HILLYARD CCAP® - Quick Study

San Diego State University

- Reduced total cost to clean by 15%
- Improved overall cleaning quality

Vital Statistics

- Buildings : 45
- Cleanable Square Footage: 2.3 million
- Total Cleaning Budget: $2.3 million
- Approx. Enrollment: 32,500

How Did CCAP Help?

CCAP standardized cleaning processes.
- Simplified cleaning processes where outlined on job cards.
- Custodians were trained on the new processes.

CCAP identified cleaning processes that could be mechanized.
- 1% of total budget was invested in new productivity enhancing equipment.

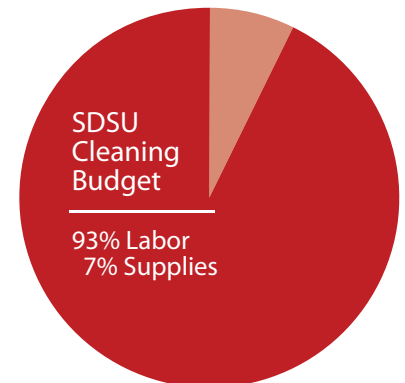### CCAP identified areas where cleaning frequencies could be changed.
- Improved cleaning quality and productivity gains led to areas that could be cleaned less frequently.

SDSU

Standardizing cleaning processes and mechanization led to a 6% reduction in labor cost and cleaner buildings throughout the campus. However, John Eaddy, Assistant Director of Physical Plant Operations didn't stop there. With the improvement in the quality of cleaning, John realized he could reduce the frequency of cleaning in many non-student areas. John used CCAP to quickly identify areas he could change the cleaning frequency from daily to weekly service. The result of the frequency change was an additional 9% reduction in labor costs.

Most of the equipment investment went into two high-gain mechanization areas; backpack vacuums and automatic floor scrubbers. For example, according to industry standards, a backpack vacuum with a 14" floor tool more than doubles the productivity rate of a 14" dual motor, upright vacuum.

SDSU Cleaning Budget

93% Labor
7% Supplies

The Numbers

	Labor Hours	Labor Cost	Product Cost	Total Cost
Before CCAP	177,000	$2,510,000	$190,000	$2,700,000
After CCAP	148,000	$2,100,000	$190,000	$2,290,000
Savings	29,000	$410,000	Unchanged	$410,000

Equipment Investment: $25,000

Hillyard CCAP is a vendor managed program that brings us tremendous value. The university did not have to budget for software or pay consultants. It's part of doing business with Hillyard.

John Eaddy
San Diego State University