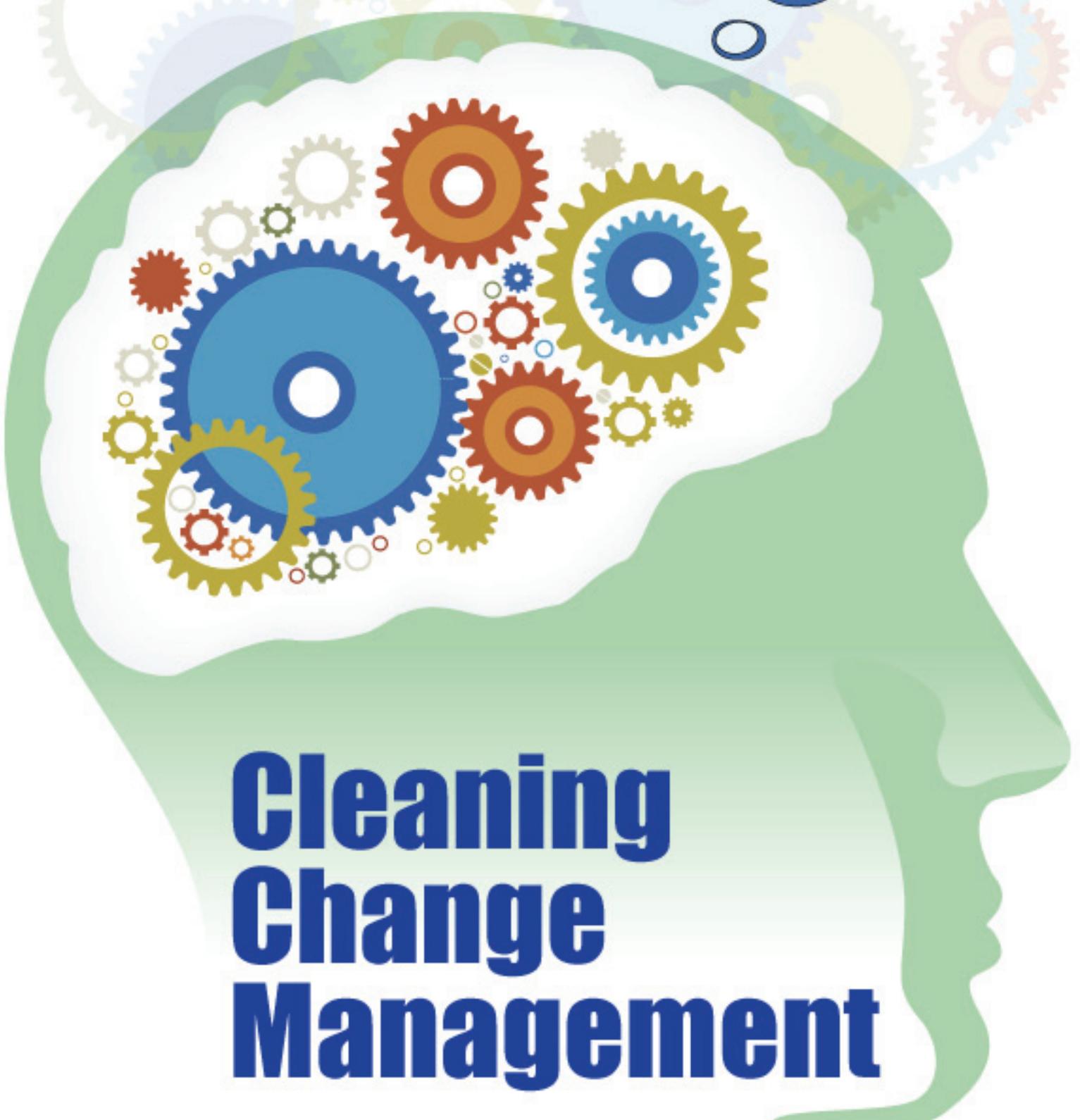




**THINK
CLEANING**



**Cleaning
Change
Management**

Think Cleaning: Cleaning Change Management

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Introduction

Welcome to the Think Cleaning system

In this system manual we offer you a new and very different approach to solving this, often quite difficult problem, that of change managing your cleaning services. As you will soon see, the problem you think you have is not one problem but a series of problems often nothing to do with the cleaning at all. So our approach is mainly one of some serious problem solving techniques. Often ones of our own devising and some which have been adapted from other disciplines, they are cleaning system orientated and are intended to establish coherence in what is often a wildly out of control system.

