

Education Facility Success Story

**CLIENT NAME:**

Clackamas Community College.

OR, United States

PROJECT OBJECTIVE:

To validate and improve the current cleaning processes in addition to providing a more effective training program.

THE CHALLENGE**Validating clean during the pandemic.**

For decades visual inspection has been the predominant method of auditing cleaning practices. Options available in the market provided subjective validation of cleaning practices, however, nothing existed that gathered data and provided validating photographic evidence of contamination.

“I have used ATP metering, black light inspections, and visual inspections where I took photos of major deficiencies paired with various QA programs for benching marking, all of which didn’t perform up to my expectations” Says Kelly Montgomery, Custodial Manager at Clackamas Community College (CCC).

Optisolve Pathfinder and SAVI combines quality assurance validation and benchmarking data for facility services and custodial managers in a single platform. This enables easy tracking, improvement, training, and reporting on facility maintenance and cleaning, streamlining operations and improving effectiveness.

THE SOLUTION

Gain cleaning validation by gathering data to assess, analyze, act and assure.

Outline facility goals.

- The Optisolve team met with Clackamas College's custodial manager, Kelly Montgomery, to review their current SOPs and facility cleaning goals.
- Kelly's goal was to gain actual visibility into the effectiveness of the facilities cleaning process, where other methodologies such as visual inspection, ATP testing and Black light inspections fell short of accomplishing.
- With Optisolve, Kelly wanted to be able to not only digitally track the effectiveness of their cleaning program with quantifiable scores, identify areas in need of improvement, and implement appropriate training for continuous improvement, but he wanted a tool that provided photographic proof of the level of clean within the facility.

Digitize current cleaning SOP's.

- The Optisolve team worked with CCC to digitize their current SOPs into the SAVI system.
- Once set up, Kelly was able to establish a baseline of the facilities level of clean by implementing weekly assessments where data is recorded, analyzed and the appropriate corrective action was taken.

Utilizing surface imaging.

- With the help of Pathfinder, Kelly successfully identified both high-touch surfaces that were frequently contaminated and those that were being adequately cleaned. This enabled Kelly to adjust the frequency of cleaning and redirect efforts where necessary. For instance, while table and desk tops were regularly disinfected, the frequently-touched edges were often overlooked and presented high levels of contamination.
- Even on surfaces with low contamination levels, Pathfinder pinpointed specific areas that were being missed by cleaners, enabling them to focus on continuous improvement.
- Pathfinder also allowed Kelly to validate the effectiveness of current cleaning products and procedures.

CLACKAMAS COMMUNITY COLLEGE

Industry:

Post Secondary Education

Location:

Oregon City, OR, United States

Facility Size:

27 buildings. 750,000 sq ft cleanable surfaces.

Number of Employees:

17 full time custodians.

Goals and challenges:

Visual evidence of cleaning results and quality assurance benchmarking that is easy to use and is indisputable.

Optisolve Products:

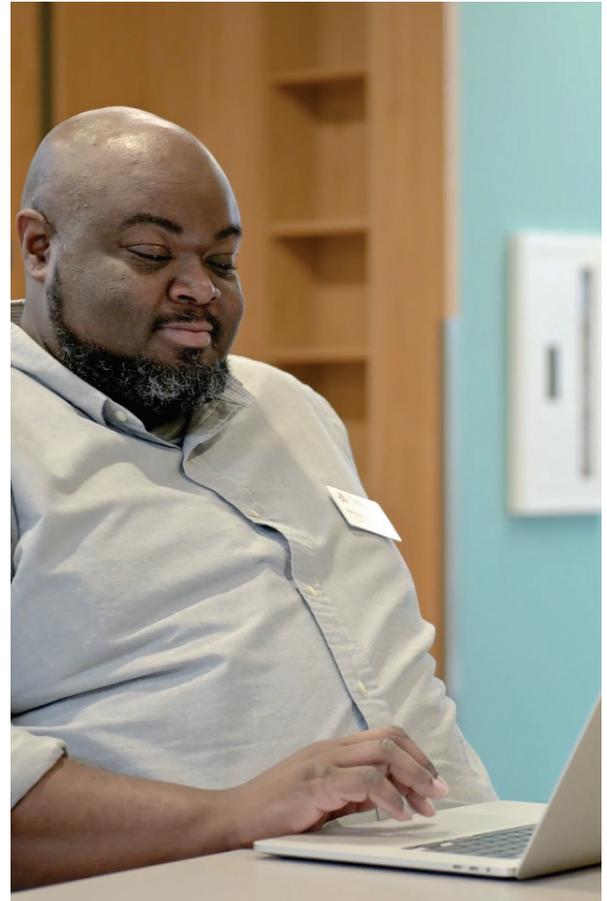
Pathfinder™™ Surface Imaging and SAVI® Quality Management Software.



Clackamas
Community College

Use insights to help staff improve.

