

What if we did...

Finally, my team has all the information it needs to make the right decisions.

CCAP has the know-how to answer the tough questions

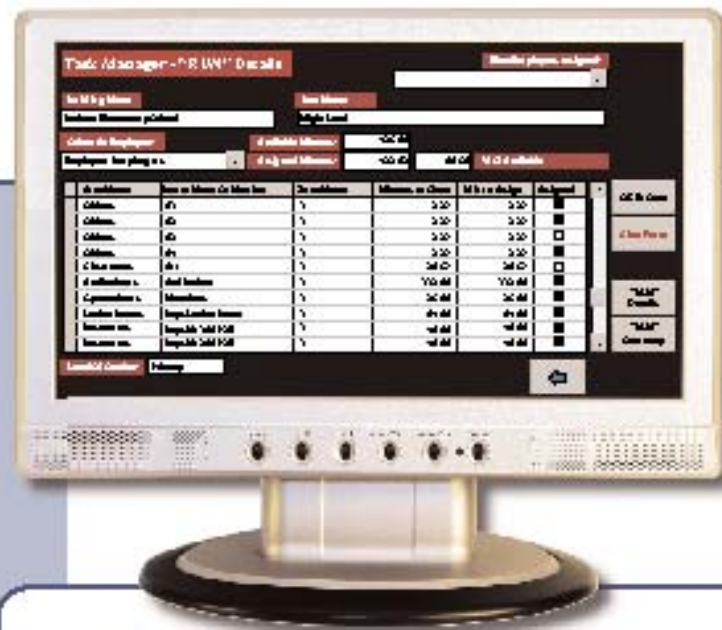
- Assign And Balance Workloads
- Evaluate Mechanization Options
- Generate Critical Reports
- Implement Standardized Training And Certification
- Monitor And Assess Quality

Industry Leading Experience

CCAP has continuously evolved over the last decade to provide facility managers with all the information they need to make the right decisions. At its core, is the most extensive database of cleaning procedures and cleaning times in the industry. The extensive CCAP database has been built on experience, extensive time studies, and industry association standards. As the millions of square feet being managed with the assistance of CCAP continues to grow, the core database grows and improves, insuring the most accurate data available to improve decision making.

How many people should it take to clean our facility?
Assign And Balance Workloads With CCAP Task Manager

- All facility areas that need to be cleaned are listed.
- The cleaning tasks selected for a specific room are compiled by the database and the "minutes to clean" are calculated.
- Assign workloads to staff at the touch of a button.
- View assigned minutes versus available minutes and balance accordingly.
- Quickly create contingency plans when staffing shortages arise.



How are we doing versus plan?
CCAP CQI Enables Managers To Monitor And Assess Quality

- PDA-based quality management tool.
- Managers conduct "tap and click" walkthroughs.
- Data is measured against established base-lines and improvement targets.
- Rooms, buildings, and or staff can be measured.
- Recognize staff for their accomplishments.



"CCAP has raised the bar for performance and service excellence. Over the last several years, our program has been recognized by city, state and national agencies for its excellence in environmental services."

*Gary Erikson, Chief, EMS
Veterans Affairs Medical Center, Jackson, MS*

Organizations choose CCAP® to take control of their cleaning costs.

How much product and labor should we use?
Generate Reports To Enhance Decision Making

How can we improve productivity?

Quickly Evaluate Mechanization Options That Improve Productivity

- Mechanization options save time, and can improve productivity rates by 18 to 21 percent.
- The objective data provided by CCAP helps facility managers decide what processes should be mechanized.
- Facility managers use CCAP to implement:
 - Autoscrubbing Procedures
 - Backpack Vacuuming
 - Touch-free Restroom Cleaning Processes



- Building data by sq. ft. and floor type.
- Product estimates
- Equipment lists
- Number of FTE's required to clean the facility.
- Sq. ft. cleaned per FTE.
- Total cost per sq. ft. and more.

"CCAP helped our campus custodial operations realize cost reductions of 15.26% in the first year!"

*John Eaddy, Assistant Director
San Diego State University*

How can we train and retain our employees?

Implement Standardized Training And Certification Programs

- Color-coded, step-by-step job cards with full-color pictures guide staff members through their tasks.
- The CCAP Plus Training Library is designed to increase cleaning knowledge and build skill sets.
- The CCAP Custodial Handbook is an excellent source of written job descriptions for Human Resource Directors.



"One of the biggest values CCAP brings to our 103 sites, is providing readily available, standardized information. CCAP helps us make smarter business decisions."

*Reginald McClendon
Buildings and Grounds Manager
Tucson Unified School District*

Take The Steps To
CCAP Success ▶

CCAP Implementation

1. Top-down Organizational Support

Managing change requires support throughout an organization. The actual implementation of CCAP assists in managing change. The CCAP process can help clarify roles and open lines of communication.

2. Assess Current Cleaning Program

Collect facility data creating base-line

- Current staffing levels
- Equipment and supplies inventory
- Square footage, surfaces, and fixtures

3. Set Targets For Improvement

Once the base-line data is collected, CCAP is used to optimize the cleaning program and set targets for improvement.

4. Implement, Train And Certify

Programs, processes and procedures are aligned with improvement targets and are implemented. Staff is trained and certified on enhanced, performance cleaning processes.

5. Continuous Assessment And Ongoing Quality Improvement

Manage with objective, quantifiable data on quality levels. Measure against base-line and improvement targets. Take corrective action to stay on target.

Contact your Hillyard Representative for more information!

Automate The Data Collection Process

CCAP AMP - Automated Measuring Program

- makes data collection fast and accurate using a laser measuring device and proprietary PDA-based data collection software.

Data is effortlessly transferred into the CCAP program where a facility manager can start using the information to enhance decision making.



Use The CCAP Management Suite

The Management Suite provides tools for facility managers to make the right decisions.

- CCAP Report Generator
- CCAP Task Manager
- CCAP CQI
Continuous Quality Improvement

The CCAP Management Suite is fully integrated. Data is accessed from the central database that was populated during the CCAP process. Decision making is a whole lot easier!

