



By: Dave Frank

Ten Emerging JanSan Trends: Part One

Ten trends are currently reshaping the cleaning industry, highlighting the importance of the industry's cleaning standard.

In just the past few years, we have seen several trends emerge in the cleaning industry as a result of the world's economic climate as well as advances in technology.

We have identified 10 trends that are impacting the cleaning industry and the way facilities and businesses operate.

It is increasingly clear that cleaning organizations can weather any change with the help of ISSA's Cleaning Industry Management Standard (CIMS).

This is part one of a two-part column.

Read about five trends here and tune in next month for five more trends.

1. Sophistication

Cleaning managers and supervisors are becoming more sophisticated; they are business-minded, technically savvy, driven by numbers and focused on solutions.

Managers and supervisors are running their operations like a business and, like business owners, they think about customer satisfaction and the bottom line.

They are strategic instead of reactive.

The state of the economy and a larger, more educated labor pool gives facilities and cleaning businesses the opportunity to upgrade management personnel.

Cleaning managers increasingly implement and follow quality management principles, like those described in CIMS, to improve efficiency.

They use technology like quality assurance software to manage cleaning operations and e-mails, websites and even text messages to communicate with customers.

2. Budget cuts

Regardless of organization size or type, it is safe to say that most organizations are operating under tightened budgets.

Many organizations meet budget requirements by getting by with fewer full-time employees (FTEs) and by reducing cleaning frequencies.

While these tactics can help save money, they also can increase health and safety risks.

To optimize the workforce without sacrificing health and safety, managers can ensure they meet environment, safety and health criteria outlined in CIMS.

The Standard can help organizations achieve a clean, green building at the lowest possible cost.

3. Outsourcing

Organizations that traditionally have in-house cleaning opera-

tions, such as K-12 schools, are either outsourcing or considering outsourcing their cleaning services.

According to a recent study by the American Association of School Administrators, 20 percent of K-12 schools surveyed during the 2010-2011 school year reported outsourcing custodial/maintenance work.

That's four times the number of schools that reported outsourcing two years ago.

I predict that 60 percent of K-12 schools will be outsourced in the next three to five years.

Organizations moving from an in-house operation to an outsourced one can save 10 percent to 30 percent in cleaning costs, depending on the level of inefficiency of in-house operations.

CIMS can keep organizations with in-house operations running efficiently; it can also help organizations that outsource to hire the right cleaning firm for the job.

4. Standards

With a more sophisticated management team, organizations are increasingly relying on standards to manage operations more effectively.

CIMS helps organizations create a fundamental framework for running a quality operation around major management principles.

Other standards from third parties and associations, such as the EcoLogo Program, the U.S. Environmental Protection Agency (EPA), Green Seal Inc. and the Carpet and Rug Institute (CRI), help organizations choose the right cleaning products and tools.

5. Instrumentation

For at least a decade or more, the cleaning industry has had available tools to help measure cleaning product performance, general cleanliness and safety.

Management comes first; measurement is second.

With more sophisticated management skills, managers are dusting off tried and true tools such as adenosine triphosphate (ATP) testers and gloss meters to measure risk and workforce performance.

Managers then use the results to identify improvements needed in the cleaning process.

These tools help organizations focus on continuous improvement. *CM*

Dave Frank is a 30-year industry veteran and the president of the American Institute for Cleaning Sciences (AICS). AICS is the registrar for ISSA's Cleaning Industry Management Standard (CIMS) certification program.



By: Jim Peduto

Ten Emerging JanSan Trends: Part Two

Ten trends are currently reshaping the cleaning industry, highlighting the importance of the industry's cleaning standard.

This is a continuation of last month's Raising Standards column.

As a review, 10 trends are impacting the cleaning industry and the way facilities and businesses operate.

The first five are: Sophistication, budget cuts, outsourcing, standards and instrumentation.

Cleaning organizations can handle the impact of these trends on their operations with the help of ISSA's Cleaning Industry Management Standard (CIMS).

6. Infection prevention

Recent outbreaks of infections such as the 2009 H1N1flu and methicillin-resistant *Staphylococcus aureus* (MRSA) have elevated the need for cleaning organizations to deliver high-quality service.

In health care facilities, preventing cross-contamination of bacteria, viruses and infection is the constant focus for environmental services and infection control staff.

The cleaning department plays an important role in breaking the chain of infection, regardless of building type.

Thorough and frequent cleaning can help stop the spread of infection in buildings, whether it's a common cold virus in an office building or a staph infection in a medical facility.

To help break the chain, cleaning organizations must focus on assessing risk within their facilities, giving the most attention to areas highlighted as the highest risk.

Highly touched objects (HTOs) must be cleaned most frequently and include door handles and knobs, patient bed rails, restroom fixtures, telephones and keyboards.

Organizations can use CIMS to ensure staffs receive technical training and to implement an infection prevention plan.

7. Sustainability

The cleaning department is a key partner for sustainable organizations.

CIMS-Green Building (GB) certification demonstrates a cleaning organization's capability to assist facilities in achieving Leadership in Energy and Environmental Design for Existing Buildings: Operation and Management (LEED-EBOM) points and offers property managers and building owners assurance that the cleaning organization they select is prepared to partner with them in the LEED process.

8. Workloading

CIMS drives cleaning organizations to workload their facilities and document all workloading data, including square footage, surface types, tasks, number of workers and so on.

The workloading process helps cleaning managers calculate cost per square foot per year and even cost per building occupant per year.

Moreover, managers can quantify cost per worker and use that data to justify staffing numbers and possibly avoid staffing reductions.

Workloading is a trend that helps cleaning organizations deliver what every customer wants — a clean, green, safe building at the lowest possible cost.

9. Consolidation

As businesses become more mature and sophisticated, it is natural for consolidation to occur.

Roll-ups, mergers and acquisitions are occurring in many trades, including the cleaning industry.

Consolidation streamlines business processes, removes redundancies among companies and compensates for increasing costs, helping businesses do more with less.

As some businesses become larger and more global, benefiting from reduced redundancies and costs, smaller, still-independent businesses can find opportunity in niche markets.

CIMS offers the right operating framework to help organizations ensure they have the right management pieces in place to deliver quality service regardless of size.

10. Upper management intervention

Upper level management teams within organizations are becoming more engaged in the cleaning function of facilities.

They look at cleaning as a business and expect the building service contractor or in-house cleaning department to run like a business.

Managers are seeking and hiring prospective employees with business or accounting backgrounds to run cleaning operations because they are more focused on data, information and budgets.

The current state of unemployment gives upper management a larger pool of business-trained potential cleaning managers.

With CIMS as a framework, cleaning managers with a cleaning background and a business background have a complete checklist for running a successful operation. **CM**

Jim Peduto is the president of Matrix Integrated Facility Management LLC and the co-founder of the American Institute for Cleaning Sciences (AICS). AICS is the registrar for ISSA's Cleaning Industry Management Standard (CIMS) certification program. Visit www.ISSA.com/CIMS for more information.