

Custodial Services

Insource Outsource Decisions

Hillyard Can Help



# Insource Outsource Decisions?

## *Hillyard is your Resource*

### Providing the Expertise and Tools to Help Make Informed Decisions

Insourcing or outsourcing custodial services is a strategic choice facing many decision makers today. It comes down to making the right decision - a decision that delivers clean, healthy, and safe buildings at the lowest possible cost. It's a tough decision that can be different, and can yield different results for every organization. We can help.

We provide the expertise, insight, and right tools that help school systems bring into focus critical elements like:

- Acceptable Cleaning Levels
- Appropriate Staffing Levels
- Adequate Equipment Resources
- Proper Product Consumption

We combine over 100 years of cleaning expertise and insight with a state-of-the-art, web-based, cleaning cost analysis program called CCAP® that helps keep your custodial services headed in the right direction - delivering clean, healthy, and safe buildings.

**CCAP**  <sup>®</sup>  
*Cleaning Cost Analysis*

Scan the QR code  
with your smart  
phone to view the  
CCAP Online video!

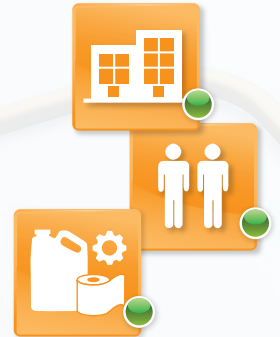


1

### Set the Benchmark

Knowing where custodial services is at today is a good first step to understanding how to improve it. We help determine:

- Accurate cleanable square feet
- Floor surface type and mix
- Fixture type and quantity
- Appropriate staffing levels
- Cleaning time per room
- Equipment usefulness
- Product usage



2

### Analyze & Optimize

After setting a benchmark, it's time to analyze and optimize your cleaning system. Hillyard can help by determining if:

- The most efficient and effective cleaning processes are being used
- The right product systems are being used to maximize return on investment?
- The cleaning processes, training, and products have been standardized to deliver optimum results



3

### Prepare & Compare Options

Once you know what the optimum cleaning system looks like for the budget dollars available, it's time to draft a request for proposal (RFP) and compare options. Hillyard can help draft a comprehensive RFP that not only enables your school system to evaluate contractors, but also helps you make an accurate "apples-to-apples" comparison to in-house services. At this stage, we can also help evaluate proposals and recommend contractors.



4

## Make The Decision

Armed with all the information, make the decision that's right for your school system.



5

## Head In The Right Direction

When a decision is made, either way, to insource or outsource - Hillyard can help keep your custodial services department headed in the right direction.

- New employee training
- Walk-thru evaluations
- Slip and fall accident prevention
- Safety assessment and training
- Troubleshooting
- Continuous cleaning improvement
- ROI Analysis



## We Help Manage Quality

Utilize our web-based inspection program to keep cleaning quality levels high.

## Take The Next Step...

We welcome the opportunity to have our facility maintenance experts meet with your team to discuss in greater detail how we can help!

Interested? Your local Hillyard Representative can arrange a meeting.

# Outsourcing...

## The Appeal

1. Lower Cost Proposition?
2. Focus on Core Competency?
3. Reduced Capital Needs?

## Insights

### Unique Facility Requirements

Buildings have unique and different cleaning challenges. Don't settle for a one-size-fits-all approach to determining labor productivity. Understand the rooms in your facility and the time it takes to clean them.



### Cleaning vs. Non-Cleaning Time

Custodians provide services that are not cleaning tasks, like setting up the gym for a band concert. Make sure non-cleaning custodial time is accounted for.



### Supplies & Equipment

Who provides the supplies and equipment? If flexibility is important, maintain control of the supplies and equipment. It keeps options open to move from outsourcing to insourcing without a huge capital investment.



### Project Work vs. Routine Cleaning

It takes more than vacuuming, spray and wipe and trash removal to keep a facility clean and healthy. Make sure to specify what is to be included. How is hard floor maintenance, gym floor care, carpet maintenance, and window cleaning handled? Make sure there's an "apples-to-apples" comparison.





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LIT-IN/OUTSOURCE-0513

Printed on recycled paper.  
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