

Drumming up a better method of cleaning

Remember the last time you handled a 55-gallon drum? Chances are it's not a pleasant memory. Those super-sized containers are cumbersome. And low-cost disposal options for the empties are disappearing. That's why more and more Building Service Contractors are turning to chemical management systems: automated dispensers that mix precise amounts of chemical concentrate and water to produce a wide variety of top-performing cleaning solutions. Today, these systems can range from single wall-mounted dispensers to sophisticated computerized devices.

Of course, once the word "system" gets thrown around, you might think that chemical management itself is a cumbersome proposition. When in fact, just the opposite is true. No matter what type of system you choose, many are designed for simplicity and ease of operation.

This straightforward operation provides a variety of benefits.

- First, chemical management systems limit employee contact with hazardous materials, which in turn improves **worker safety** and reduces employer liability.
- Second is **cost savings**. In fact, research indicates that when used properly, operators can save as much as 50%. How is that possible? Consider the employees who mix cleaning solutions by hand. They might believe that if a little concentrate is good, a lot is better. But over-mixing not only wastes valuable chemicals, it also can result in solutions so strong they can damage some delicate surfaces.

Naturally, all chemical management systems come complete with information to help you comply with "right-to-know" laws. 3M offers

material safety data sheets and precautionary labels for all concentrated *and* ready-to-use chemicals mixed through 3M Chemical Management Systems. This clear understanding of proper handling techniques combined with ease of operation results in the third big benefit:

- **Reduced training time** for new workers. This is especially important in an industry that traditionally experiences high employee turnover rates.

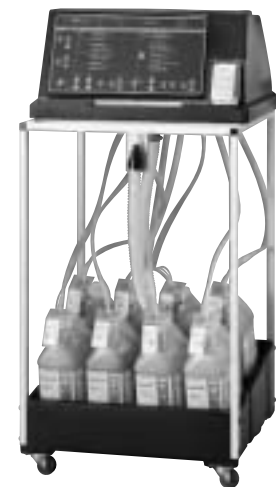
With all the benefits chemical management systems have to offer, it makes sense to take a closer look at what type of system is right for your facility. Unless, of course, you're too busy hauling 55-gallon drums around...

PLEASE ROUTE

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Above: The compact 3M™ Twist 'n Fill™ System accurately mixes and dispenses 30+ cleaning chemicals. Right: The 3M™ CompuBlend™ II System produces 15 ready-to-use and 30 concentrate cleaners and fits in the space of a single 55-gallon drum. Both systems are among the most accurate and easy-to-use systems available today.



Applying Newton's Law to Chemical Management

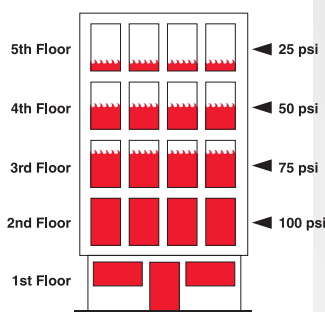
Everyone knows Newton discovered the law of gravity. But did you know how that law affects the efficiency of your chemical management system?



Chemical management systems operate on the principle of mixing water with chemical concentrates to produce ready-to-use cleaning solutions. Generally speaking, these systems mix chemicals via the venturi principle.

Systems employing the venturi principle rely on varying water flow rates and pressure to pull chemicals from a container into the water stream. This technique is often more effective in a single-level facility. That's because water pressure can vary from floor to floor in multi-level buildings or as distance from the water source increases. As water pressure changes, the rate of chemical mixing does as well, leading to over- and under-diluted products. That in turn can result in poor product performance or greater product cost, respectively.

Just as its name indicates, a gravity system such as the 3M™ Twist 'n Fill™ System, relies on natural gravity to meter chemicals into the water stream at a consistent rate. With this method, pressure that ranges from 25 to 100 psi will cause minimal dilution variability. So when considering which type of chemical management system is right for you, ask yourself, what would Newton do?



Are you sweeping profits under a rug?

There's one good thing about a recession. It forces business leaders to take a hard look at operations to determine how to lower costs and increase profits. As a building service contractor, you've probably done a little financial housekeeping of your own. After all, every penny counts. What you may not realize is that there's a potential profit center right under your nose—or in this case, right under your feet.

It's selling, renting or leasing 3M™ Nomad™ Entrance Matting to your customers. The benefits to you could be enormous. For example, 3M™ Nomad™ Scraper Matting removes up to 72% more dirt than other types of entrance matting. And when you consider it can cost \$500 to remove one pound of dirt after it has been tracked into a building, it makes sense to start with the right mat in the first place. By doing so, you'll save on maintenance costs and your customers will benefit from beautiful, clean floors even when your employees aren't on the clock.

