

Delivering Answers To The Tough  
Custodial Management Questions



# Use CCAP To Get Answers To The Tough Custodial Management Questions

- How many people should it take to clean our facility?
- How much product should we be using?
- How can we improve productivity?
- How do we improve quality?
- How can we lower our cleaning costs?

## CCAP<sup>®</sup>

Analyze ■ Manage ■ Train

Hillyard's CCAP (*pronounced CAP*) is a web-based suite of custodial management tools that helps facility directors deliver results.



### Analyze

The analysis suite provides a robust set of tools that analyzes facility data, cleaning staff, supplies and equipment. The system establishes a baseline cleaning program and then optimizes it to deliver better cleaning results within budget. Savvy facility directors use the tools in the suite to improve productivity by performing "what-if" comparison analysis with CCAP's extensive database of industry standard cleaning times and procedures.



### Manage

The management suite contains three critical management tools to successfully operate a high-performing custodial department. Task Manger helps manage staff work loads. QC Manager is used to effectively monitor and measure cleaning quality. And, Report Generator helps managers quickly generate reports that communicate department effectiveness. Also use Report Generator to automatically create cleaning procedures and department manuals.



### Train

The training suite contains a wide-array of online training tools for front-line cleaning staff and supervisors. Comprehensive training on cleaning processes is designed to introduce and reinforce best practice cleaning techniques resulting in improved cleaning quality and greater productivity.

## CCAP the Cloud-based Custodial Management Solution

Access CCAP with an internet browser from work stations, mobile devices, tablets or laptops. CCAP Information is always available 24/7, secured with the latest encryption technology and backed up on our servers nightly. Enjoy updates and upgrades automatically without installing software.

View the CCAP video!

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





### Facility Data

Enter facility data at the building level. Capture square footage, flooring type, and fixtures. Automatically add fixtures based on room type. Easily add, copy, or change room level details.



### Cleaning Staff

Use the cleaning staff module to enter FTE's, wage information and critical non-cleaning time that staff is NOT available for cleaning tasks.



### Supplies & Equipment

Easily enter supplies and equipment that your custodial department uses so "what-if" analysis can be performed.

*One of the biggest values Hillyard CCAP brings to our 111 sites is providing readily available, standardized information. CCAP helps us make smarter business decisions."*

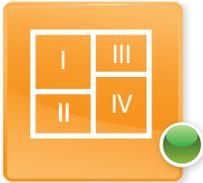
Reginald McClendon  
 Buildings and Grounds Manager  
 Tucson Unified School District



### Analyze & Optimize

After the data is entered, a baseline cleaning program is established. Optimize the baseline by analyzing the impact of productivity enhancers like automated equipment options, backpack vacuums and flat mop systems. See the impact of high capacity paper and soap systems. Analyze the impact of a new disposal system.





## Task Manager

Automate work loading.  
Assign and balance tasks.  
Build zone cleaning runs or  
team cleaning runs. Set up  
contingency tasking when  
short staff.



## QC Manager

Manage, monitor, and continuously improve cleaning  
quality. Utilize a smart phone, tablet, or laptop.  
Automatically create pass fail inspections from CCAP  
tasking and facility information.



## Report Generator

Generate reports that document cleaning results. Use  
reports to enhance decision making and provide insight  
into custodial department operations for executive level  
stakeholders. Automatically generate cleaning manuals  
and task lists.

Home > Select Account > Task Groups > Run Groups > Manage Run Group

Account: 214835 - WASHINGTON SCHOOL DIST  
Task Group: Cholla Middle Full Staff  
Run Group: Normal Day

Total Req'd.	Total	Total	Total	Total	Percent
To Clean	Break	Non-Cleaning	Available	Assigned	Utilized
2,520.34	160.00	370.00	1,870.00	656.82	35.12

**Manage Runs**  
[Back](#) [View Unassigned Rooms](#)

Click the check box to add tasks associated with the room to a staff member's schedule.

