

## Our Mission

To advance environmental and economic well-being by providing unmatched energy services, products, education and information based on world-class research.

## Overview

Our staff of over 100 people (energy engineers, energy specialists, technical experts, software developers, energy research librarians and more) works out of our Olympia, Spokane and satellite offices.

Operating similar to a consulting firm, the WSU Energy Program is a self-supported department within the University.

Our customers include large and small businesses, public and private utilities, local and state governments, tribes, federal agencies and facilities, manufacturing plants, professional and trade associations, schools, universities, national laboratories, and consumers. For more information, visit our website at [www.energy.wsu.edu](http://www.energy.wsu.edu).

# An Effective Custodial Team is the Foundation of a Healthy Facility

**Custodial departments are critical to a facility's mission because clean facilities drive success.**

Yet custodial teams are often the first to experience staffing cuts when budgets shrink. They may be seen as high expense centers (due to salaries, supplies and equipment) that do not have a clear connection

to the organization's bottom line. But any organization's mission will suffer if its facilities are not clean and healthy.

The Plant Operations Support Consortium – within the Washington State University (WSU) Energy Program – offers expert guidance to help you build an effective custodial team. Our specialized assessments, training and strategies are designed to support your staffing and budget decisions.

## Comprehensive Custodial Operation Assessments

Our comprehensive, third-party assessment of your custodial operation will examine:

- How your program is structured;
- Your cleaning processes and practices;
- Your service levels, standards, staffing, productivity and worker safety; and
- Your current tools and equipment.



After this “no-fault effectiveness” assessment, we will provide recommendations for improvements based on industry best practices, standards, practical knowledge and scientific measurements.

### **Custodial Worker Training**

Custodial worker training is the fundamental – and often neglected – component of a successful custodial operation.

Training is often done by co-workers who learned the process from their predecessors and may not be using the best techniques, processes or equipment.

The Consortium's custodial worker training:

- Teaches processes that are repeatable, consistent and efficient.
- Introduces cleaning products that are effective, safe to use and environmentally sustainable.
- Provides hands-on practice with tools and equipment that are easy to use and ergonomically designed.
- Provides a clear understanding of why we clean for health and not just for appearance.

This “custodial boot camp” typically takes two days.

### **Custodial Work Loading**

The Consortium provides guidance to help you determine how many service hours are needed to clean a building to meet expectations. To determine if staffing levels are adequate, it is important that you:

- Measure all the cleanable space,
- Develop a scope of work, and
- Apply time standards to each task and each area within a facility.

Job cards can then be developed so that each assignment is clearly defined by task, location and time allocated to complete it.

### **Contact Us**

Sue Brown  
WSU Energy Program  
Plant Operations Support  
Consortium  
P.O. Box 43165  
Olympia, WA 98504-3165

Phone: 360-956-2058

Email: [browns@energy.wsu.edu](mailto:browns@energy.wsu.edu)

Website: [www.energy.wsu.edu/  
plantoperations](http://www.energy.wsu.edu/plantoperations)



### **The WSU Energy Program's Plant Operations Support Consortium**

– *helping our members succeed*

To help you increase the efficiency and sustainability of your facility operations, the Consortium provides timely and creative technical assistance, education and consultation that support facility construction, operation and maintenance.

We are motivated by the vision that facilities should be recognized – and managed – as an important component in the mission of any organization, and the people who operate and maintain the facilities should be recognized and supported as essential partners in that mission.

To help you achieve your organization's mission, we offer:

- Energy advisory services
- Facility management assistance
- Leadership development and education
- Custodial operations support
- Technical assistance and consultation
- No-fault effectiveness assessments
- Equipment brokering and locating

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