

# SCIENTIFIC PAPER

## Cleaning with a concept

### How to increase efficiency and productivity

Cleaning processes often become a habit; processes are established although improvements would be possible. For example, does a hall which is only dusty have to be cleaned daily with the scrubber drier – or is once a week enough, and dust-trapping wiping in between? What type of dirt in general should be removed, and which method is most suitable? If facility managers optimise processes and equipment, then this advice is worth the money to the customer. In addition, cleaning for the staff is more productive and pleasant, which is reflected in a higher level of motivation and less fluctuation. From the playschool to production – examples from everyday cleaning work.

#### **40 per cent less costs, increased quality and ergonomics:**

##### **Changeover of office cleaning.**

Office buildings are generally thoroughly cleaned twice a week. Many staff are on the move and many machines are used, which possibly disturbs the operations of office employees. According to the motto "Keep clean instead of cleaning up", depending on the local conditions it may be sufficient to only clean visible surfaces every two days. There is hardly anything to do in empty offices. Dirt is vacuumed off the floor, fingerprints or stains are removed from glass surfaces and tables. Once a month, the cleaning team carries out a thorough cleaning.

The effects are impressive: Customer satisfaction is often higher with the results-driven work than with the performance-based variant. For a property size of approximately 13,000 m<sup>2</sup> the effort for office and hallway cleaning can also be reduced so that 40 per cent of the costs are dropped. The cleaning staff benefit from more ergonomic working conditions as large vacuum cleaners are not used for this type of cleaning, but lightweight battery-operated machines. The quality

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increases and resources are used much more efficiently.

## **Don't let the dirt in at all:**

### **From the playschool to the shopping centre.**

Small changes often have big effects and stop problems. Shopping centres, for example, often have to struggle with the fact that in autumn the ingress of dirt is very high. It is easy to put this right by stepping up the outdoor cleaning. If paths and entrances are cleaned on a daily basis dust-control mats are placed in doorways, the majority of the undesired dirt remains outside and the effort for interior cleaning is reduced considerably.

On the other hand, in playschools the floor coatings in the hallways are often exposed to great stress and damaged quickly. The reason: The sand from the sandpit makes its way inside on the children's shoes and the grains of sand are rubbed into the floor by the mop. The solution: A dust-control mat holds the dirt and regular removal of loose dirt keeps the hallways clean.

The floors are thoroughly cleaned once or twice a year and the coatings are restored. Firstly, the basic cleaning agent is distributed, which should be left to work for ten to fifteen minutes depending on the coating thickness, but not allowed to dry. Then the floor area is scrubbed with a machine, the edges are cleaned and the loosened dirt is vacuumed. After rinsing the surface of the floor covering the drying time of the cleaned areas must be observed with traditional cleaning agents, you can carry on working straight away with new products. The coating is applied to the floor – after 20 to 30 minutes it is possible to apply a second layer.

## **Score with the right equipment:**

### **In production.**

Large, heavily-furnished areas in production halls present cleaning teams with challenges – the classic scrubber drier cannot be used, but the cleaning requirement is still high.

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Double buckets are often used, which demand high discipline from the user. Cleaning agents and loosened dirt are separate and the water should be changed after five to six times of squeezing out the mop. This does not always happen in practice, especially if long distances have to be covered. This method is ineffective and does not achieve satisfactory results.

Small, manoeuvrable scrubber driers can often provide a remedy in such situations, as can preconditioned mops. They contain the right amount of water and chemicals. They can be transported in a box so that the unused mops remain wet. As soon as one is dirty, a new one is used – time-saving work and high quality are the results.

## **Customer request and cleaning staff:**

### **The key to success – through to the eco concept.**

To optimise cleaning processes, it always helps to take a look at things from the customer's viewpoint: What is expected, what is needed, and how can the desired result be best achieved? Is a scrubber drier or even dust-trapping wiping better – what is the best solution in the special customer situation? Cleaning staff are also excellent sources of information when it comes to identifying potential for improvements for a certain property. New methods can be gradually introduced following an analysis of the status quo.

The demand for ecological and sustainable concepts is increasing, from careful treatment of materials to chemical-, water- and energy-efficient solutions. If advice for the development of an adequate cleaning concept is given by manufacturers, who possess expertise on machines, manual equipment and cleaning agents, quality, efficiency, ergonomics and sustainability can be combined. In each case corresponding training of the staff is important.

## **Property under scrutiny:**

### **Checklist (box).**

If you don't ask, you can't lead – a well-known proverb. If there is a need for improvement in a property, this checklist helps you with the

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process optimisation:

- What must be cleaned, what materials are there on site?
- What cleaning quality is desired (visual/clinically clean, etc.)?
- How big/heavily furnished are the rooms?
- Are there specific problems in the cleaning?
- What are the travel times to storage rooms and water points?
- Are there floor conduits for draining the scrubber driers?
- Are there lifts/only stairs?

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*Changeover to demand-driven cleaning: According to the motto "Keep clean instead of cleaning up", depending on the local conditions it may be sufficient to only clean visible surfaces every two days.*



*The cleaning staff benefit from more ergonomic working conditions as large vacuum cleaners are not used for this type of cleaning, but lightweight battery-operated machines. The quality increases and resources are used much more efficiently.*

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*Don't let the dirt in at all: Consistent cleaning of outside areas reduces the amount of dirt carried into the building.*



*Manoeuvrable scrubber driers help on heavily-furnished areas and can be used more efficiently than very large ride-on machines.*