

What can Cleaning Management Institute® training do for you?

A look at how CMI training has helped the Smithsonian Institution protect America's legacy.

The Smithsonian, the world's largest museum complex and research organization, was established in 1846 when James Smithson, a British scientist, bequeathed his estate "to the United States of America, to found at Washington, under the name of the Smithsonian Institution, an establishment for the increase and diffusion of knowledge among men."

Today, the Smithsonian has 19 museums that encompass an area of 12 million square feet. Visitors number over 24 million each year, making the museums more heavily utilized than originally intended when the Institution was founded.

With a facility this large and the consistent foot traffic it sees on a daily basis — facilities are open 364 days a year (closed December 25) — the Smithsonian is forced to balance a comprehensive cleaning and maintenance strategy with time and budget constraints.

Work smarter, not harder

Admission to all of the museums is free, so any monetary support comes from contributions or government funds. This means the Smithsonian Institution has to run efficiently and stretch each dollar as far as possible. In an effort to do more with less, the Smithsonian has brought training in-house.

Twenty-two Cleaning Management Institute (CMI) certified trainers bring the knowledge they have acquired through classroom and hands-on training back to the Smithsonian and cost-effectively train the janitorial and maintenance staff.

"Most of the comments we get from the visitors, [since completing CMI training,] is that our facility is consistently clean and safe, regardless of the amount of visitors we receive," says Adrienne Massey, CMI-certified trainer for the Smithsonian.

Not only does in-house training ensure that the current staff is well versed in best practice techniques, it is also an investment for the training of future employees. Having in-house, certified trainers also makes advanced training and continued education more economically feasible.

"The training has proven to be a valuable asset for custodial staff members and the individuals that attended the training have recommended that additional staff attend the training to enhance their knowledge of best cleaning practices," states Andy Smith, building manager for the Smithsonian.

Specialty chemicals are required to clean and maintain some of the Smithsonian's older buildings. CMI training helped clarify some crucial but often ill-communicated aspects of this operation.

"The most beneficial module of the training was the chemistry section. This was the



least communicated part of our daily cleaning," notes Massey.

Green is more than a concept

"We are just launching a serious green cleaning initiative that is being led by some of our CMI certified trainers who have researched green cleaning extensively," adds Judie Cooper, performance analyst for the Smithsonian Institution's Office of Facilities Management and Reliability (OFMR).

A crucial phase of the green initiative was inventorying all of the cleaning supplies used to clean each facility. The Smithsonian then sought to standardize them and find environmentally preferable alternatives to replace traditional cleaners wherever possible.

According to Smith, the maintenance department has noticed roughly a 20 percent decrease in the amount of cleaning chemicals used in the museum since completing CMI training.

Another critical part of the Smithsonian's sustainability effort is the continued education of the staff. Going and staying green cannot be a reality unless everyone on every level is willing and able to contribute.

"The most improved area [in our operation] is the proper use of chemicals," proclaims Massey. "CMI has made it very clear the importance of proper chemical usage as it relates to achieving the desired results."

To ensure the entire staff of approximately 6,000 is well versed in green cleaning, trainers have begun a program that educates personnel on the realities of green cleaning and the endless benefits it can provide for the facilities, the staff and the millions of patrons that walk through the doors each year.

"The next step is to utilize our CMI certified trainers to research best practices in green cleaning and work to propose and develop a green cleaning program that will be utilized throughout our facilities," remarks Cooper.

The goal of the program is not only to train staff to be good stewards of their facil-

A plethora of positive proof

The results are in:

- Staff understand and utilize best practice cleaning procedures and employ effective materials management
- Staff better understands the proper use of equipment and proper mixing of cleaning chemicals
- Increased worker productivity
- Staff takes more pride in their work
- Management has noticed an improvement in the quality of their staff's work
- Staff has become more cautious to ensure that areas are properly cleaned
- Increased comradery among management and staff
- Improved worker morale.



Cleaning Management Institute® was established in 1964 for the education and professional development of cleaning and maintenance professionals, managers, supervisors and executives. As the foremost provider of learning solutions for cleaning and maintenance professionals, CMI is committed to serving your educational and professional needs in the broadest possible range of subject areas, formats and media.



ities and protect the health of themselves and their visitors, but also to set a transparent and high industry standard that others can see and follow.

"CMI training was definitely worth the investment of time and it allowed me, as a trainer, to interact with staff I have

worked with for years," concludes Massey. "It also allowed me to sit down and give names to techniques and procedures we have used for some time, a part of an industry-wide movement to unify everyday procedures and ultimately present an excellent product."