

IMPROVE PRODUCTIVITY

while

CLEANING FOR HEALTH[®]

Team Cleaning Seminars

Flexible Package
Options to Meet
ANY Budget

CONCEPTS4
CLEANING CONSULTANTS

In partnership with
ProTeam
Cleaning for Health[®] Since 1987



EXPECTED RESULTS FOR ATTENDEES

- Comprehensive understanding of the Team Cleaning System
- Respond to budget constraints quickly
- Determine staffing levels
- Manage & lead change
- Understand the planning requirements for effective system implementation
- Create & modify job assignment cards
- Set quadrants for efficient work flow, and detail cleaning schedule
- Learn & understand more about the science of cleaning
- Ideas on how to create training manuals

DON'T MISS THE OPPORTUNITY TO IMPROVE YOUR PRODUCTIVITY!

REGISTER TODAY AT
Toll Free 888.494.3687
www.teamcleaning.com

Since 1991,
we have trained over
4600 attendees from
corporations, school
systems, organizations
and colleges.



OVERVIEW

A large portion of the cleaning industry remains behind the curve in workmanship, professionalism, management and under performing systems. The Team Cleaning® 2009 seminar content addresses the parts of the industry that are keeping pace with change and improvement. This includes: self-operated facilities, service contractors and the supply side.

WHO SHOULD ATTEND?

- Custodial Supervisors
- Environmental Service Directors
- Sales Executives
- Facility Managers
- Operations Managers
- Owners & CEOs

THE BUILDING BLOCKS OF A SUSTAINABLE HEALTHY INDOOR ENVIRONMENT

| STANDARD | CONCEPT | PROCESS | IMPROVEMENT |
|----------------------|----------------|---------------|--------------------|
| 1 | 2 | 3 | 4 |
| CLEANING FOR HEALTH® | CLEANING GREEN | TEAM CLEANING | QUALITY MONITORING |

Consultant, trainer, corporate executive, businessman and entrepreneur, Jim Harris, Sr. has managed a productive and successful career in the cleaning industry for over 35 years. Jim provides education, training, consultation and system implementation to numerous industries, including education, health care, corporate and building service contractors.

Jim's accomplishments include:

- Formed Concepts4, an international consulting group specializing in Team Cleaning and high performance management systems
- Founded Janitronics, a large well-diversified property service firm
- Served as Director, Officer and President of the Building Service Contractors Association International (BSCAI)
- Co-founded The Maids International with 247 locations nationally and internationally
- Co-founder and Chairman of Cleaning Industry Research Institute (CIRI)

SPEAKER



"I have spoken to, taught and worked with over 3,400 organizations over the past 14 years about the application of the Team Cleaning System into their operation. I, as many others, have come to the conclusion that this is the best cleaning system to absorb the most stringent demands for High Performance Cleaning requirements that face our industry today."

SEMINAR LEADER
Jim Harris, Sr.
CEO, Concepts4
Albany, NY



FOCUS

*Attendees will work with actual floor plans for both days.
Attendees will have a complete set-up of a facility, including task schedule and job cards for all specialists.*

Seminar Main Focus Points

High Performance Cleaning Utilizing:

- Team Specialists
- Systems Thinking
- Cleaning for Health First, Then Appearance
- Leadership & Management Tools & Resources
- Understanding Team Dynamics & Coaching

DAY ONE TOPICS

- **The Science of Cleaning**
 - Bringing science to cleaning
- **Critical Industry Trends**
 - Green movement, Green Seal, ISSA, CIRI
 - Ineffective quality management
- **The Green Impact**
 - Money. Indoors. People. Earth: the impact of the cleaning industry
- **Systems Thinking**
 - Systems are the starting place and required in order to make significant, lasting improvements to a cleaning operation
- **Change the role of Management**
 - Improve process as a culture
 - Inspect what you expect
 - Building a foundation for change – the cost of poor quality
- **Creating Efficient Workflow**
 - Creating and maintaining standards
 - Make it easier for people to do their jobs
 - Assure safe operations
 - Improve ability to identify problem causes
- **Introduction to Team Cleaning**
 - Overview of system and its components
- **The Specialists**
 - Learn about the Light Duty, Vacuum, Rest Room and Utility Specialists
- **The Quadrant Concept for Scheduling**
 - Introduce systematic process to complete daily, weekly, and project tasks
- **Job Card Design**
 - Job cards play a key role in training, managing and measurement of the system and is a key element of maintaining consistent productivity

Objectives

- Increase Productivity Through System Integrity
- Raise Awareness of the Importance of Indoor Environmental Quality (IEQ)
- Organize for Operational Efficiency
- Improve Management Competency
- Lead Change

DAY TWO TOPICS

- **Production Rate Analysis**
 - Analyze the productivity of routine and detail cleaning
 - Learn how to calculate your production rate
- **Space Analysis (exercise)**
 - Review methods to determine cleanable square footage
- **Cleaning Task Design (exercise)**
 - Learn how to assign task driven cleaning work by duty specialists
- **Current Operations Audit (exercise)**
 - What are you doing now and what is it costing you?
- **Job Card Design (exercise)**
 - Create job cards, detailing specific tasks and timelines
- **Quadrant Design (exercise)**
 - Learn to use the Quadrant Method to schedule daily, weekly and project tasks
- **Planning for Implementation**
 - Critical to the ultimate success of the overall program
 - Transition Team
 - Time Line
- **Quality Monitoring Processes**
 - Collect data and learn to analyze for quality assurance, productivity management and customer service
- **Responding to a Down Economy**
 - Frequency modifications
 - Effective communication with customer relations
 - Finding ways to reduce costs

“Achieve a healthy, sustainable indoor environment through the application of cleaning science research, leadership and system cleaning.”

— Jim Harris, Concepts4

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Team Cleaning Seminars

WHERE & WHEN

LAS VEGAS, NV
JULY 22-23

TREASURE ISLAND, TI
3300 Las Vegas Blvd.
Las Vegas, NV 89109

CHICAGO, IL
AUG. 20-21

HYATT REGENCY O'HARE
9300 W. Bryn Mawr Ave.
Rosemont, IL 60018

All attendees receive a FREE 3 month membership to TeamCleaning.com. Enjoy instant access to the latest, state of the art industry information on High Performance Green Cleaning Utilizing Team Specialists.

For more information go to: TeamCleaning.com

REGISTRATION

SEMINAR HOURS
REGISTRATION 8:00 AM
CLASS 8:30 - 5:00 PM

Credit Card, PayPal
or Checks Accepted

HURRY!

RESERVE YOUR SPOT TODAY!

Only 40 spots available per seminar

INTERNET

www.teamcleaning.com
(Go to 2009 Executive Seminar
Dates Announced)

PHONE

Toll Free 888.494.3687

PACKAGE SPECIAL

Standard – Includes Standard offering plus a *TWO* night stay at the participating hotel!
Standard – Includes One Team Cleaning Seminar Registration, deluxe breakfast and lunch for two days.

*Must be 30 days prior to seminar

**For each additional registrant from same organization

| | <u>Regular Seminar</u> | <u>Early Bird Registration*</u> | <u>Multiple Discount**</u> |
|----------|------------------------|---------------------------------|----------------------------|
| | \$799 | \$699 | \$599 |
| Standard | \$699 | \$599 | \$499 |

ADDITIONAL SPONSORS

