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FacilityBlog from Today's Facility Manager: The First Facility Management Blog



Friday, December 29, 2006

Customer interest in green cleaning questioned

As green cleaning's popularity continues to soar, a new poll appears to question if using environmentally preferable cleaning products is of greater interest to jansan manufacturers and distributors than to the customers of building service contractors (BSCs). Participants were questioned as to how many of their customers have asked to switch from conventional to green cleaning products. Sixty percent responded "very few;" 20% indicated more than half; and 20% reported that a "quarter to about half" of their customers request environmentally preferable cleaning products be used in their facilities.

For more on this topic, make sure to check the January 2007 issue of [TFM](#).)

The Tornado e-Poll also asked BSCs if their customers were aware of certifying organizations, such as EcoLogoM and Green Seal® or the Carpet and Rug Institute's Green Label and Seal of Approval Programs. The results are as follows:

Almost all: 20%
Quiet a few: 20%
Very few: 40%
None: 20%

Similarly, when asked if their clients were seeking LEED (Leadership in Energy and Environmental Design) certification, the cleaning professionals answered:

Yes: 20%
No: 40%

About FacilityBlog/TFM

FacilityBlog is where people discuss the demands faced by facility



management professionals. Visitors are encouraged to comment; they can also LINK directly to anything of interest they find here. With daily updates, FacilityBlog is the most widely read Blog about facility management. FacilityBlog began in May 2005.

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Do not know: 20%

"It almost makes you wonder if green cleaning is of greater interest in the boardrooms of manufacturers and distributors than in the millions of facilities cleaned every day," says Jim Hlavin, head of Tornado's Business Development division. "However, we know the interest in Green cleaning, sustainability, LEED certification, and similar measures are growing considerably. It is just beginning to blossom."

The final question asked the BSCs about their sources of information about green cleaning. According to the survey, 80% indicated they get most of their information from trade publications. The remaining 20% answered that their information source is primarily their local jansan distributor.

Survey Methodology:

- Database of end users provided by Tornado Industries; survey conducted by AlturaSolutions Communications, Chicago, Illinois, using a Web-based survey service.
- The survey was conducted November 2006.
- E-mail invitations were sent to approximately 3,000 jansan distributors via a monthly newsletter with 141 responding at the time of this release.
- The survey has a confidence interval of 95%. This means that even if a larger number of similar recipients had responded, there is a 95% chance the survey results would still be the same.

posted by HeidiTFM at [9:33 AM](#) | [0 comments](#)

Friday Funny: Taking A "Sickie"



In anticipation of next week, FacilityBlog is letting managers in on a little secret. It's a free service called Call-in-Sick which allows workers to send a prerecorded "sickie" request to managers "from anywhere," and at "any time." The description continues, "With Call-in-Sick, you can record your sick message the night before then schedule it to be sent directly to your boss's phone early

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in the morning without you even getting out of bed!"

Here is the description from the [Web](#) site:

- * It's FREE!
- * Your caller-id on your outgoing call
- * Schedule the call anytime of the day or night.
- * Re-record your message and play it back until you have perfected the perfect sick sounding call.
- * All calls left on your boss's phone's voicemail or answering machine.
- * Confirmation delivery of your message sent as a text message to your cell phone.

(I personally tried the example, and it worked!)

So managers, be prepared!

posted by HeidiTFM at [9:24 AM](#) | [0 comments](#)

Thursday, December 28, 2006

ASTM International Publishes Two New Environmental Standards Compilations

Two new compilations of environmental standards have been published by [ASTM](#) International. ASTM Standards on Environmental Site Characterization, 3rd Edition, and ASTM Standards on Environmental Sampling, 3rd Edition, are now available in print or on CD-ROM.

ASTM Standards on Environmental Site Characterization, 3rd Edition, features 180 ASTM guides, practices, and test methods for environmental site characterization drawn from the work of the following ASTM committees: D18 on Soil and Rock; D19 on Water; D34 on Waste Management; E47 on Biological Effects and Environmental Fate; and E50 on Environmental Assessment, Risk Management, and Corrective Action.

All of these standards can be used in site characterization plans to satisfy state, local, and federal regulators during investigations of hazardous waste sites and evaluations of contaminant migration in the environment. In addition, the standards provide valuable guidance to use with CERCLA, RCRA, and petroleum release site investigations and to develop accelerated and expedited site characterization procedures.

Eighty percent new or revised since its last edition, ASTM Standards on Environmental Sampling, 3rd Edition,

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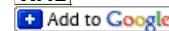


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includes 128 of the latest standards relevant to environmental sample collection and handling.

Standards cover planning for sampling, screening samples in the field to indicate the need for additional sampling, interpreting data based on a specific sampling plan, various sampling techniques for a variety of environmental media, valuable information on different types of sampling equipment, sample holding times, preservation techniques, and quality assurance/quality control specifications.

Copies of ASTM Standards on Environmental Site Characterization, 3rd Edition are available for purchase for \$225. Copies of ASTM Standards on Environmental Sampling, 3rd Edition are available for purchase for \$175. Copies of both purchased together (stock # ENVCOMBO) are available for \$340. To purchase, contact ASTM Customer Service by phone at 610-832-9585 or e-mail: service@astm.org.

posted by HeidiTFM at [10:12 AM](#) | [0 comments](#)

Service Quality Measurement Group (SQM) Recognizes The HON Company

For the second year in a row, The HON Company's customer service department was recognized by Service Quality Measurement Group (SQM) for achieving excellence in providing world class customer satisfaction. This recognition was achieved by having 80% or higher of call center customers rate their experience as very satisfied. The HON Company's customer service department was also acknowledged by SQM for providing the highest customer satisfaction level in the retail sector.

"We are thrilled to be honored again by SQM," said Dave Burdakin, president of The HON Company. "These awards mean so much to us because we have made it our mission each and every day to go above and beyond to meet our customers needs and expectations."

Mike Desmarais, founder and president of SQM Group, stated that "based on their customer's assessment, The HON Company call center is recognized as consistently providing world class customer service."

SQM benchmarked over 260 call centers for the period of October 1, 2005 – October 27, 2006. In each call center,

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SQM surveyed 200-400 customers within 1-3 days of their call to the call center to understand their satisfaction with their service experience.

posted by HeidiTFM at [10:08 AM](#) | [0 comments](#)

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