor University faculty
Little America Hotel & Conference Center,
Salt Lake City, UT
August 24-28, 2009

(OS1) Certified Coach Course

Disneyland's Grand California Hotel & Conference Center
Anaheim, CA
September 10-11

Custodial University Sponsored by NISH

John Walker—Site to be announced
San Antonio, TX
October 7-9, 2009

JU: The Launching Point of (OS1)

by John Downey

I attended my first Janitor University last fall (class 55). As I pen these words class 56 has just been completed to rave reviews. Before my memory dims of my own JU experience, let me share some thoughts about its impact.



In 1989, Stephen Covey published *The 7 Habits of Highly Effective People*, one of a handful of books I've read that have impacted my thinking in important ways. In *7 Habits* I first came across the term "paradigm shift." It is described this way: "A paradigm is a model, theory or explanation of something else. It is the 'lens' through which we view the world. If our paradigm is not close to reality, our attitudes, behaviors and

responses will not be effective or appropriate. We will be as lost as a person trying to function in Chicago with a map of New York. We can only accomplish quantum improvement in our lives if we accomplish a 'paradigm shift' resulting in a more accurate and effective view of the world."

Janitor University is a paradigm shift, or more accurately, a series of paradigm shifts that fundamentally alter one's perception of the cleaning industry.

I suspect the paradigm shifts that I experienced at JU, as someone who grew up a part of the cleaning industry, are somewhat different than those of, for instance, a director of facilities of a college or university. For me it was an

inside-out experience. I've drunk from the industry's cup and lived many of the dysfunctional attitudes that have handicapped the industry for decades.

In contrast, a director of facilities often comes to JU as someone who is responsible for but often doesn't *really* understand the janitorial/custodial operation he or she is in charge of. For this person it's an outside-in experience. They know they have problems in this area, but they don't really understand why. Until JU. Then the light comes on and a series of "Oh, yeah!" moments ensues.

Three of my own most memorable "Oh, yeah!" moments were 1) the mainline cleaning industry is really a polluting industry; 2) there is one best way to accomplish any task; and 3) the clean syndrome.

In the next several issues of *The Cleaning Gazette* I will more closely examine these and other paradigm shifts that make Janitor University the launching point of successful (OS1) programs.

Services Magazine features (OS1) Logistics Program

The (OS1) Logistics Program was featured in the March 2009 issue of *Services Magazine*. In an article written by Janitor University graduate Michael Jenkins of CleanTelligent Software, he outlines 5 steps of the (OS1) Logistics Program that can help save you money during this current recession. Jenkin's writes "Next to labor, inventory is one of the biggest expenses that building service contractors pay" While BSC's are operating at lower-than-ever profit margins,

many of them are biting even further into their profits because of poor management of inventory".

John Walker, President of ManageMen who was quoted in the article saying, "Most people use or store 20 percent to 50 percent more cleaning chemicals and materials than they need". Paul Condie, Director of Operations for KBM in San Diego, CA and Simon Institute, President was also quoted in the article. The Jenkins article pointed out the Jani-

tor University concept that "Tracking inventory is not only for knowing when to reorder and determining costs, but also for tracking employee performance."

To read the full article visit www.servicesmag.com.



The (OS1) Bulk storage area helps maintain products for JIT delivery.

BSCA's SERVICES MAGAZINE featured an article describing the (OS1) Logistics Program.

