

ENERGY/FACILITIES CONNECTIONS

WASHINGTON STATE UNIVERSITY
 EXTENSION ENERGY PROGRAM



Emerging Trends 2018

Cleaning & Maintenance



www.ieha.org



www.cminstitute.net



Wm R. Griffin, President
Cleaning Consultant Services, Inc.
www.cleaningconsultants.com



www.issa.com



IICRC
Institute of Inspection, Cleaning
and Restoration Certification

www.iicrc.org

People

- Greatest Challenge
- Shrinking Audience
- Changing Goals
- Costly
- Issues - Baggage
- Lack Educational Track



Dealing With the People Challenge

- Internships
- On Going Technical & Professional Educ
- Upward Mobility
- Focus on Workers Goals
- Want to vs Have to
- Make work Attractive and Fun

Motivation

- Trust
- Caring
- Involvement
- Challenging
- Rewarding
- Fair
- Opportunity

New and Change Surfaces

- Green and Sustainable
 - Wool/Urethane Hard Flooring
 - Sunflower and Peanut Shell Wall Coverings
 - Faux
 - Plastic
- Flooring
 - Bamboo
 - Stone
 - Concrete

Hard Floors

- Natural Stone
- Porcelanin and Ceramic
- Wood/Bamboo
- LVT/LVP/New Resilent
- Sheet Rubber/Vinyl
- Polished Concrete



Hard Floor Care

- No Floor Finish
- No Stripping
- Minimal Water
- Shorter Useful Life
- Nano Coatings
- Smart Floors - Connected

Carpet

- New Synthetics
- Recycled
- Natural (Corn)
- New Styles
- Bedroom
- Less Use
- Costly

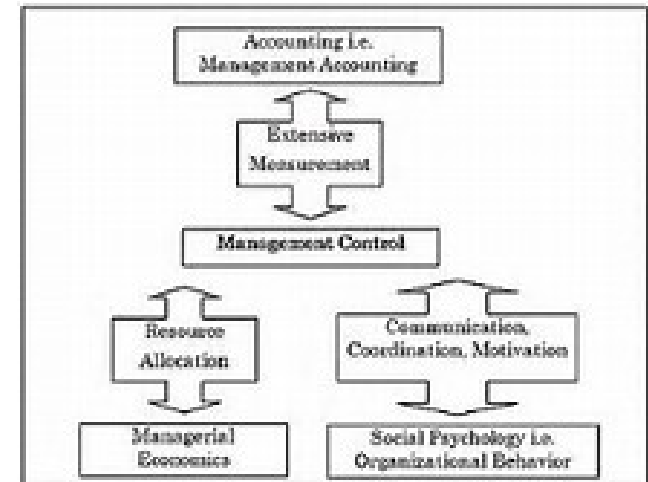


Carpet Care

- Dry Soil Removal – Vacuuming
- A Complete program
 - Proper Specification
 - Proper Installation
 - Spot Removal
 - Interim/Low Moisture Cleaning
 - Deep/Wet Cleaning
 - Minor Repairs

Management Controls

- Policies
- Procedures
 - Step by Step
 - Illustrated Checklists
 - Safety
 - Quality Assurance Guidelines



Management Controls

- Blueprints or Floor Diagrams (11 x 17)
- Short Staffing Plan (Short & Long)
- Budget (Labor, Supplies, Other)
- Schedules
 - Assignment Schedule for Staff & Supv.
 - Periodic Tasks
 - Floors, Carpets, Windows, Special Tasks

Equipment

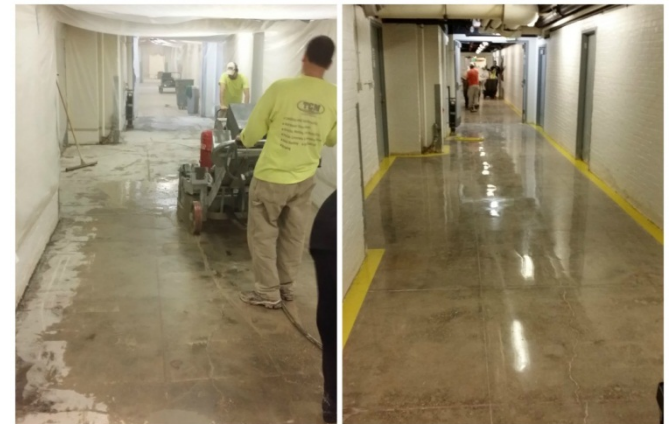


Chemicals

- Less Products
- Green & Sustainable
- Engineered/Enhanced Water
- Chemical Free Cleaning

Emerging Trends

- Coatings
- Technology
 - Digitally Connected
- Robotics
 - Small and Smart
 - Talk to Me
 - Personallity - AI



Unlimited Resources

- World of Info at Your Finger Tips
- Google it
- ISSA.com, IICRC.org
- Cleaning Consultants.com
 - Free Stuff
- Suppliers/Manufacturers
- Sales Reps-Tech Support

Personal Growth Resources

- Eat That Frog – Brian Tracy
- Sean Stepenson – Get off your But
- Dream Manager
- Audiabile
- Where the Hell is Matt – 2012
- On Going Training for Yourself – Outside the Walls

Keys to Personal Income, Security & Promotion

- Education & Certification
- Continual Improvement
 - Self & Organization
- Inspections
- Repairs
- Consultant/Trainers

- Q & A
- Discussion

Thank You

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