

XXXXXX: Store Cleaning Execution Program (SCEP)

The outline below describes in greater detail the proposed content for the *XXXXXX Store Cleaning Execution Program (SCEP) for Canada*. Agreement on this information is required to proceed with development.

Course Number

PN-00225

Course Name:

XXXXXX Store Cleaning Execution Program (SCEP) for Canada

Target Audience:

XXXXXX night maintenance associates and others who may be assigned responsibility for the cleanliness of a XXXXXX store in Canada.

Delivery Method:

DLM via CD and LMS

Length: estimated to be approx. 20 minutes

Narration included: In narration, all references to XXXXXX will be "XXXXXX Canada" but printed text will say only "XXXXXX"

Credits:

0 credits

Prerequisite course:

None

Resources:

XXXXXX Maintenance Manual

Content Developers:

Susan Woodrow

(1) Distance learning module (English)

(1) Distance learning module (French Canadian)

Project Manager:

Susan Woodrow

NOTE: The following storyboard slides do not include slides of card sets, store maps and log books already reviewed by XXXXXX. Some of the objectives below are covered in that part of the program and not included in this document.

XXXXXX: Store Cleaning Execution Program (SCEP)

Course Description:

This course is a guide to executing floor care within a XXXXXX retail location including: nightly cleaning by sweeping, auto scrubbing, and burnishing floors.

Upon completion of the program, students will:

- √ Understand the importance of, and procedures involved in, the Store Cleaning Execution Plan (SCEP) and how the roles of XXXXXX associates drive the success of the program
- √ Recognize how the Store Cleaning Execution Plan impacts the success of XXXXXX and your store
- √ Contribute to enhanced shopping experiences for XXXXXX customers
- √ Work in teams with the night crew to efficiently and completely clean the entire store each night
- √ Clean the store following procedures using a “card system” to make your job and your associates’ more efficient
- √ Use the SCEP Log Book to effectively communicate with management to ensure program success

Sequence / Design

Slide #	Slide Title	Slide Content	Media and Activities List
1	XXXXXX Store Cleaning Execution Program (SCEP)		Title slide with music clip fading into next slide
2	Copyright	Copyright ©2010 XXXXXX, Inc. 8310 16 th Street, Sturtevant, WI 53177-1964. All rights reserved. THIS SOFTWARE OR DATA IS THE PROPERTY OF XXXXXX. ALL USE AND/OR REPRODUCTION NOT SPECIFICALLY AUTHORIZED BY XXXXXX IS PROHIBITED. This product is for TRAINING PURPOSES ONLY. Do not use this material in place of the current revision of controlled documents such as technical manuals, operator’s manuals or other work instructions. The information contained herein is confidential and proprietary to XXXXXX and its affiliated entities. No unauthorized disclosures may be made without the written permission of XXXXXX. Viewing of this material implies that you have read and understand these instructions.	

XXXXXX: Store Cleaning Execution Program (SCEP)

Slide #	Slide Title	Slide Content	Media and Activities List
3	<p>Navigation</p> <p>Eliminate due to computer interactive reference</p>	<p>Here are a few features of this course that will help you navigate. On the left side is the navigation bar. You can jump to any topic at any time, or you can let the course navigate itself. On the top right, you will find a Word Definitions link to access a dictionary of terms. Would you like to jump to a particular topic, but you don't know where to look? Try using the search function. The notes tab brings up additional text. You can read to yourself or open and close the notes at any time. The controls are at the bottom including volume, play, skip back and forward. You can also control the look of the page. Click the bottom-right button two or three times to see your options.</p>	<p>Have arrows and labels appear pointing out: navigation bar search tab Word Definitions notes tab playback controls page control button in lower right</p> <p>Narration</p>
4	<p>Course Objectives</p>	<p>This course is a guide to executing floor care within a XXXXXX retail location including: nightly cleaning by sweeping, auto scrubbing and burnishing floors.</p> <p>Upon completion of the program, students will:</p> <ul style="list-style-type: none"> √ Understand the importance of, and procedures involved in, the Store Cleaning Execution Plan (SCEP) and how the roles of XXXXXX associates drive the success of the program √ Recognize how the Store Cleaning Execution Plan impacts the success of XXXXXX and your store √ Contribute to enhanced shopping experiences for XXXXXX customers √ Work in teams with the night crew to efficiently and completely clean the entire store each night √ Clean the store following procedures using a "card system" to make your job and your associates' more efficient √ Use the SCEP Log Book to effectively communicate with management to ensure program success 	<p>Bullet points in synch with narration</p>