- Using a combination of SAVI and Pathfinder, Kelly was able to better train new staff and limit the time retraining current staff by presenting them the Pathfinder images and reports showing the level of cleaning across different areas in each location.
- Highly configurable reports produced easy-to-understand graphic data from SAVI, alongside images and data created by quantifying contamination in Pathfinder images.
- Over the course of a year, CCC janitorial staff became more productive and began to improve their cleaning practices by leveraging data from SAVI and by the powerful images that Pathfinder generated.
- Not only did SAVI and Pathfinder provide inspectors and supervisors with an objective validation tool that generated evidence based reliable data compared to other alternatives that produced less effective feedback such as numbers or subjective pass/fail measurements. They also removed the need for manually tracking and recording assessments using paper checklists and spreadsheets.



RESULTS SNAPSHOT

Cleaning insight like you've never seen before.

“ I love the Pathfinder™ tool because it allows us to take photos of the surface, we get to see that not only is the surface visually clean, but it is actually clean underneath. We get to make sure that there is no bacteria left behind. ”

30%

Savings in efficiency and productivity by implementing Optisolve's Precision cleaning technology.

25%

Up to 7 hours a week in labor were acquired back when switching to digitized cleaning audits.

33%

Improvement in training and reclaim up to 33% of time used to retrain cleaning staff with precision cleaning methods.

THE RESULTS

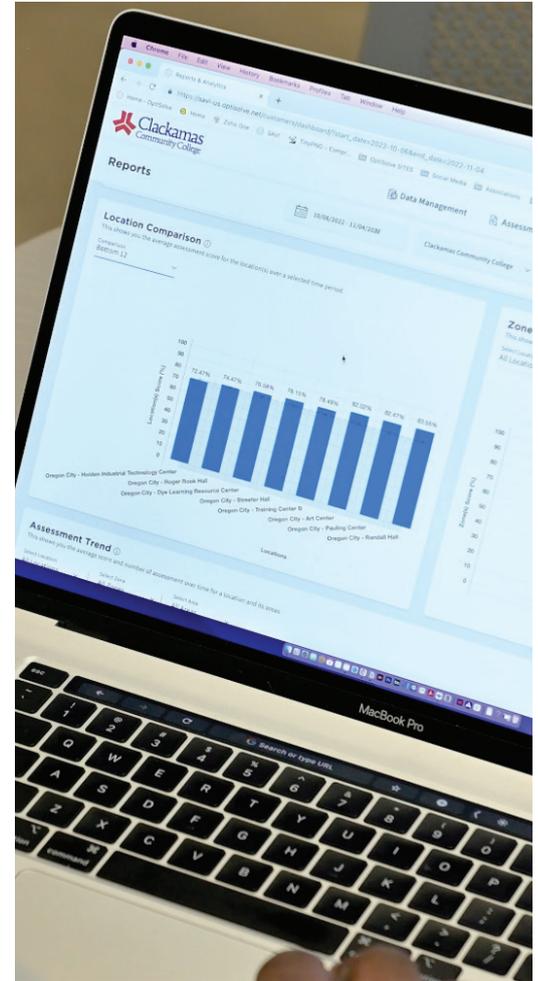
Savings from time and productivity improvements.

Savings in janitorial staff labor

- Average facility of 750,000 of cleanable square footage costs approximately \$690,000 a year to clean.
- Using Optisolve's precision cleaning approach it costs approximately \$520,000 a year to clean.
- Resulting in an annual savings of approximately \$170,000.

Efficiency and productivity improvements

- 750,000 of cleanable square footage requires roughly 160 man hours to clean.
- When using Optisolve's precision cleaning approach it takes roughly 120 man hours or paid labor hours to clean.
- With the use of Pathfinder™ Kelly and his staff at CCC were able to determine that out of 100 surfaces cleaned only 60 were required to be cleaned frequently throughout the day, allowing them to focus their attention on cleaning the high risk surfaces more effectively.

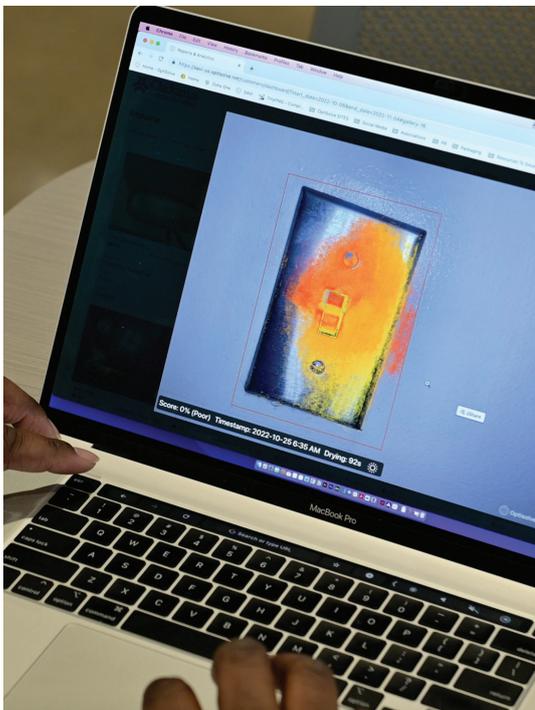


Optimize manpower resources more effectively.