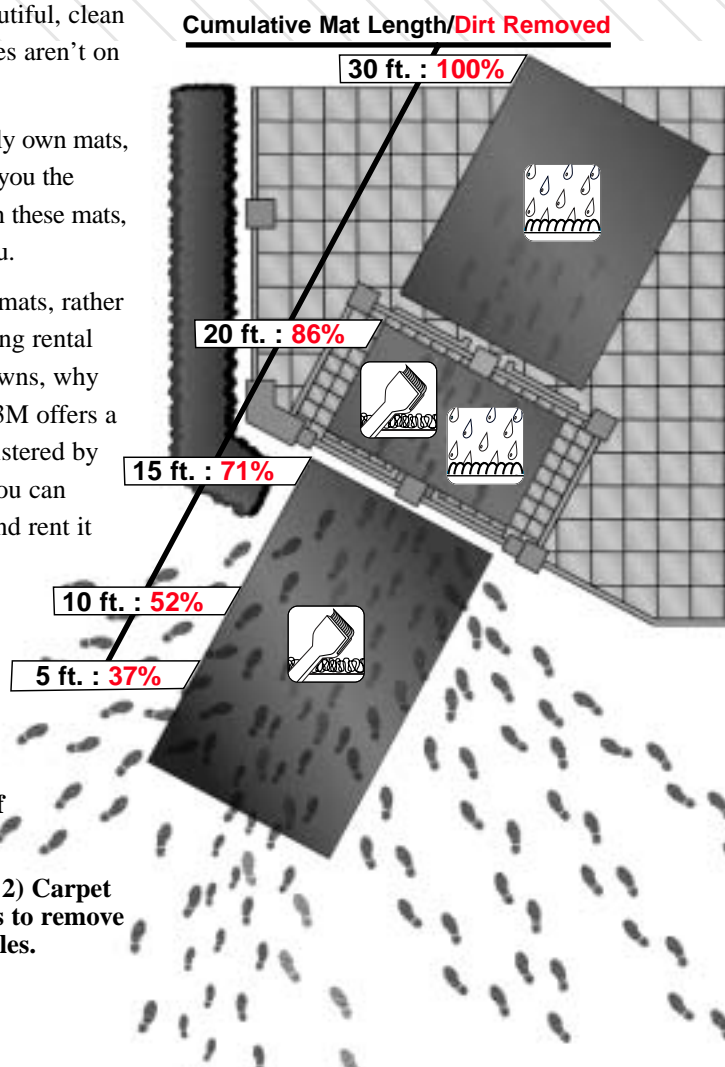
For a facility that doesn't currently own mats, getting them into a facility gives you the opportunity to maintain and clean these mats, resulting in more business for you.

For a facility that already owns mats, rather than expending resources cleaning rental matting that another company owns, why not own the matting yourself? 3M offers a matting finance program administered by GE Financial Services, where you can purchase high quality matting and rent it to your customers, thus creating an entirely new profit center.

A 3M™ Nomad™ Entrance Matting System is designed to stop dirt and moisture at the door, helping keep floors clean throughout your entire facility. This system consists of 1) Scraper matting, which is used outdoors or in foyers to scrape dirt and moisture, and 2) Carpet matting, which is used indoors to remove moisture and small dirt particles.

If getting into the rental matting business isn't for you, there's still another way to improve your bottom line. You can buy 3M matting outright at a discount and sell it to the building owner, adding your own adjusted margin. 3M's matting finance program allows you to finance the total purchase cost and amortize incremental "rent-to-own" payments to your customers. Not only will this incentive positively impact your business, but because Nomad matting is so effective at stopping soil and water, you'll spend less time and money maintaining your customers' floors.

Find out how 3M matting can improve your business by calling the Customer Info Center at 1-800-557-2249. And by the time the economy picks up, your profits will be looking good, too.



Training Tips

Cheering on Your Favorite Team

GO
TEAM
GO!



Go to any professional sporting event and you'll see legions of fans cheering on their favorite team. And it seems like the louder the fans cheer the harder the players strive to win. Why not apply the same principles to your team of employees? Motivational guru Justin Tyme offers these tips for building an enthusiastic workforce:

- When you see workers doing a good job, tell them about it immediately.
- Think of new ways to recognize employee achievement. For instance, give them credit in the company newsletter.
- Show a little enthusiasm of your own by sharing important ideas with your staff.
- Delegate responsibilities. Give workers a special task, which shows that you believe in their abilities.

Put these simple principles into practice and you're bound to see an increase in productivity. Now that's something to cheer about!

For more helpful tips on improving worker productivity, visit www.ideasandtraining.com

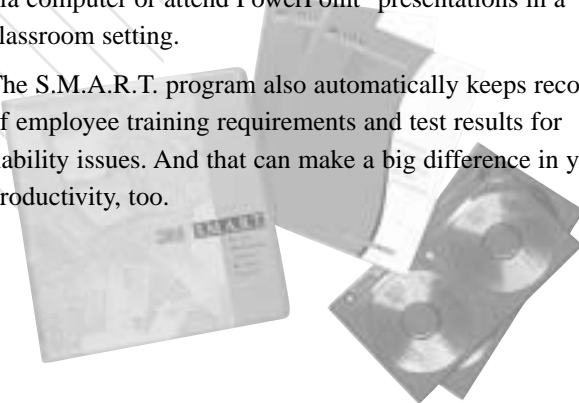
APPLICATION TIPS

Beyond Basic Training

Successful business managers know that training can make a big difference in employee productivity. And in industries dealing with complicated regulations and hazardous chemicals, it takes more than a basic overview to keep your workforce operating at peak efficiency.