XXXXXX: Store Cleaning Execution Program (SCEP)

Slide #	Slide Title	Slide Content	Media and Activities List
5	Definition of Terms	As you go through this program, there may be terms you don't understand. Use these definitions to help you understand those terms.	Burnish Auto scrubber Golden Quarter Deep Scrub Regular Quarter Night Assistant (NA) Night Lead (NL) XXXXXX Maintenance Program (Program outlining detailed procedures involved in maintenance) NSC (Night Stocking Crew) NSCR (Night Stocking Crew Report) Compliance DPM (XXXXXX Performance Manager) DT (District Trainer) VCT
6	Overview	<p>From the outside in, clean stores invite customers into a frame of mind that is stimulating and calming – positive emotions enhanced by bright clean surfaces.</p> <p>The appearance of our stores plays an important role in developing the perceptions our customers have of us. It is also the number one reason why we get repeat customers.</p> <p>When our floors are clean, shiny, and well maintained, customers develop a confidence in us to deliver the high quality products and services they expect.</p>	Narration; photos of stores and clean, shiny floors (vinyl and wood)
7	Challenges of Store Maintenance	<p>The cleaning of our stores from inside to outside is critical to the success of XXXXXX.</p> <p>In addition to their huge size and heavy traffic, our stores are a challenge to maintain because of night receiving and stocking crews, 24-hour operations and expanded inbox departments of Super Center stores. Therefore, getting timely access to the areas will be one of your major challenges.</p>	Narration; photos of stocking crews and aisles and inbox depts.

XXXXXX: Store Cleaning Execution Program (SCEP)

Slide #	Slide Title	Slide Content	Media and Activities List
8	Store Cleaning Execution Program (SCEP)	To assist our stores in nightly cleaning, we are implementing the XXXXXX Store Cleaning Execution Program (SCEP) in all stores. This program is supported at the highest level of XXXXXX Operations and has been successfully pilot-tested in some of our stores over a ten-month time period. It has been communicated to all levels of Store Operations so you can be assured there is strong support for the SCEP from XXXXXX management.	Narration; photo/image
9	Benefits of SCEP	<p>Implementing the SCEP in all our XXXXXX stores will result in a consistent store appearance level throughout our regions. The overall result will provide an enhanced customer experience to each and every customer who shops in our stores. Customers are the backbone to the success of our stores so maintaining a high level of customer experience is critical for us.</p> <p>In addition, improving cleaning efficiencies lowers costs for our stores.</p> <hr/> <p>We know we can count on you for the support of this program. Working together will guarantee maximum performance and results we will all be proud of.</p>	<p>Narration; customer and store photos</p> <hr/> <p>Place this last paragraph on a separate slide showing emphasis</p>




XXXXXX: Store Cleaning Execution Program (SCEP)

Slide #	Slide Title	Slide Content	Media and Activities List
10	How SCEP Works	<p>The SCEP is an approach to store cleaning that utilizes team cleaning and engages all store Associates. It will break down how long each cleaning task will take, how often it needs to be done, and schedule specific cleaning for each department of your store.</p> <hr/> <p>The SCEP defines how Cleaning Associates will work in teams to perform specific tasks resulting in the entire store being cleaned each night. It will define the tasks of the Cleaning Teams for both night and day cleaning. Every Associate in the store will be involved in the SCEP in some way. Night stocking crews will be responsible for keeping the aisles clear of debris and boxes when they know the cleaners will be coming through the designated area. The 2nd Shift In-stock (Unloaders) will have to be aware of the specific areas they can drop freight on the floor at the beginning of the shift and during the night.</p>	<p>Narration. Bring up this animated image at “..how long each cleaning task will take....”</p> <div style="border: 1px solid #ccc; background-color: #f9f9f9; padding: 10px; margin-top: 10px;"> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> How long tasks should take <input checked="" type="checkbox"/> How often to clean <input checked="" type="checkbox"/> How best to schedule cleaning </div>

