



WAREHOUSE MATRIX

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OBJECTIVES OF CLEANING MAINTENANCE CONTENT

ORGANISATION

1. Science and technology of cleaning.
2. Towards a more effective cleaning function.
3. Organising towards objectives.
4. Steps in organisation and considerations in programme preparation.
5. Preparation of Programmed Cleaning Analysis.
6. Analysis Sheet.

CONTROL

1. Control towards objectives.
2. Quality.
3. Develop maintenance check and compare with specification / requirements.
4. Corrective action.
5. Supervision.

ORGANISATION

SCIENCE & TECHNOLOGY OF CLEANING

SCIENCE - is knowledge. Knowledge ascertained by observation and experiment, critically tested, systemised and brought under general principles; a department or brand of such knowledge of study; a skilled craft - trained skill, and:

TECHNOLOGY - is the practice, description and terminology of any or all the applied sciences of commercial value.

In applying this knowledge to our subject topic we have the "Science and Technology" of finding the right cleaning product or equipment to do the specific job required in order that your assets are maintained in peak condition.

Simplified, we are talking about the skill and practice of cleaning maintenance programmes.

TOWARDS A MORE EFFECTIVE CLEANING FUNCTION

What is the objective of cleaning maintenance?

While the response might seem to be, simply, to "keep a building clean", it will soon be seen that this statement is so generalised as to be almost meaningless, and poses more questions than it answers.

What 'kind' of building? Office block, hospital, food premises, school, shopping centre or nursing home?

What aspects of cleanliness must rank first in importance?

Hygiene

Aesthetics

Prestige

Comfort

Safety

In general, it will be a balanced combination of several of these factors.

The administrator must then decide on his definition of "clean".



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How clean is "clean"

To achieve perfect, total cleanliness or even something like it in every part of every building is not only impossible, but the attempt would be astronomically high in cost and unnecessary.

Therefore, the answer to the first question raised could be expressed.

- (a) The preservation of a property asset in optimum condition.
- (b) The establishment and maintenance of a system of "housekeeping" in the premises which provides for optimum condition.

Our dictionaries define OPTIMUM as the "best or most favourable".

We would therefore assume that it is the most desirable level which is sought, taking into consideration the factors previously mentioned plus the dreaded factor of cost.

In a nutshell, the executive responsible for a cleaning maintenance programme must decide how much cleaning he/she needs to achieve optimum:

- (a) Working effectiveness
 - (b) Aesthetic acceptability
 - (c) Hygiene
 - (d) Security
 - (e) Cost in relation to effort and usage.
- Factors which will affect his / her decision are -

- (a) Rental level
- (b) Usage of building and type of tenant
- (c) Prestige
- (d) Return required on investment
- (e) Architectural factors
- (f) Age and location of building
- (g) Space demand
- (f) Tenant / patient

His/her decision, once taken, should match his / her objectives and will be reflected in all aspects of the subsequent programme, and particularly in cost and quality.

ORGANISING TOWARDS OBJECTIVES

Having established his/her objectives and the condition he/she expects to achieve in the property under his/her care, an executive must then be sure that he/she understands the "cost / quality" relationship. One basis that he / she should keep in mind from the start regarding cleaning procedures is that FREQUENCY largely determines both quality and cost in each section of the building and each type of cleaning undertaken ie: floors, windows, detailing.

STEPS IN ORGANISATION

Develop a maintenance specification. Each building is different.

Establish a standard cost structure, based on

- (a) Labour
- (b) Supervisor
- (c) Staff costs
- (d) Material and equipment
- (e) Administrative costs and overheads
- (f) Profit margin (if a contractor)
- (g) Work schedules and daily timetables



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Consider and prepare

Material and Equipment inventory
Plant requirements
Auto scrubbers
High speed buffers, etc.
Supervisors job description
Pay procedures
Quality control programme
Tenant and customer contact programme
Training programme for operators

Arrange suitable staff considering

Full or part time
Male or female
Supervisors
Time span
Levels of skill
Training needs and applicable rates of wages

"KEEP THE OBJECTIVES IN MIND"

It is important to remember that we are designing the programme to fit the objectives.

PROGRAMMED CLEANING MAINTENANCE:

In summing up, a Programmed Cleaning Maintenance programme is a controlled system providing maximum environmental sanitation at less effort and cost. The following procedures are the essence of

PROGRAMMED CLEANING MAINTENANCE

(a) All areas are described in specific terms of location, dimension (in square metres) and surface material. The total number of similar items to be cleaned and the total number of all items listed.

(b) The cleaning method for all surfaces and all items are explained in detail.

All materials and equipment are evaluated in relation to purpose, cost, performance and usage.

Cleaning operation times and frequencies are determined for each task.

Total cleaning time for each area is estimated.

Worksheets are developed for labour distribution and checklists for rating performance.