Cholla Middle School

Sort by: Room Name (Ascending)

1 Zone

Building Manager Cholla Middle

Minutes	Assigned	Available	Break	Non-Cleaning	% Utilized
80.21	430.00	30.00	20.00	18.85	

Room Description Room No. Zone Team Area Type Total Assigned Assigned to Others Unassigned Minutes Minutes Minutes Minutes

2022	1	Classrooms	12.48	12.32	0.00	0.16
20222	6	Classrooms	12.48	12.48	0.00	0.00
20233	1	Classrooms	12.48	12.32	0.00	0.16
2029	1	Classrooms	12.48	12.48	0.00	0.00
6202	1	Classrooms	18.45	18.29	0.00	0.16
9202	1	Classrooms	12.48	12.32	0.00	0.16

2 Zone  
Custodian I - Two Cholla Middle

3 Zone  
Custodian I - Three Cholla Middle

4 Zone  
Building Manager Cholla Middle  
Custodian I - One Cholla Middle  
Custodian I - Three Cholla Middle  
Custodian II Cholla Middle

**QC - Edit Room Inspection**  
 Building: Abraham Lincoln Traditional School #67 K-8  
 Room: A 109

Task	Inspected	What to Look for in QC Audit	Pass / Fail	Notes
Ceilings	<input checked="" type="radio"/>	Ceilings are clean, free of dust and debris including air vents, light fixtures and ceiling fans.	<input checked="" type="radio"/>	Need to replace a cracked ceiling tile in back corner of room.
Walls	<input checked="" type="radio"/>	Wall surfaces are spot free including touch points such as doors, knobs, handles, railings and light switches.	<input checked="" type="radio"/>	
Floor	<input checked="" type="radio"/>	Floors are free of dust, dirt, and debris. Floors are streak free.	<input checked="" type="radio"/>	
Glass	<input checked="" type="radio"/>	Mirrors and windows are clean and streak free.	<input checked="" type="radio"/>	
Fixtures	<input checked="" type="radio"/>	Fixtures are clean, free of fingerprints, streaks and dust.	<input checked="" type="radio"/>	Faucet in back of classroom has a slow drip.



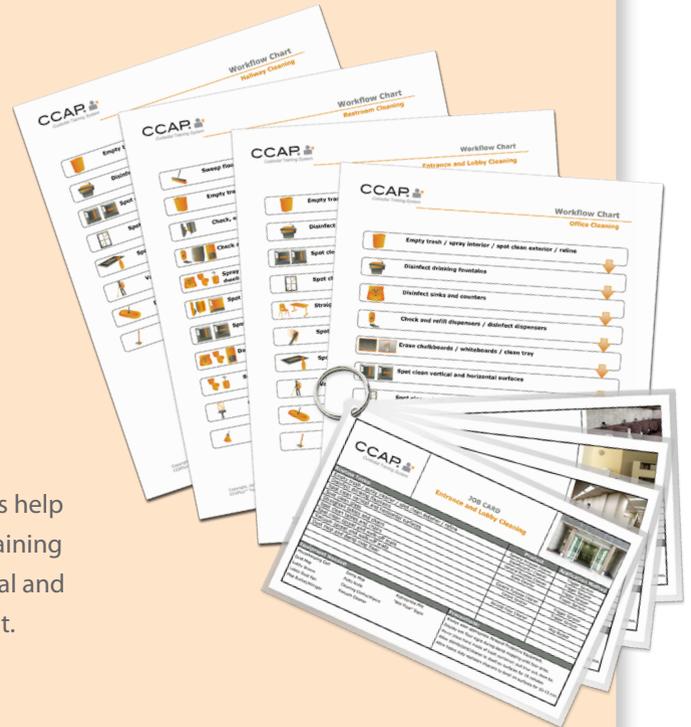
## Standardization

CCAP standardizes custodial services, improving outcomes!



## Training That Improves Productivity And Delivers Better Results

Standardized training tools in multiple formats designed to reinforce best practices with existing employees or quickly bring new employees up to speed. Each CCAP training module builds on a specific task list for each "Area Type" in CCAP. The training tools are "Ready to Use" or may quickly be customized for your facility. Our training content includes over 50 market segments.



All CCAP Performance Tools utilize customized cleaning symbols. Cleaning symbols help to visually reinforce the training message in a multi-cultural and diverse work environment.



## The Tool To Use For Industry Certification Programs

- CCAP provides cleaning program documentation that can help in obtaining points for the U.S. Green Building Council's LEED certification program
- Develop staffing levels, standardize product and procedures, evaluate cleaning processes, and provide written cleaning program documentation that meets ISSA's CIMS-GB standards.





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