It's A Revolution...
Cleaning Change Solutions

RMA September 2018

Keys To Success

Buy-In: Support from building level to Cabinet level

Bite Size Chunks: Build success on success one chunk at a time

Patience: It is a REVOLUTION after all

SUMMARY 08.01.2018

NAU HPTC Rollout	Phase 1 & Phase 2	Phase 3	Phase 4	Phase 5	Total to date
Graduated CTS - Level One	12	16	21	25	74
Buildings Launched	6	16	5	3	30
GSF	460,740	581,906	668,566	611,523	2,322,735
Attendees excused	1	2	0	2	5
FTE Assigned	12	15.5	12	10	49.5

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HOW TO ACHIEVE CLEANING CHANGE SOLUTIONS™

STEP 1	STEP 2	STEP 3	STEP 4	STEP 5	STEP 6	STEP 7
Initial Assessment	Workload and Supply	Training of workers	Start Up Support	Leadership Training	Culture Change	Quality Assessment
Establish a baseline with stakeholders with a focus on people, processes, appearance, and logistics	Create the strategic plan customized to buildings and the specific cleaning needs with a focus on level of service	Train cleaning workers filling the gap on training they have not received specific to workloaded tools and equipment	Hands on training with cleaning workers mitigating overwhelm in times of change. Stability improvement for the process	Create sustainability and stability throughout the system. New narrative to all levels mapped out from beginning to end	Culture mapping to identify ideal vs. reality Empower workforce to new expectation.. Convert from defect management to process management	Recap previous steps to identify opportunity for continuous improvement focused on people, processes, logistics and appearance

P1 Before

P3 Tools and Equipment - Before

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HOW TO ACHIEVE CLEANING CHANGE SOLUTIONS™

STEP 1
Initial Assessment

Establish a baseline with stakeholders with a focus on people, processes, appearance, and logistics

STEP 2
Workload and Supply

Create the strategic plan customized to buildings and the specific cleaning needs with a focus on level of service

STEP 3
Training of workers

Train cleaning workers filling the gap on training they have not received specific to workloaded tools and equipment

STEP 4
Start Up Support

Hands on training with cleaning workers mitigating overwhelm in times of change. Stability improvement for the process

STEP 5
Leadership Training

Create sustainability and stability throughout the system. New narrative to all levels mapped out from beginning to end

STEP 6
Culture Change

Culture mapping to identify ideal vs. reality Empower workforce to new expectation.. Convert from defect management to process management

STEP 7
Quality Assessment

Recap previous steps to identify opportunity for continuous improvement focused on people, processes, logistics and appearance

Team 6
- Team 6 - School of Informatics
- Team 6 - Institute for Human Dev
- Team 6 - Info Tech Annex
- Team 6 - Applied Research
- Team 6 - Eastburn
- Team 6 - Information Systems

Team 9
- Team 9 - HRM
- Team 9 - Eugene M Hughes Hotel and R...
- Team 9 - Hospitality Resource Center (#...

Team 10
- Team 10 - Old Main | NAU
- Team 10 - Ashurst Auditorium
- Team 10 - Prochnow Auditorium

Team 11
- Team 11 - University Marketing and Oper...
- Team 11- Riles Building
- Team 11 - Communication | NAU

Team 13
- Team 13 - South Beaver School
- Team 13 - Physical Sciences
- Team 13 - Science Annex (#20)
- Team 13 - Liberal Arts

Team 14
- Team 14 - Biological Sciences
- Team 14 - Biological Sciences Annex
- Team 14 - Peterson Hall
- Team 14 - Babbitt Academic Annex

