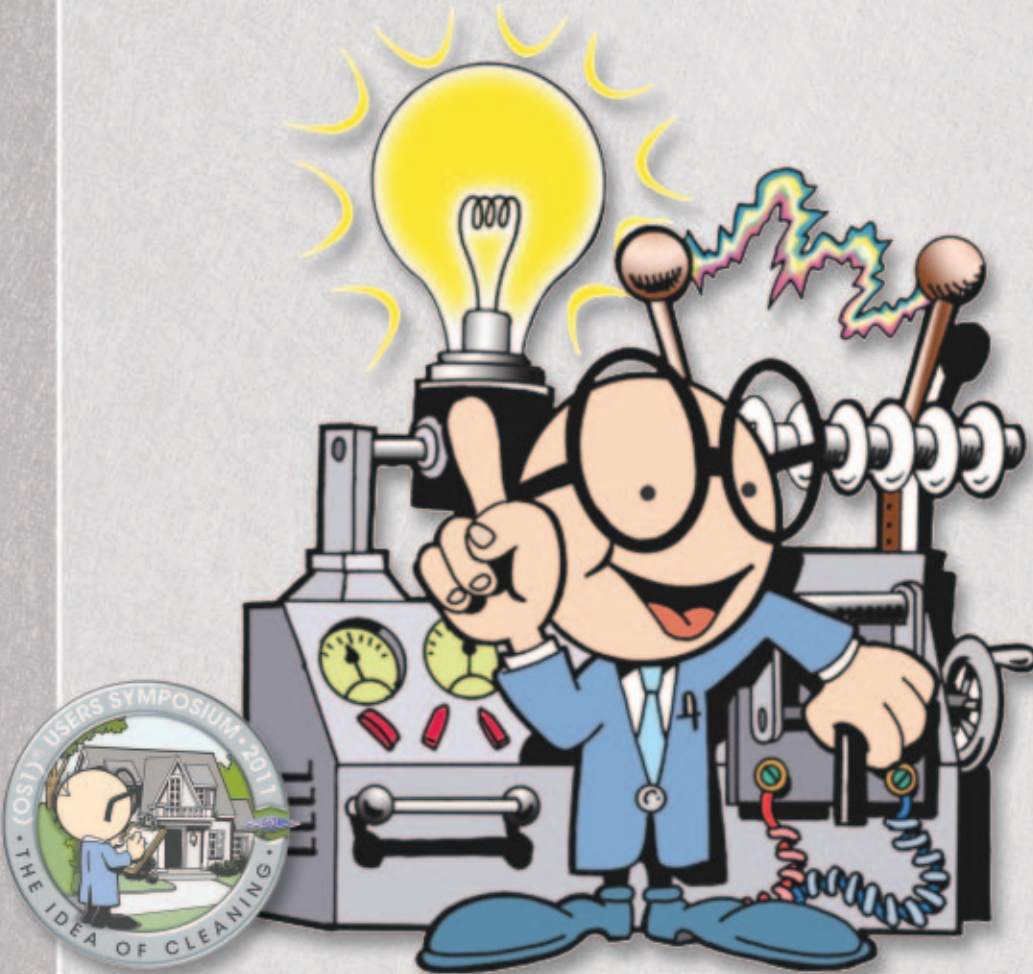




# PROGRAM

The 10th Annual  
**(OS1)<sup>®</sup> USERS SYMPOSIUM 2011**



## **“The IDEA of Cleaning”**

Salt Lake City, Utah | July 10th – 12th, 2011

Sponsored by the



## Sunday, July 10, 2011

**Bright Idea Reception:** 6:00 – 10:00 PM

Location: Garden Terrace and Sun Valley Room  
Hors d'Oeuvres, wine, beer and cocktails

**Registration and ID Badges:** Cleaning Industry Trainers  
Guild Officers and ManageMen Staff

**"Ice Breaker" Event:** Marcela Bernal and Alan  
Wagemester, GMI Building Services

## Monday

**Continental Breakfast:** 7:00 – 8:20 AM

Location: Ballroom C Foyer

### Proceedings\*

Monday, July 11, 2011: 8:30 AM – 4:00 PM

Location: Ballroom C

### Session Leaders

Jewel Golson-Roberts, University of North Carolina at  
Chapel Hill

Robert Moddrell, University of Texas

Kenneth McAlpin, Mt. San Antonio College

**Welcome:** 8:30 – 9:00 AM

Paul Condie, President Simon Institute –

Opening Welcome

Peter Corroon, Mayor of Salt Lake County –

Welcome Home



**Session #1:** 9:00 – 10:00 AM

**Origins of a Revolutionary Idea in Cleaning**

John Brenton, P.E. – *Origins of the Idea of Engineering the  
Cleaning Function*

Paul Condie, KBM Facility Solutions, (OS1) *From  
John Brenton to The Boeing Dreamliner Factory*