Why you need this system to turn your cleaning system around?

You may have been tasked with looking at the cleaning spend in your business or facility, school, health centre or whatever and this is new to you. You have to change things around but you don't know where to start, and when things start to go wrong the people left to put things right, often don't know what to do, either Nor do they know what they really need.

Learn the system well. It is applicable to any industry and any situation anywhere. Wherever improvements to your current cleaning system need to be made, we are confident that the changes we show you how to implement will work for you. They are based around many years of cleaning and consultancy work in some very difficult and varied industries, so even if your facility has the somewhat easier work of janitorial cleaning, the Think Cleaning system of change will work for you – where ever the cleaning is failing and causing problems, this system will turn it completely around if you study and apply the principles involved. Overall though consider what you want to achieve at the end of your changes A change always needs to produce the following with no exceptions:

- Easier work
- No drudgery or inconvenience

- Safer working
- More productive working
- A saving in time and cost
- Improvements in the final result for either product or the service
- Bring out the best in the employees
- Big improvements in working conditions

We guarantee that you will never look at cleaning in the same way again. You will have a much more profitable and efficient system and one which works. Now you too, can learn our methods to establish a new and functional system.

Benefits from the Think Cleaning system of cleaning change management

All cleaning costs money and most people only see the cost –usually for poor, rushed work. To most people, the cleaners come and go, the wastepaper baskets are emptied and some places will look as if they have been cleaned and that is the only contact they will have with cleaners – until someone asks the question –are we getting value for money?

Change is difficult at any time, and change in a discipline you may not be familiar with is more than difficult. You need a little hand holding, yes, but if you are going to change something, why not change an entire system to a sensible, workable one with built-in benefits like quality assurance? You certainly can with this system, and we would add that this system is not only applicable to cleaning. You can apply it to other disciplines if you have a mind to and are creative enough. However it focuses on cleaning which is often one of the hardest disciplines to turn round and it uses examples from real life to illustrate each point.

It is indeed quite a complex subject, so by using the Think Cleaning system you:

- Save money by being informed as to what you really need to know
- Can make informed decisions when you need to put a contract out
- Can turn around a failing system into a fully functional one – one which may save your business
- Can stop harsh criticism of your facility's hygiene standards

Rather than relying on an outside source – the cleaning company – to “clean” to whose ? satisfaction, you will know exactly what it is you need and how it should be done. Information

which could save you a lot of money, well into the future.

But why this system?

But why is our approach different from just calling in a consultant? Why a do it yourself system?

Well the reason is this:

If we, as consultants, conducted a full survey of your facility cleaning system then we would point out all the flaws to you and would suggest changes which you should make, but this would cost you at least £500 per day, and possibly a lot more. You would not then take any notice of what we said, despite a detailed, and we can assure you, a very expensive report.

What you will do then, is to go back to your old ways of doing things until the same old problems appear again – that external hygiene audit, the threat of legal action because of dirt and filth lying around, the loss of customers because the facility is just dirty, the new hygiene regulations which you will have to put in place, then you do need to take another course – which means that you need to look at the facility cleaning system yourself. You yourself need to find out what it is you actually need from the cleaning, very much as a consultancy would tell you. The benefits of this approach are legion

Looking over our shoulders

So you see now that this information will give you the knowledge to copy us, to follow the exact same steps we would take and look at what we would look at. Once you know how to do this, the steps you need to take will then be guided by your own knowledge. Setting up procedures then will be easy for you to implement because then you will be completely on top of what can be a very difficult job.

You will also learn that professional cleaning is not done the way you clean your house! This cleaning is done as an industrial clean by a professional cleaner with all the essential knowledge this entails. So you'll have to Think Cleaning from now on!