Number of personnel required is estimated.

An operative training programme is set up.

Re-evaluate the cleaning maintenance programme on the basis of work performance. Check individual time for specific tasks against cleaning operation time estimates.

Determine causes of differences - make adjustments.

CLEANING HAS EMERGED AS ONE OF THE MOST VITAL OF ALL SERVICE INDUSTRIES

CONTROL

CONTROL TOWARDS OBJECTIVES

Having set up the programme, and organised and set into motion the resources necessary to support it, the vital activity is now one of **CONTROL**.

A system of control, particularly in the early stages, but also as a continuing activity, is our only means of determining whether we are achieving the desired results, spotting shortcomings in staff, methods or equipment or in the programme itself.



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CONTROL is

Examining and discovering the extent to which, in the actual experience, production reaches or falls short of the standards set for cost and quality.

Diagnosing the cause and shortcomings.

Deciding on corrective action.

By whom?

When?

Through guidance?

Direction?

Training?

Replacement?

Change of specification?

QUALITY

In establishing the specifications, standards were set for **QUALITY**. The cost structure which followed set the standards for **COST**. The extent to which the objectives are achieved will determine the success of the undertaking.

Quality is a fundamental requirement.

Consumers increasingly demand improved quality and better service from their cleaning administrator. In the recent past, **PRICE** has been the single most important factor since standards often fall short. However if the administrator can deliver better standards of service, it is likely that he / she can demand higher prices,

What is meant by quality?

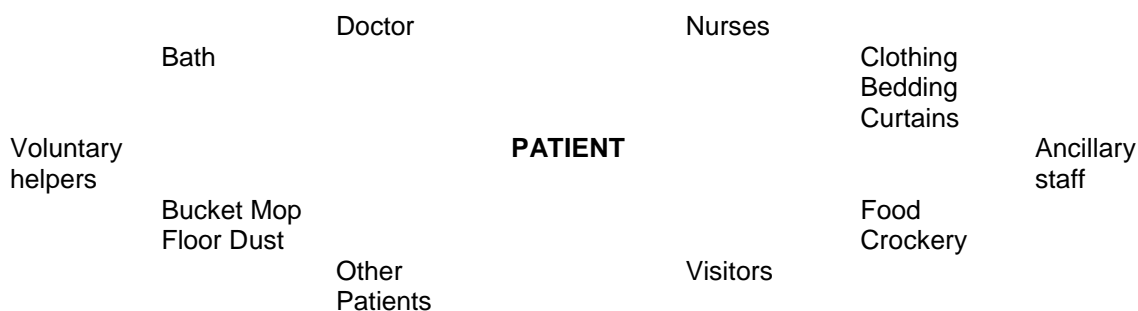
The customer's concept of quality is dependent upon the standard of cleaning he/she receives relative to the price he/she is willing to pay. Standards do not simply relate to the effectiveness of the cleaning service itself however. There are peripheral aspects that influence the appreciation of quality.

Spread of infection from one patient or place to another.

The pleasantness and aesthetic features of their surroundings.

Other factors, such as noise, which affect their immediate comfort and morale.

The diagram shown below is a typical model of how the relationship of the cleaning staff and procedures are critical in terms of the well being of the patient. These are shown schematically in the following diagram -



The cross infection carousel





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SPECIFICATION DEVELOPMENT CHECK.

FLOORS:

- Floor Surface.....
- Corners / Edges / Kickboards.....
- Detail under desks / furniture / Fittings.....
- Removal of stains / spillage's.....
- Lift Tracts / jambs / escalators / travelators.....

FURNITURE - WASTE - CONTAINERS - ASHTRAYS - WINDOW SILLS - WINDOWS - COVERING - LEDGES - EXPOSED SURFACES:

- Furniture.....
- Waste / waste containers.....
- Ashtrays.....
- Window sills / ledges / exposed surfaces.....
- Telephones / office equipment / VDU's.....

TOILETS:

- Floor including corners & edges.....
- Sinks / vanities / minors / taps.....
- Toilet bowls / urinals / seats & lids.....
- Walls / partitions / showers / airlocks / door jambs / vents.....
- Dispenser waste receptacles / chrome fittings.....

MAIN ENTRIES - EXTERIORS - LOBBIES - DOCKS :

- Exterior paving / gardens / stairs / signage.....
- Entry area including glass doors and frames.....
- Main lobby / reception / lift fascias / plant boxes & furniture..
- Main passenger & goods lifts.....
- Carpet / stairs / refuse room / firestairs / passageways / docks.....

WALLS - PARTITIONS - DOORS - JAMBS - LIGHT FIXTURES - AC OUTLETS & VENTS:

- Walls/partitions/surfaces/painted or fabric.....
- Door/dick plates/push plates/frames/jambs.....
- Partition glass/glass doors/high glass.....
- Surfaces around light switches/power points/lift call buttons.....
- Wall brackets/light fixtures/air conditioning outlets & returns.....

