



The Connection™  
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## It's about time! Three

### Accuracy

Hope you are still with me on this Sustainability evaluation.

Last week's Connection on Safe Formulations had a good response. Several accounts wanted to know why some of our key products like Germicide and SteamPac were not on the Green Seal List. The answer is Green Seal does not have a protocol for evaluating Germicides -- and SteamPac (my favorite product) is undergoing performance documentation and other reviews before we apply for certification. In the meantime, we believe we are shipping a higher percentage of Green Seal formulations than any other full line manufacturer.

Green Seal will probably end up like UL in the electrical field, where that kind of certification is almost mandatory. But probably the sooner you convert your products, the better off your department will be.

### Now on to the third phase of the Sustainability Evaluation... Accuracy

Once you have an effective and safe formulation, the next step is to control usage and help your staff use the product correctly. A "safe" and "high performance" formulation that is not diluted nor applied correctly wastes labor, doesn't clean and negatively impacts sustainability.

**Correct Dilution:** Our first Education Director, Dick McDevitt\*, conducted hundreds of educational and environmental programs. He used humor to teach the importance of proper dilution and asked, "how do you mix four gallons of mopping solution at a 1 to 20 dilution?" (which was then the most common use dilution)... "Could the right answer be 25.6 ounces?" Almost everyone was sure that 25.6 ounces (almost a quart) was wrong, but of course it was correct. Obviously, it was difficult to do the math (at least for me) and then even more impossible to pour 25.6 ounces into the mop bucket.

As a result, for over a century janitorial detergents were routinely under or over-diluted. The impact on the environment in waste of chemicals, water, labor and energy was and, unfortunately, still is enormous.

**Portion Control:** Today many companies are utilizing metering machines or other systems to assist in proper dilution. In the 1960's we started this advancement by developing packaging equipment to put a small amount of concentrate into pre-measured envelopes that allowed Janitors to accurately mix a bucket, sink or bottle by simply filling the container

to the proper level with water and adding the contents of one Pac. We felt portion control would be a major improvement for our industry and the trend toward portion control continues to this day in healthcare, pharmaceuticals and food service because it is the simplest method for ensuring accurate use. And we will see more portion control cleaning products for industry and home use including everything from glass cleaners to dishwasher detergents.

**Standardization:** No system works unless it is easy to control. McDonalds has a very effective process for every phase of their operation. Each food item is prepared the same way in thousands of stores. Janitorial work is much more difficult to control but standardized use is a major key to success for us as well as McDonalds.

**Now it is time to fill out your score card. How accurately is your program implemented according to your procedure? Rate your department on a scale of 1 to 20. If you missed the earlier Connections on this subject there is a link below and don't miss the links to some great material from Dick McDevitt's archives.**

Performance

Safety

**Accuracy** \_\_\_\_\_ (your score)

Minimization

Conservation

\*Dick is no longer with us, but you might enjoy his meeting [brochure](#) from the 1980's and this [interview](#) on the Environment in 1990. Dick was an industry leader and the author of the EZ Trainer - one of the most popular Janitorial books ever written.