Team 12
- Team 12 - Bury Hall
- Team 12 - Science Lab Facility
- Team 12 - Centennial Building
- Team 12 - Wettaw Biology and Biochemi...
- Team 12 - Adel Mathematics
- Team 12 - Native American Cultural Cent...
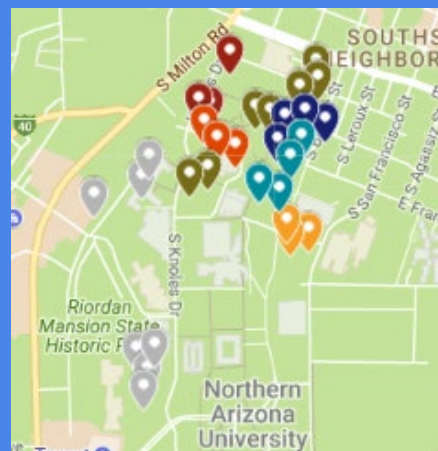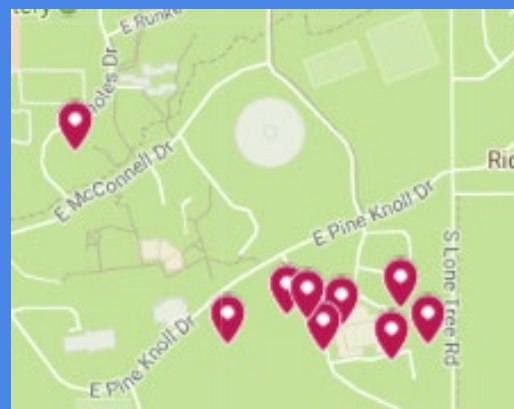
Team 16
- Team 16 - Babbitt Administrative Center
- Team 16 - Facilities Services
- Team 16 - Ceramics Complex
- Team 16 - Greenhouse
- Team 16 - Sculpture Studio
- Team 16 - Bus Barn
- Team 16 - KNAU
- Team 16 - CECMEE Field Stations
- Team 16 - Snake Pit

Pilot One Restroom and Light Duty Workloading

Restroom - 5 day schedule

Light Duty - 5 day schedule

Pilot One Vacuum and Utility Workloading
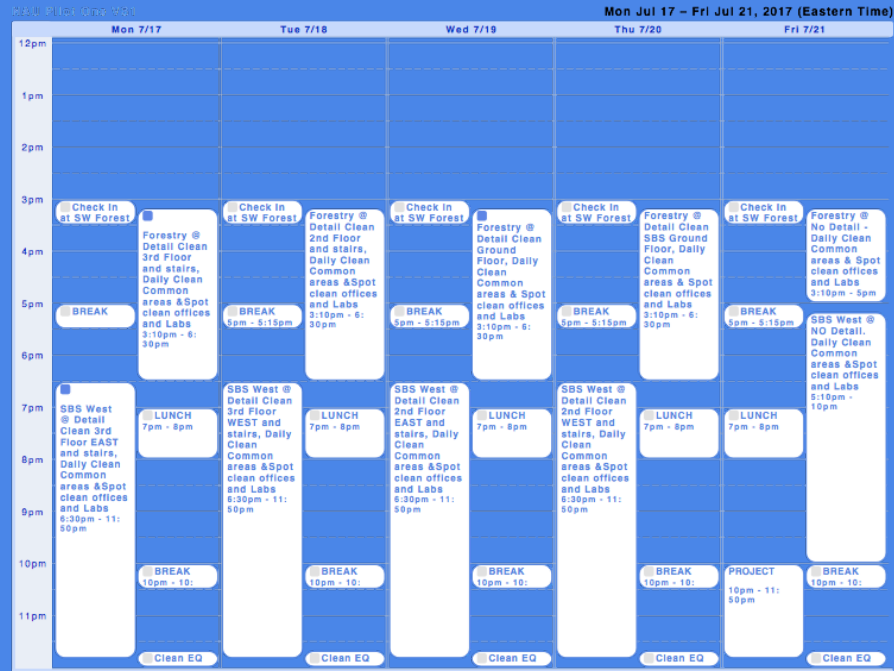
Vacuum - 5 day schedule

Utility - 5 day schedule

P3 Workloading - Team 3 One day of T3 specialists

Thursday 11/23

GMT-05

Time										
4am	4 - Check In	4 - Check In	4 - Check In	4 - Check In	4 - Check In	4 - Check In	4:10 – 8:30 SBS Detail Clean 3r Daily Clean Co areas & Spot c and Labs.	4:10 – 8:30 SBS Detail Clean 3r Daily Clean Co areas & Spot c and Labs.	4:10 – 6:40 Dubois - Dai Restrooms Detail Clean Ba Restrooms	4:10 – 6:10 Dubois Detail Clean 1s Daily Clean Co areas & Spot c and Labs.	4:10 – 6 SBS Detail Mop 2nd Floor, Spot Mop others. Clean

6:10 – 8:10 Dubois Detail Clean 1st floor, Daily Clean Common areas & Spot clean offices and Labs.

| 6am | 6 - BREAK | 6 - BREAK | 6 - BREAK | 6 - BREAK | 6 - BREAK | 6 - BREAK |

6:30 – 8 Dubois Detail Mop or autos Floor, Spot Mop oth Elevators, Take Tra

6:40 – 9 SBS. - Daily Clean Restrooms Detail 3rd floor Restrooms

8 – 9 Nursing Detail Mop 1st Floc

8:10 – 11 Dubois Detail Clean Basen floor, Daily Clean (areas & Spot clear Labs.

