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BUILDING SERVICES MANAGEMENT

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Cost Savings & Conservation

Day Cleaning Offers Sustainability Today

By TIM M. MURCH, CBSE



My experience with day cleaning more than 10 million square feet every day is that under the right circumstance it's an excellent value to offer customers and prospects that need cost savings and energy conservation.

A switch to day cleaning is not to be taken lightly, though, as we have found that converting an account from night to day cleaning can be a very challenging, yet rewarding effort.

There are many changes that will have to be made to the design of the workflow, which can lead to potential challenges in the account. The biggest challenge tends to be with the employees or tenants of the facility understanding and embracing the benefits of day cleaning. With day cleaning in our Day-Path Program, team members are much more visible, and can be a distraction for

some of our customers' employees because of the cleaning tasks we need to complete, such as vacuuming, dusting, pulling trash and cleaning restrooms.

This is why we stress that accounts only convert to day cleaning if there is a significant need to cut costs and or save energy. Most of the challenges that we have experienced with building occupants have occurred due to the trash collection and restroom cleaning schedules.

With day cleaning, trash will only be pulled once daily. Therefore, if someone has "wet trash" like food or drink at their desk, after the trash has already been pulled, someone will need to take it to a central trash can or break room trash can, or it could end up causing unpleasant odors or worse in their trash can the following morning.

Restroom cleaning is another challenge

that tenants will need to become accustomed to. Restrooms will be closed one time per day for approximately 20-30 minutes to complete detail cleaning, and will be policed the rest of the day.

Vacuuming will need to be coordinated and can be a distraction, but we have successfully implemented the highest technology of quiet, low decibel vacuums so that the noise levels are held to a minimum, not to disrupt the occupants who are working or on the phone.

Some of the project work, including floor scrubbing or refinishing, still needs to be completed outside the normal business hours. All of these schedules will be shared with the employees or tenants prior to the conversion, as well as being posted throughout the facility so they are well aware of when these activities will be completed each day.

Having learned many of our day cleaning

strategies and successes from Ian Greig, president of Daniels Associates Inc., a cleaning consultant who has been leading the benefits of converting to day cleaning for many years, we have found that the best way to overcome these challenges is through effective communication, especially in the weeks leading up to the conversion.

All tenants and employees will need to be made aware of the changes that will be taking place and the potential distractions that will occur. We believe that this message must come from the customer's top management.

In order for day cleaning to work, there must be complete buy-in to the program, starting with top management and down the chain of command. The facility employees need to realize that these changes are necessary and will more than likely be creating savings, saving jobs or additional benefits that would have otherwise been cut.

If the day cleaning communication is executed effectively, the opportunity for a successful conversion will increase exponentially. Once there is acceptance, there are numerous benefits that can be expected. Depending on the size of the facility, an 8-10 percent cost savings over



traditional nighttime cleaning is possible due to the ability to reduce some day porter/matron services, as well as daytime supervision.

You can also expect to see 4-8 percent energy savings from turning the lights out at night that would otherwise be on during the second shift each night. Another benefit that we at MMMM have seen is a significant reduction in turnover since we are no longer

working nights. This is not only a benefit for us, but also a benefit for our customers because they see the same faces in their facility all the time and develop a first-name-basis relationship with each of our team members cleaning in their area.

Another benefit is that our customers can reduce their security and capture savings because we are no longer working through the night.

Finally, with day cleaning, we have seen greater customer satisfaction because with the daytime team members, we have a much faster response time to requests and the communication is much better since we are in the facility during the same hours.

When implemented correctly and communicated effectively, day cleaning has extraordinary benefits, along with a few challenges; but none that cannot be overcome with our expertise and exceptional partnership between MMMM and our customers. □

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