MAIN CLEANERS STORAGE ROOM - EQUIPMENT - UNIFORMS - JOB DESCRIPTION - SIGN ON

COMMUNICATION BOOKS:

- Room cleaned and organised.....
- All equipment clean and in working order.....
- All staff wearing uniforms and ID badges.....
- All staff job description cards displayed.....
- Sign-on & communications books in order.....



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QUALITY ASSURANCE INSPECTION REPORT OVERALL FLOOR - BUILDING RATING FORM.

Building/ Floor Supervisor/ Area Manager	Date.....	Time Inspection Began.....	Ended.....
1.	Score()	2.	Score()
FLOORS	(0-20) Circle One	FURNITURE, WASTE CONTAINERS ASH TRAYS, WINDOW SKILLS WINDOWSILL COVERING, LEDGES EXPOSED SURFACES	(0-15) Circle One
Floor surface	0 1 2 3 4	Furniture	0 1 2 3 4
Edges/kickboards/corners	0 1 2 3 4	Waste/waste containers	0 1 2 3 4
Detail under desks/furniture /fittings	0 1 2 3 4	Window sills/ledges/exposed surfaces	0 1 2 3 4
Removal of stain/spillages	0 1 2 3 4	Telephone/office equipment/VDUs	0 1 2 3 4
Ashtrays	0 1 2 3 4		
Lift tracks, jambs, escalators travelators	0 1 2 3 4		
3.	Score()	4.	Score()
TOILETS	(0-20) Circle One	MAIN ENTRIES, EXTERIORS, LOBBIES, DOCKS	(0-20) Circle One
Floor including corners & edges	0 1 2 3 4	Exterior paving/gardens/stairs, signage	0 1 2 3 4
Sinks/vanities/mirrors or taps	0 1 2 3 4	Entry area including glass doors and frames	0 1 2 3 4
Toilet bowls/urinals/seats/lids	0 1 2 3 4	Main lobby/reception/lift fascias/ planter boxes & furniture	0 1 2 3 4
Walls/partitions/showers, airlocks door jambs/vents	0 1 2 3 4	Main passenger or goods lifts	0 1 2 3 4
Dispensers/waste receptacles, chrome fittings	0 1 2 3 4	Car park/stairs/refuse room firestairs/passageways/docks	0 1 2 3 4
5.	Score()	6.	Score()
WALLS/PARTITIONS/DOORS JAMBS/LIGHT FIXTURES, AC OUTLETS & VENTS	(0-20) Circle One	MAIN CLEANERS STORAGE ROOM/ EQUIPMENT/UNIFORMS/JOB DESCRIPTION/SIGN-ON/ COMMUNICATION BOOKS	(0-15) Circle One
Walls/partitions surfaces painted or fabric	0 1 2 3 4	Room cleaned & organised	0 1 2 3 4
Door/kick plates/push plates frames/jambs	0 1 2 3 4	All equipment clean and in working order	0 1 2 3 4
Partition glass/glass doors high glass	0 1 2 3 4	All staff wearing uniforms & ID badges	0 1 2 3 4
Surface around light switches power points/lift call buttons	0 1 2 3 4	All staff job description cards displayed	0 1 2 3 4
Wall brackets/light fixtures/air conditioning outlets & returns	0 1 2 3 4	Sign-on & communication books in order	0 1 2 3 4



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CORRECTIVE ACTION

FOLLOWING UP - Did the action taken achieve the desired result?

An occupied nursing home is a dynamic thing which is never utterly predictable as to the condition it will be in when the cleaning maintenance team starts work. We must consider such factors as -

Patient changes

Overtime occupancy

Social functions during or after normal hours

Structural maintenance

Building alterations

Effects of weather and security measures.

Clearly, there must be a flexible approach in any effective programme. However, this does not mean a haphazard approach. We can be prepared to cope efficiently with the variables and the unexpected through -

Knowledge and experience

Planning

Good communication and liaison

Good supervision

In-depth organisation

Sound common sense.

SUPERVISION:

The competent supervisor is the key to an efficient cleaning maintenance organisation. The supervisor should have a thorough knowledge of maintenance methods, materials and equipment, and be able to clearly explain every phase of the cleaning process to the staff.

Coordinating the work of the staff with the **Programmed Maintenance Plan** calls for adjustments in both area size, the distribution of personnel and cleaning techniques.

The test of the plan is how well it works with a minimum of changes. Management must communicate with labour if labour is expected to achieve the objectives of management. Good communication coordinates diverse interests to achieve a single purpose.

To anyone undertaking the task of cleaning maintenance management, it will become increasingly clear that it is no longer a **TASK** which can be accomplished without systematic planning, or performed by unskilled menials with little training and minimal supervision.