That's why 3M Commercial Care developed the S.M.A.R.T. Computer-Based Training and Recordkeeping Program. Designed especially for its building service customers, the program consists of 13 modules that train and test employees on OSHA right-to-know, Hazard Communication Standards, chemical usage, and safety. Workers can complete the instruction at their own pace via computer or attend PowerPoint® presentations in a classroom setting.

The S.M.A.R.T. program also automatically keeps records of employee training requirements and test results for liability issues. And that can make a big difference in your productivity, too.



Ask the Expert



Adam Moritz

Senior Chemical Marketer

Q *How can I tell the difference between hard water stains and soap scum?*

A From a distance, soap scum can look like a hard water stain. To really tell the difference you'll need to get a closer look. Soap is usually physically softer and easier to remove than hard water mineral deposits. To determine whether it's scum or a hard water deposit, apply a little water to the area. If it softens, it's soap scum and you can easily remove it with a mild cleaner and a sponge.


Hard water mineral deposits—buildups of calcium or magnesium salts present in tap water—are more difficult to remove. Remove them by applying an acidic cleaner and a little elbow grease. 3M has a wide variety of products that give you all the cleaning power you need for just about any challenge your restroom offers.

When you're not sure what kind of soil you're dealing with, follow the ABC method:

ANALYZE the soil type

BRING the right cleaner for the job

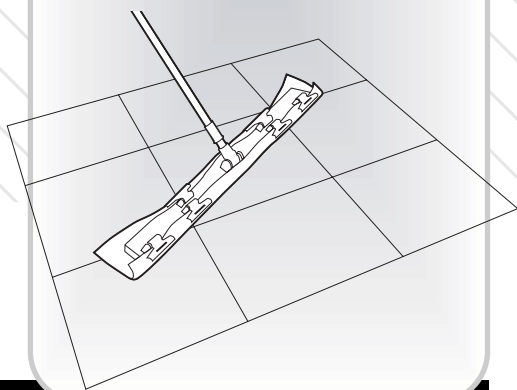
CLEAN using best practices

A + B + C +  = **CLEAN!**

S.M.A.R.T. Idea

A Clean Sweep

Dust can't hide from the 3M™ Doodleduster System. Just attach a Doodleduster cloth to the holder. Then fit the holder on a broom handle to reach all those out-of-the-way spots, like above doors and entryways. Or for smear-free, streak-free cleaning, put a Scotch-Brite™ High Performance Cloth on your Doodleduster Holder. It's an idea that really cleans up!



BSCAI tradeshow in Tampa, FL March 2002

Congratulations to Elliot Kaplan, Owner of Capital Cleaning in Huntington Station, New York. Elliot entered a drawing at 3M's booth at the BSCAI tradeshow, and won a free PDA handheld personal computer and 3M™ Maintenance Analysis Program (M.A.P.)



Calendar of Events

June

- 9-15 National Flag Week
- 16 Father's Day
- 21 Summer Begins
- 27 National HIV Testing Day

July

- 4 Independence Day
- 15 National Ice Cream Day

August

- 6 National Night Out
- 18-24 National Friendship Week

September

- 2 Labor Day
- 16-17 BSC Training Class, St. Paul, MN*

*To register, call your local 3M sales rep or Laurie Miller @ 651-733-7055

3M S.M.A.R.T. PAGES

News and Tips for Building Service Contractors

You Asked For It!

Last issue, Chris Dear, owner of South Atlantic Services in Greenville, SC asked for advice about some specific floor finishing problems. Well, Chris, YOU asked for it!

Problem: Floor finish is not glossy

Possible cause: Re-coating schedule doesn't match finish wear

Solution: Maintain 5 to 6 coats of finish; accelerate re-coat schedule

Possible cause: Finish was applied too thinly

Solution: Don't over-wring finish from mop; apply medium to full coats

Possible cause: Using wrong cleaning pad for daily scrubbing

Solution: Use 3M™ Red Pad 5100 or 3M™ TopLine Pre-Burnish Pad 5000 for light scrubbing; use 3M™ Blue Cleaner Pad 5300 for heavy-duty scrubbing prior to re-coating

Possible cause: Using an inappropriate cleaner

Solution: Always use a neutral cleaner

Possible cause: Not burnishing often enough

Solution: First condition the finish with 3M™ 3-in-1 Floor Cleaner, then burnish immediately afterward

Look for more information on this topic in future editions of 3M S.M.A.R.T. Pages.