

USH Support Services

Quality Policy

Mission

Our mission is to serve students by providing cleaning standards and operational procedures to insure we maintain health and safety for all who enter our facilities.

Vision

It is our goal to reduce potential hazards for our students, staff and guests. By introducing Green Cleaning we feel we can improve air quality, remove contaminants and provide a safe and healthy environment that will promote student success.

I. Organization

a. A- Staffing /Hours Worked

The unit manager of Support Services for Texas Tech University Student Housing is responsible for housekeeping of 18 residence halls. Four supervisors that manage 4-5 residence halls each. Staffing is done according to building size but every supervisor has approximately 15-20 staff members they supervise. Every staff member puts in 40 hours a week, Monday through Friday from 7:30 am - 4:30 pm. Every staff member is required to work a rotating four hour weekend shift, Saturday and Sunday, during the school year to check and restock restroom supplies, cleaning any spills or areas of concern. All staff members are on-call and they are expected to report to any emergency situations at any given time.

II. Quality Assurance

a. Standard Operating Procedures –

General Cleaning

All surfaces below 8 feet are cleaned on a daily basis. Restrooms and other public places are cleaned daily.

- Custodians are taught what to use on different surfaces
- Green sponges and microfiber clothes are used to clean areas daily
- Dirty clothes are placed in a designated bin to be laundered
- General purpose cleaner is used for most surfaces
- Kaivac cleaning system is used for restroom cleaning

Dust Mopping

Dust Mopping of all floors is completed on a daily basis.

- A microfiber dust mop is used to dust all floors
- All lobby areas are to be swept and mopped – cleaned of any debris and dirt

Vacuuming

Vacuuming is performed on a daily basis. Vacuum cleaners and sweepers are approved by the Carpet and Rug Institute.

- Vacuum walk off mats
- Hallways must be vacuumed wall to wall
- All carpeted areas in facilities must be vacuumed

Resilient Tile Floors

Hard surfaced floors are mopped on a daily basis. Once a year, the hard surface floors are machine scrubbed and recoated. Stripping and waxing of hard surfaced floors occurs every two to three years using a non-certified finish remover. We are currently testing the Crystal Shield stone surface polishing system and when we reach satisfied results will remove the non-certified strippers from our inventory. Each area is to complete the Floor Care Log upon completion of any hard surface floor work.

Carpet Care

Host sustainable powered carpet cleaning equipment, certified by the Carpet and Rug Institute (CRI,) is used to clean the carpet as spills and stains occur in some buildings. The machines used have advanced ergonomic features, use less water, and use fewer chemicals. Additional carpet cleaning is done to address the needs of high traffic areas. Spots/spills are pre-treated prior to cleaning with a general purpose cleaner, which removes most stains. Each area is to complete the Floor Care Log upon completion of any carpet cleaning.

Entryway systems

Entry mats and walk off tiles are being used to reduce the amount of debris left on interior floors, therefore reducing the amount of labor and product needed to clean the floors. These mats are “green”, in that the top is made from 100% recycled plastic drink bottles and the backing is made from 15% post-consumer recycled, reclaimed tires. We will provide walk off matting at least 10 feet long at all main entrances. Mats are cleaned daily.

b. Quality Control

Our custodial supervisors conduct weekly individual staff inspections based on Association of Physical Plant Administrators (APPA) standards. Our expectation is to maintain a level 2 based on APPA standards. The supervisor takes the employee through inspection areas, discusses discrepancies seen, and signs off on the written inspection. This allows the employee and supervisor to agree and provide evidence that they both have seen what is

put on the inspection sheet. The custodial supervisors then record the inspections in a computer program. This inspection computer program allows for the supervisors and the Unit Manager of Support Services to access and assess each employee's cleanliness over an entire year. A corrective plan is used for any custodians who fall below the APPA standard that is set.

III Training

Upon hire all staff will be trained in the following areas: Trash removal, chemical safety, vacuum training, lobby/lounge cleaning, restroom and shower cleaning and Health and Safety. The employee and supervisor will sign off on all training sheets after the initial training is complete and employee passes by USH standards.

IV Green Cleaning

Our goal is to reduce potential hazards for our students and staff. By introducing Green Cleaning we feel we can improve the air quality, remove contaminants and provide a safe and healthy environment that will promote student success.

V Continuous Improvement

It is our commitment to continually strive for improvement. Our team is customer focused and attempts to deliver the highest quality service. We constantly search for the most efficient, sustainable and ergonomic processes to perform our tasks, always keeping health and safety as a number one priority.