

HILLYARD Case Study

Tucson Unified School District

- Reduced total cost to clean by 30%
- Improved overall cleaning quality



Vital Statistics

- Buildings: 111
- Cleanable Square Footage: 7.7 million
- Total Cleaning Budget: \$8.9 million
- Custodial Employees: 333
- Approx. Enrollment: 61,500

Focus on product cost led to frequent product changes and multiple vendors resulting in higher total cost.

- ▶ Multiple Vendors and Frequent Product Changes
- ▶ No Cleaning Program Standardization or Vendor Support
- ▶ Complicated, Ineffective Training
- ▶ Cleaning Quality Suffered
- ▶ Higher Total Cost

The Issues...

Hillyard standardized cleaning processes.

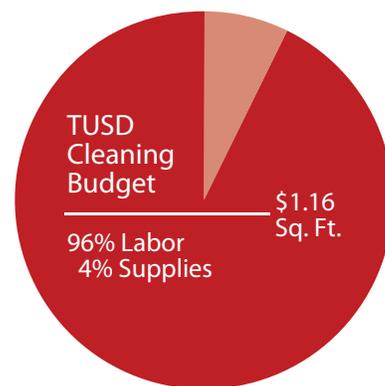
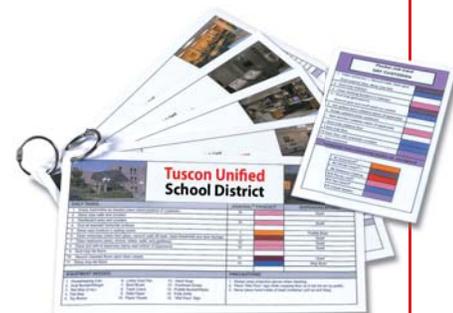
- Simplified cleaning processes were outlined on job cards.
- Custodians were trained on the new processes.

Hillyard standardized and simplified product offering.

- A dilution control system was implemented for effective chemical management.
- Facility audits revealed where product redundancies could be eliminated.

Hillyard and Tucson Unified have a long-term outlook for success.

- Tucson Unified specified value-added services in a 5-year RFP.
- Hillyard is in the second consecutive 5-year term of delivering value.
- Together, Hillyard and Tucson Unified have initiated the "Schools of the Year" award, recognizing district schools and custodial staffs for meeting or exceeding specified levels of cleanliness.
- A long-term alliance enables Hillyard Consultants to continuously provide valuable services like troubleshooting cleaning challenges, ongoing training, and demonstrating new and innovative cleaning processes.
- Hillyard developed a site specific delivery program enabling Tucson Unified to eliminate central warehousing of custodial supplies, saving the associated costs of procuring, storing and distributing products.



"One of the biggest values Hillyard CCAP brings to our 111 sites is providing readily available, standardized information. CCAP helps us make smarter business decisions."

Reginald McClendon
Buildings and Grounds Manager
Tucson Unified School District

Hillyard CCAP® provided the tools to make the right decisions.

CCAP is the industry-leading cleaning cost analysis and custodial management program. CCAP provides facilities managers with the information they need to manage their cleaning program. CCAP helps identify and balance workloads, monitor and assess quality, generate critical reports, evaluate new cleaning processes and implement standardized cleaning processes.