8:30 – 11 Nursing Detail Clean 2nd fl Side, Daily Clean (areas & Spot clear Labs.

8:30 – 11 Nursing Detail Clean 2nd fl Side, Daily Clean (areas & Spot clear Labs.

| 9am | 9 – 10 LUNCH | 9 – 10 LUNCH | | | | 9 – 10 LUNCH | 9 – 10 LUNCH | 9 – 10 LUNCH | 9 – 10 LUNCH |

10 – 11 Nursing - Daily (Detail Clean 2nd fl

10 – 11 Dubois Spot Mop. Clean E

| 11am | 11 - BREAK | 11 - BREAK | 11 - BREAK | 11 - BREAK | 11 - BREAK | 11 - BREAK |

11:10 – 12:40p LRC Detail Clean 12 Daily Clean Co areas & Spot cl

11:10 – 12:40p LRC Detail Clean 12 Daily Clean Co areas & Spot c

11:10 – 12:40p Dubois Detail Clean Basement and 2nd floor, Daily Clean Common areas & Spot

11:10 - LRC -

11:15 - LRC -

11:40 – 12:40p SBS Spot Mop. Clean Elevators, T

11:45 – 12:45p Help Utility take of Bulk Trash All areas - Check with Utility

| 12pm | 12:40p - Clean EQ | 12:45p - Clean EQ | 12:40p - Clean EQ | 12:40p - Clean EQ | 12:40p - Clean EQ | 12:40p - Clean EQ |

1pm

P3 Workloading Team 3 Light Duty & Vacuum Specialist

Thursday 11/23

GMT-05

Time				
4am	4 - Check In	4 - Check In	**4:10 – 8:30** SBS Detail Clean 3rd floor, Daily Clean Common Labs.	**4:10 – 8:30** SBS Detail Clean 3rd floor, Daily Clean Common areas & Spot clean offices and Labs.
5am				
6am	6 - BREAK	6 - BREAK		
7am				
8am				
9am	**8:30 – 11** Nursing Detail Clean 2nd floor North Side, Daily Clean offices and Labs.	**8:30 – 11** Nursing Detail Clean 2nd floor North Side, Daily Clean offices and Labs.	**9 – 10** LUNCH	**9 – 10** LUNCH
10am				
11am	11 - BREAK	11 - BREAK	**11:10 – 12:40p** LRC Detail Clean 126 - 139, Daily Clean Common and Labs.	**11:10 – 12:40p** LRC Detail Clean 126 - 139, Daily Clean Common areas & Spot clean offices and Labs.
12pm	12:40p - Clean EQ	12:40p - Clean EQ		
1pm				

Tools and Equipment - Pilot One After

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Pilot 1 & 2 Training - Team Cleaning Skills Level One

P5 Training - Team Cleaning Skills Level One

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P3 Tools and Equipment - "It's go Time"

Restroom Specialists Tools and Equipment

Logistics - Pilot One After

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P4 Training - Team Cleaning Skills Level One

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Culture

Attitudes
Beliefs
Behaviors
Values

Pride

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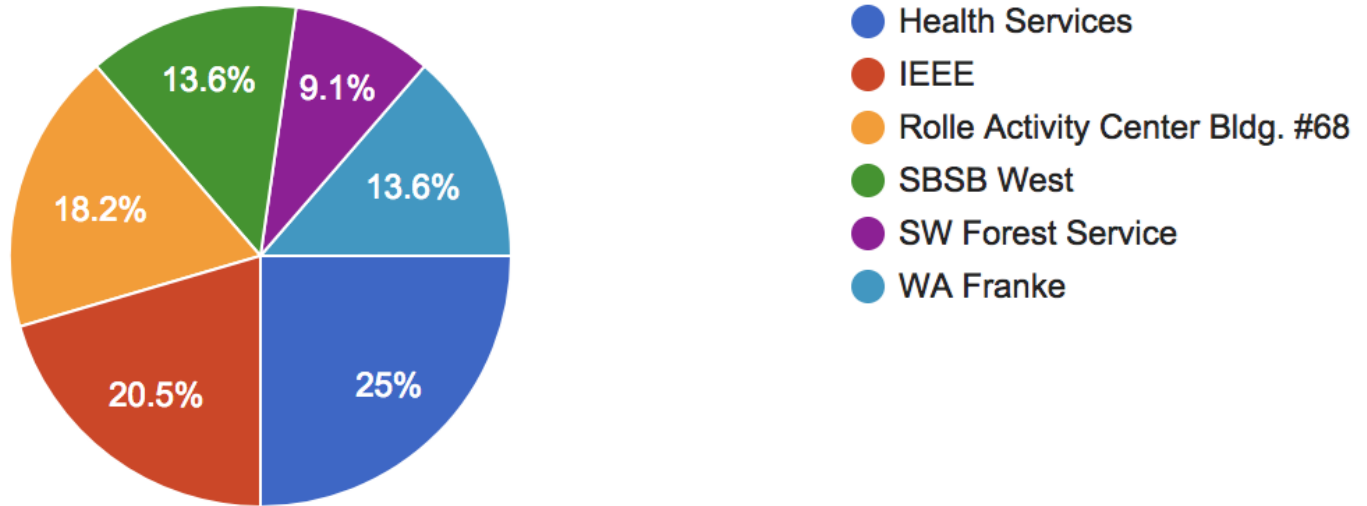| STEP 1	STEP 2	STEP 3	STEP 4	STEP 5	STEP 6	STEP 7
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P1 & 2 Quality Assessments Completed (90 days later)

