

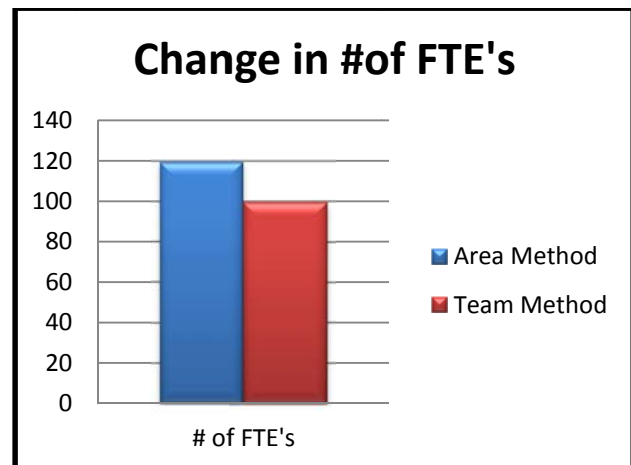
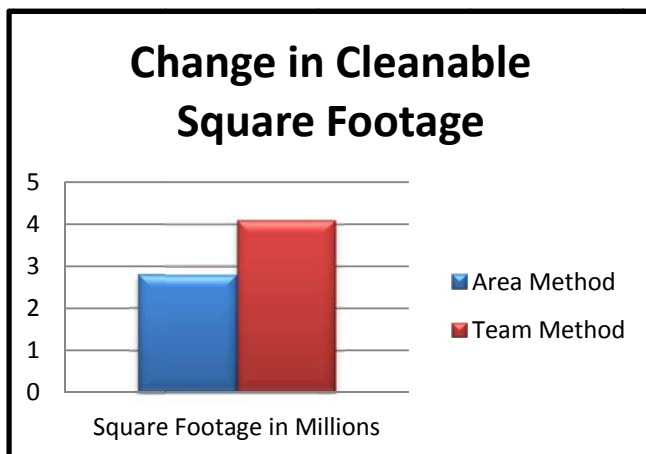
# Area vs. Team Cleaning Method

## Doing More Work with Less People

Our mission at Western Michigan University, Building Custodial and Support Services is 'to provide a clean and safe environment for students, faculty, staff and visitors while maintaining facilities at the highest standard possible with the resources allotted.' Our emphasis is on the students and making sure that the facilities are cleaned in the best ways possible.

For many years WMU cleaned using a method called area cleaning. This method consisted of each employee being assigned an area and maintaining that area.

During the era of Area Cleaning (pre – 2004), BC&SS had 119.5 custodians to clean 2.8 million cleanable square foot on campus. Over the years we have added square footage and reduced staffing through several budget reductions. Today there are 99.5 custodians to clean general fund buildings and there is over 4.1 million cleanable square footage. This means that we have 20 less people to clean an additional 1.3 million cleanable square footage. In order to be able to do more work with less people, WMU studied different cleaning approaches including area cleaning, task based cleaning, and team cleaning. BC&SS selected team cleaning and tested it on one of our buildings. It is now the preferred method and used across campus.



With the new team concept came many changes. After careful study and consideration, BC&SS changed from the standard area per person method to the concept of team cleaning. The implementation of a team based paradigm allows for the most cost efficient and effective use of personnel. For example, two people can clean a restroom in less time and more thoroughly using a Kaizen (no-touch cleaning system) than they could working together using the area method of restroom cleaning.

The actions we have taken over the years are based on the demand for more efficient methods of doing the tasks at hand. We will continue to make efforts toward improving the quality of our services and making sure WMU is represented in the best way possible. We appreciate your patience and support.