- Prior to implementing Optisolve SAVI® Kelly was spending anywhere from 10 and 15 hours each week on inspections, data entry, and report creation.
- Since using Pathfinder™ Kelly now spends approximately 5-6 hours a week performing surface image testing and general assessments/ audits. SAVI® automatically collects this data and creates reports and dashboards for Kelly to easily export. Allowing him to regain anywhere from 5-10 hours a week.

Increase operational efficiency and improve training.

- Pathfinders ability to provide visual proof of cleaning deficiencies has allowed Kelly to save approximately 8 hours a week per employee in re-training.
- Optisolve's precision cleaning methods remove the guesswork allowing staff to focus on areas that need to be cleaned instead of areas that don't need to be or need to be cleaned less frequently.

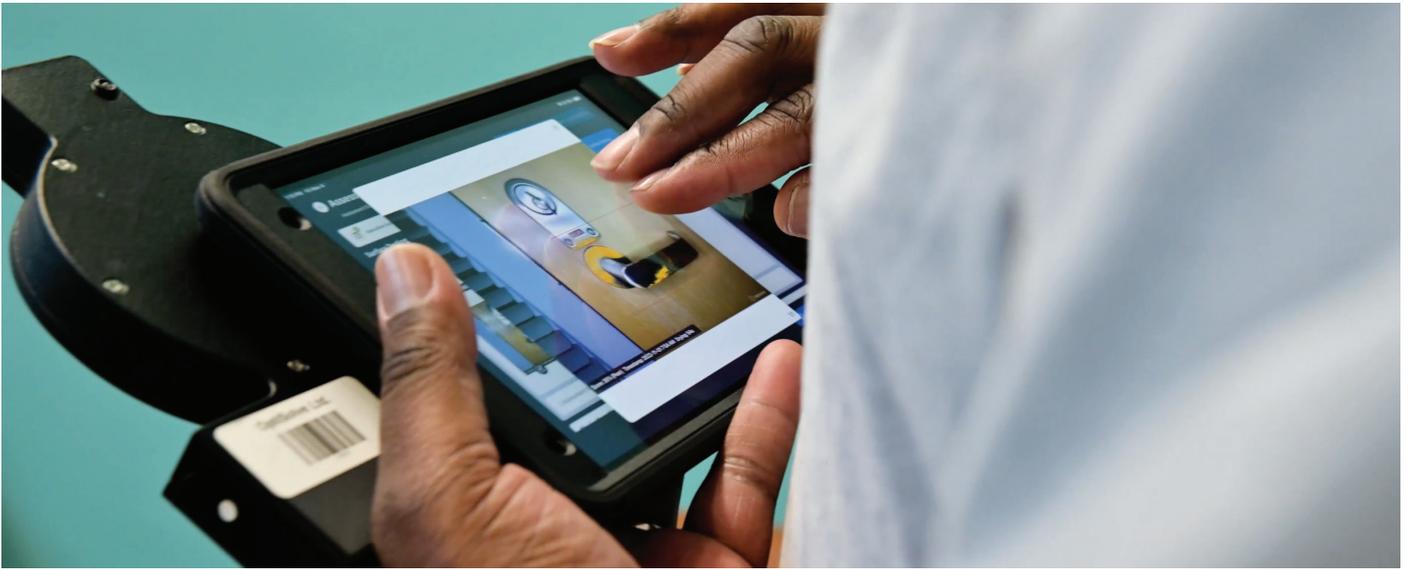


Data Driven Savings.

Contact Optisolve today to see how you can improve your facility.

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CONCLUSION

Increased confidence in your facility, team, and bottom lines with Optisolve.

In conclusion, Clackamas Community College's innovative approach of utilizing technology and data-driven tools to implement a highly efficient cleaning validation program based on objective and visual evidence-based methodology has proven to be a remarkable success.

With the help of Optisolve, Kelly was able to fulfill his quest for:

- A visual tool that could **"see clean"**
- A system that provided insightful and qualitative data into the effectiveness of the facilities' cleaning process
- Identify areas in need of improvement and be able to better communicate the results to be used for feedback for continuous improvement
- A system that increased the productivity of cleaning staff

All of this was achieved while remaining within their budgets, resulting in a significant win for both parties involved.

"With Optisolve, I am finally capturing the data that I desire, and it is indisputable. An under performing employee can debate numbers, or they can argue that a space appears clean, but they cannot argue with the visual evidence provided by Pathfinder surface imaging". Kelly Montgomery



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