Building

44 responses

- Health Services
- IEEE
- Rolle Activity Center Bldg. #68
- SBSB West
- SW Forest Service
- WA Franke

Pie chart values: 25%, 20.5%, 18.2%, 13.6%, 13.6%, 9.1%

Quality

Evaluator	Count
Jeff Triphahn	207
Matt Wallace	119
Eulla Locket	103
Chris Wallace	73
Tim Poskin	59
Jeff Little	41
Leyda Abbott	26
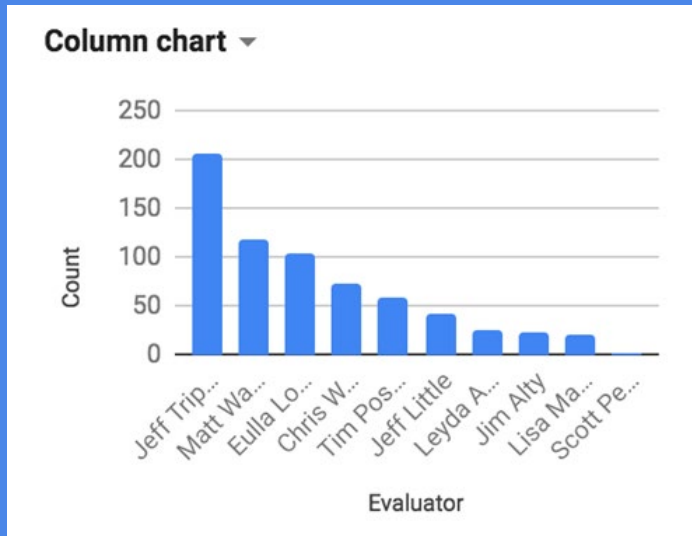
November 2017 - July 30th, 2018

Quality

HLC

Date	Average
7/4/2018	2.75
7/18/2018	2.38
7/25/2018	2.45
1 = best, 5 = worst	

Union

Month	Average
June	2.35
July	2.32
1 = best, 5 = worst	

Floor?

681 responses

- Ground/Lower Level
- 1
- 2
- 3
- 4
- Other

57.3%
22.5%
9.5%
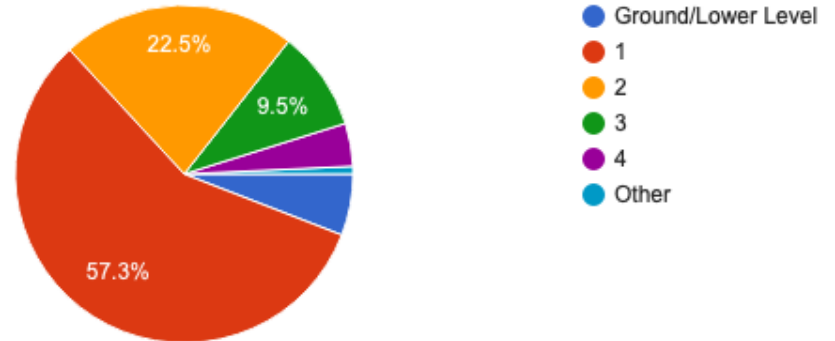
Facility Services

Scott Perelstein
928.853.6379

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We help you implement Cleaning Change Solutions™

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