

## REDTalks – Health-Focused Cleaning (HFC)

HFC removes soil in three ways, proves performance in five ways, and meets 15 requirements:

### **Soil Removal: Three Ways**

1. Entry systems (e.g., mats) and management of access points (e.g., HVAC, windows) to prevent soil entering or circulating in the building.
2. Techniques that extract and do not spread soil.
3. Steps to optimize health by reducing microbial, chemical, pesticide, particle and other exposures.

### **Proof of Performance: Five Ways**

1. Visible, olfactory and other improvements, based on randomized surveys of persons who use the facility.
2. Less organic soil on surfaces after cleaning, assessed using a single ATP system (brand) at six randomly sampled 4"x4" areas in three designated cleaning zones immediately after cleaning; over a month's time in a daily cleaned facility.
3. Lower level of airborne particles, measured by settled dust in four high spots in the room (areas not dusted), over a month's time in a daily cleaned facility.
4. Reduced cleaning chemical spend over a month in a daily cleaned bldg.
5. Increased occupant or student attendance measured over a 6-month period in a daily cleaned facility.

### **15 Requirements**

1. Declare in writing constancy of purpose for better health through cleaning.
2. Request signatures of all workers showing adoption of the new philosophy.
3. Stop reliance on inspection to achieve quality.
4. Stop awarding business based on price alone, and sole source when possible to control costs.
5. Continually improve every process within a system\* to optimize service and production capability (not speed).
6. Practice on-the-job training including refresher courses and adopting innovation.
7. Drive leadership not supervision.
8. Banish fear.
9. Remove barriers between departments through a 360-degree system\*.
10. Get rid of slogans, cheerleading, and production targets.
11. End numerical quotas.
12. Remove barriers to job pride.
13. Stop rating or comparing workers.
14. Build a progressive education and self-improvement program for all.
15. Involve everyone to achieve the transformation.

(Requirements above based on the work of Dr. W. Edwards Deming\*)

\*Dr. W. Edwards Deming defined a system as a set of components that combine to achieve the aim of the system: that *everyone* gains, not some at the expense of others, improving quality, lowering long-term costs, and increasing market share.