**Session #2:** 10:00 – 11:00 AM

**Innovative Ideas for Managing the Cleaning Function**

Gary Nellesen, Mt San Antonio College, *The Idea of  
Change: Inspiring Motivating and Persevering Through  
the (OS1) Transition*

Matthew Lawrence, Wake Forest University, *A Worms-Eye  
View—Changing Organizations From the Bottom Up*

**Session #3:** 11:00 – 12:00 Noon

**The Idea of Engineering A Cleaning System**

Jeff Campbell, Ph.D., *Cleaning and Engineering: Do They  
Go Together?*

BYU Students, *Cleaning Standards & the Dixon Middle  
School Study*

### Lunch

Noon – 1:00 PM – Arizona Room

**Session #4:** 1:00 – 2:00 PM

**Conditioning Cleaning Workers for Work: Expanding the  
Idea of Cleaning for Health**

Robert Moddrell, The University of Texas at Austin,  
*Kinesiology at the University of Texas*

Mark Faries, Doctoral Graduate Assistant, M.S., *The Story  
of Kinesiology and the First Ever "Symposium Warm-up"*

**Session #5:** Breakouts 2:00 – 4:00 PM

**In-house:** Jill Melton, ManageMen, Moderator

Location: Ballroom C

**BSC's:** Tim Poskin, ManageMen, Moderator

Location: Cheyenne Room

Statesmen Cup Competition

**CITG Training Meeting:** Ken Zenger, Speech and Debate

Coach, emeritus, South High School

Location: Sinclair Room

**Simon Institute Think Tank:** Jeff Campbell, Ph.D.

Brigham Young University, Moderator

Location: Casper Room

By Invitation



**(OS1) Support Group:** Ben Walker, ManageMen,  
Moderator  
Location: TBD  
By Invitation

### **Awards Banquet**

#### **Red Carpet and Cocktails**

6:00 – 7:00 PM

Location: Grand America Hotel – Grand Salon

#### **Dinner and Awards Ceremony**

7:00 – 10:00 PM

Location: Grand Salon

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## **Tuesday**

**Continental Breakfast:** 7:00 – 8:20 AM

Location: Ballroom C Foyer

#### **Proceedings\***

Tuesday, July 12, 2011: 8:30 AM – 4:00 PM

Location: Ballroom C

**Welcome:** 8:30 – 9:00 AM

#### **Session Leaders**

Mary Clark, Michigan State University

Frank Thomas, Wake Forest University

Chris Wallace, Service Point

#### **Welcome To The (OS1) Support Group**

Joseph Garcia, Mt San Antonio College and President of  
the Cleaning Industry Trainers Guild

**Session #6:** 9:00 – 10:00 AM

#### **Big Ideas in Cleaning Management**

Steve Fattor, Sandia National Labs div. Lockheed Martin,  
*The Role of Cleaning for Health in Establishing a High  
Performance Work Environment*

John Lawter, The University of Michigan, *Managing  
Customer Expectations*

**Session #7:** 10:00 – 11:00 AM

#### **Innovative Ideas in the Future World of Floor Care**

Alan Wagemester, GMI Building Services, *Providing (OS1)  
Floor Care to an (OS1) User at Qualcomm*

Tim Poskin, ManageMen, *Drying, Disasters and (OS1)  
Planning*

**Session #8:** 11:00 – 12:00 Noon

#### **Milestone Ideas We Learned In Our Rookie Year**

Joe Gledhill, Provo City School District, *The Dixon Middle  
School Experience Transforms K-12 Learning Environments*  
Brandon Baswell, Michigan State University, *The (OS1) Pilot  
at the MSU Library*

David O'Connor, UMass Hotel at the Campus Center,  
*A Hotel Guest's Bill of Rights to an (OS1) Cleaned Room*

#### **Lunch**

Noon – 1:00 PM – Arizona Room

**Session #9:** 1:00 – 2:00 PM

#### **An Idea Whose Time Has Arrived: Professional Career Paths for Custodians**

Lowell Penrod, Head Custodian for 25 Years, *There Needs  
to Be Career Paths for Custodians*

Charles Hollis and Chris Romero, Sandia National Labs div.  
Lockheed Martin, *(OS1) Learn 'n' Earn and the Union:  
Implementing Career Paths at Sandia National Labs*

**Session #10:** 2:00 – 3:00 PM

#### **The Idea of Cleaning as Hygiene**

Norm Doucette, Rappahannock Goodwill Industries,  
*How (OS1) Works For Workers With Significant Disabilities at  
the FBI Quantico Complex*

Guido Piccarolo, LAHH, *Rebuilding Lives at Los Angeles  
Habilitation House*

Stacie Harp, Garten Services, *People With Significant  
Disabilities and How (OS1) Affects Their Future*

John Walker, ManageMen, *The Future of Innovating in the  
Cleaning Industry*

**Session #11:** 3:00 – 5:00 PM

Networking and Ice Cream (2 hours)

#### **Adjourn**

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INSTITUTE**

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