

ISSA CLEAN STANDARD

Measuring Cleaning Effectiveness in K-12 Schools

TIPS FOR SCHOOL CUSTODIAL PROGRAMS

The Clean Standard: K-12 offers schools a valuable tool to ensure that their cleaning program is delivering a healthy, safe and productive indoor environment for students, staff and other building occupants. The Clean Standard: K-12 is a key resource in any school's tool box; helping them justify cleaning budgets, ensure effective cleaning, and validate products, processes and systems.



WHAT IS THE CLEAN STANDARD: K-12?

Based on the philosophy of “Clean, Measure, Monitor” and an emphasis on high-performance cleaning, the Clean Standard: K-12 establishes a framework to help schools objectively assess the effectiveness of the cleaning process at their facilities, thereby contributing to the quality of the indoor environment for the benefit of students and staff. The Standard focuses on:

- The desired levels of cleanliness that can reasonably be achieved;
- Recommended monitoring and inspection procedures to measure the effectiveness of cleaning;
- How to use the measurement and inspection results to assess and improve cleaning processes and products, ultimately resulting in a clean, healthy and safe learning environment.

The Standard specifically provides “ranges of clean” based on ATP testing, thereby adding an objective, quantitative element to determining whether a facility is truly clean. Further, the Standard contains sample audit forms that should be used to assess cleanliness from a traditional “sight, smell, and touch” perspective.

Ultimately, the Standard is an integral part of a broad strategy to improve the physical environment of schools; premised on health and safety.

SO HOW EXACTLY CAN WE USE IT?

The Standard was specifically developed to serve as a valuable tool for school facilities that are committed to providing a clean, healthy, and safe indoor environment for students and staff. As we seek to “change the way the world views cleaning” and demonstrate the true value of cleaning, the Standard serves as a resource that can demonstrate that cleaning is properly treated as an investment in health, safety, the environment and the bottom line.

VALIDATION – SETTING A BAR AND MAKING SURE IT HAS BEEN MET

- The Standard sets a bar for schools to aspire to in terms of the cleanliness of facilities. By integrating measurement into the cleaning process, a school can be sure that the bar is being met. Without an objective goal, schools have a very difficult time validating that their service and quality is living up to expectations.
- Along the same lines, the Standard allows schools to easily demonstrate the effectiveness of products, processes, and systems. This is especially important as new and innovative products are introduced. The unfortunate truth is that one’s first inclination is often to be skeptical of new products, yet the Standard can immediately show that the new product (or process) works...probably even better! In this respect, the Standard fosters innovation and can further set a school’s cleaning program apart.
- The Standard also allows a school to compare products and processes to ensure that the most effective products and processes are being used. By integrating measurement into the process, contractors better understand which are best used in a particular situation.
- Even if products and processes are effective, there is always the possibility that the workers are not using them correctly. The Standard should be used to analyze operations to ensure that products are being used, systems have been implemented correctly, and workers are performing their tasks as expected. The Standard should, therefore, be a key component of an internal training program and should be used to prove that a professional is cleaning effectively.



- The Standard also works in concert with the ISSA Cleaning Industry Management Standard (CIMS) and CIMS-Green Building criteria to help schools operate as efficiently and successfully as possible. By combining the management and sustainability elements of CIMS/CIMS-GB with the measurement and monitoring protocols of the Clean Standard, schools are prepared to deliver a healthy, productive environment.
- The Standard should also be used as part of a comprehensive training program to help cleaning workers understand the connection between cleaning and health, the importance of their jobs, and, ultimately, why we clean. The Standard should be used to stress that they are “not just janitors!”
- The Standard can help justify budgets and lead to an increase in cleaning to the benefit of students and staff. By basing staffing levels on well-defined expectations and key performance outcomes, schools can demonstrate the true value of clean and show the benefits associated with an increased cleaning regimen. The Standard, therefore, helps those who are responsible for cleaning to connect with administrators, business managers and principals to demonstrate how cleaning has a positive impact on the bottom line.
- The Standard also helps alleviate parents’ apprehension over the condition of schools. Many parents are going to be understandably concerned that their children are not being

taught in an environment that is optimal for learning and advancement. Implementation of the Clean Standard demonstrates to parents that the school is providing a desired setting.

- Most schools perform audits to ensure that their facilities are being cleaned as required by the scope of work. The Standard helps schools and their service/ product suppliers perform a site based assessment of current cleanliness levels and overall conditions. Specifically, a school can use the Standard and its sample audit forms to more easily perform assessments, identifying areas - especially high touch points - that may need attention.
- Ultimately, a seminal question that must be asked by any school is “Is the area being cleaned effectively or do we need to consider a different approach?” The Standard positions the school to immediately and accurately answer this question.



THE STANDARD SOLIDIFIES RELATIONSHIPS BETWEEN SCHOOLS AND THEIR SERVICE AND PRODUCT SUPPLIERS

- Most schools are no longer looking for a service provider who simply cleans the building and are seeking a product supplier who is a true partner. The ultimate goal should be to find providers who are capable of serving as a true business advisor and can help them meet a school's bottom line goals. The Standard provides a "partnership platform" that is scientifically based and focuses on products, procedures, training and measurement. This helps solidify and create long-term relationships.
- Schools are also looking for information on the latest innovations and processes. In that regard, an understanding of the Standard helps school representatives better understand effective cleaning processes and products and the most promising ways to increase efficiency and improve operations. Schools can also work directly with their service and product providers to jointly ensure the delivery of optimal service.
- The Standard can help schools understand "why we clean" by providing a platform for the connection between cleaning, health, and student absenteeism and performance.
- In today's market, it can be very difficult for a school cleaning program to set itself apart and demonstrate its commitment to excellence. By investing in standardization and striving to be the best one can be, a school can create a foundation of distinction and set themselves apart.

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