

Custodial Services Management Assessment Action Plan

Revised: April 25, 2017

Step	Person(s) Responsible	Start Date	End Date	HCT/Recommendation	Comments
Goal: Transform into a high-performing professional cleaning organization.	Custodial Leadership & LD Supply			F1	Utilize APPA Thought Leaders Guide Remaking The Facilities Organization
Step 1					
Hire 4 vacant Custodial Leads	Custodial Manager & FS HR	5/1/2017	5/31/2017	F1	Waivers Approved for 3 positions
Hire 9 vacant Custodial Workers	Custodial Manager & FS HR	5/1/2017	5/31/2017	F1	Waivers Approved for 3 positions
Relocate Custodial Teams onto the main campus	Custodial Leadership	5/1/2017	5/31/2017	F1	Space Management assisting
Re-establish work loading, number of FTE's in buildings, staff assignments, balance	Custodial Manager	5/1/2017	5/31/2017	F1	
cleanable square footage in zones	Custodial Manager	5/1/2017	5/31/2017	F1	
Validate CleanOpsStaff-3ed useable square foot data set	Custodial Supervisors	5/1/2017	10/31/2017	F10, F12	FSA assisting
Procure Equipment for carpet care, hard floor care, restroom & locker room care	Custodial Leadership & LD Supply	5/1/2017	5/31/2017	F6	Utilize the FY 17 Surplus Equipment
Procure iPads for conducting audits/inspections	Custodial Manager	5/1/2017	5/31/2017	F5	
Step 2					
Develop Supervisor & Leads Skills Training & Professional Development Program	Custodial Leadership & LD Supply	6/1/2017	6/30/2017	F2, F5, F7	
Document Program	Custodial Leadership & LD Supply	6/1/2017	6/30/2017	F2, F5, F7	
Procure training materials	Custodial Leadership & LD Supply	6/1/2017	6/30/2017	F2, F5, F7	
Schedule the training	Custodial Leadership & LD Supply	8/21/2017	8/31/2017	F2, F5, F7	
Conduct training	Custodial Leadership & LD Supply	8/21/2017	8/31/2017	F2, F5, F7	
Issue Certificates of completion	Custodial Leadership & LD Supply	8/21/2017	8/31/2017	F2, F5, F7	
Step 3					
Develop Custodial Worker & New Employee Skills Training Program	Custodial Leadership & LD Supply	7/1/2017	7/31/2017	F2, F5, F7	
Document Program	Custodial Leadership & LD Supply	7/1/2017	7/31/2017	F2, F5, F7	
Procure training materials	Custodial Leadership & LD Supply	7/1/2017	7/31/2017	F2, F5, F7	
Schedule the training	Custodial Leadership & LD Supply	9/11/2017	9/22/2017	F2, F5, F7	
Conduct training	Custodial Leadership & LD Supply	9/11/2017	9/22/2017	F2, F5, F7	
Issue Certificates of completion	Custodial Leadership & LD Supply	9/11/2017	9/22/2017	F2, F5, F7	
Step 4					
Develop an Equipment Training Program	Custodial Leadership & LD Supply	8/1/2017	8/31/2017	F6	
Conduct Training/issue certificate of training	Custodial Leadership & LD Supply	8/1/2017	8/31/2017	F6	
Conduct a cleaning equipment needs analysis for all buildings	Custodial Supervisors	8/1/2017	8/31/2017	F6	

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Develop an Equipment Replacement Program based on expected service life	Custodial Leadership & LD Supply	8/1/2017	8/31/2017	F6	
Develop Equipment Procurement Program for new FY	Custodial Leadership & LD Supply	8/1/2017	8/31/2017	F6	
Step 5					
Develop a formal Quality Assurance Program/Audits & Inspections	Custodial Leadership & LD Supply	9/1/2017	9/30/2017	F11	
Supervisors establish monthly building walkthroughs with building monitors	Custodial Supervisors	9/1/2017	9/30/2017	F13	
Conduct Quarterly Building Monitor Sessions	Custodial Leadership	9/1/2017	9/30/2017	F13	
Improve website/ensure it has web pages dedicated exclusively to custodial services	Custodial Manager	9/1/2017	9/30/2017	F13	Assistance from Olga & FSA
Develop a hard floor & carpet maintenance program that is building specific	Custodial Supervisors & LD Supply	9/1/2017	9/30/2017	F8	
Establish "Closet & Cart Stand-Down Days"	Custodial Supervisors	9/1/2017	9/30/2017	F9	
Determine who will be the in-house trainer for cleaning skills training	Custodial Leadership & LD Supply	9/1/2017	9/30/2017	F4	
Development of a custodial employee recognition program	Custodial Leadership & LD Supply	9/1/2017	9/30/2017	F4	