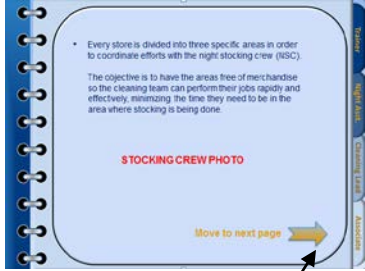
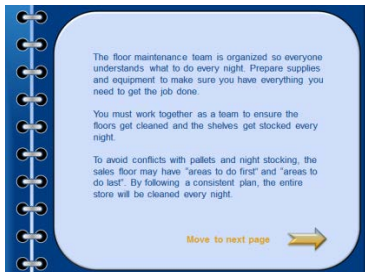
XXXXXX: Store Cleaning Execution Program (SCEP)

Slide #	Slide Title	Slide Content	Media and Activities List
11	How SCEP Helps You in Your Job	<p>How will the SCEP help you?</p> <p>(1) There will be a communication tool called a Log Book provided for the Cleaning Lead or Associates, such as yourself, to record any incidents that occur and may either interfere or provide success to the program. This Log Book will be reviewed every night by the Night Assistant Manager, and at least weekly by the Store Manager and concerns dealt with to ensure program success.</p> <hr/> <p>(2) A District Trainer appointed by the corresponding XXXXXX District Manager for each district will support the program locally and be the “go to” person with any questions regarding the SCEP. This will provide each store with support on a more localized basis to more closely track the program compliance.</p> <hr/> <p>These two tools together raise the bar in supporting the Cleaning Associates to a new level within our organization. Clean stores are important to us and so are the Associates who honor this importance by playing a critical role on their team.</p>	<p>This “slide” will actually be chunked into three slides as shown.</p> <p>Narration</p> <p>Image or photo of a Log Book</p> <p>Photo of a trainer</p>
	Role of XXXXXX Performance Manager	<p>We will now take a closer look at the roles of individuals as they relate to the SCEP.</p> <p>As part of the XXXXXX commitment to the XXXXXX SCEP, a XXXXXX Performance Manager has been appointed to oversee the program and provide XXXXXX Management with regular reports identifying successes and opportunities. The Performance Manager will engage with XXXXXX Operations, District Trainers, Store Planning, Risk Management and the XXXXXX Support Team providing direction and consultation.</p>	<p>Narration</p> <p>Photos</p> <p>This screen is an introduction to the DPM and is a lead-in to an in-course manual/binder that introduces each of the XXXXXX roles.</p>

XXXXXX: Store Cleaning Execution Program (SCEP)

Slide #	Slide Title	Slide Content	Media and Activities List
	<p>XXXXXX Cleaning Roles and Responsibilities</p>	<p>Open the binder by clicking on the upper right tab to see the responsibilities of the Cleaning Associates.</p>	
	<p>Cleaning Associates</p>	<p>The Cleaning Associates are the heart and soul of the cleaning program. Each Associate is responsible to provide constructive feedback to the Cleaning Lead and engage the SCEP nightly.</p> <p>How the SCEP will work for you and your particular store...</p> <p>Each store will receive a “support” package containing materials (wall charts, SCEP Cards, a Log Book and a Master Floor Plan Chart). These support materials are customized to each store. When you look at the cleaning plan for your store it will be for the actual floor plan of your store.</p> <p>You will learn more about these materials later in this program.</p>	 <p>Move to next page</p> <p>Narration - Photo collage of “support” package</p>
	<p>Team Set-up</p>	<p>Let’s review the basic elements of the Store Cleaning Execution Program for Cleaning Associates:</p> <p>The cleaning crews are organized into two teams.</p> <p>Each team has a specific set of tasks to perform.</p> <p>The tasks are outlined on a card identifying the task and the amount of time to complete it.</p>	 <p>Move to next page</p> <p>Narration - Card photo</p>

XXXXXX: Store Cleaning Execution Program (SCEP)

Slide #	Slide Title	Slide Content	Media and Activities List
	Task Coordination	<p>Every store is divided into three specific areas in order to coordinate efforts with the night stocking crew (NSC).</p> <p>The objective is to have the areas free of merchandise so the cleaning team can perform their jobs rapidly and effectively, minimizing the time they need to be in the area where stocking is being done.</p>	 <p>Every store is divided into three specific areas in order to coordinate efforts with the night stocking crew (NSC). The objective is to have the areas free of merchandise so the cleaning team can perform their jobs rapidly and effectively, minimizing the time they need to be in the area where stocking is being done.</p> <p>STOCKING CREW PHOTO</p> <p>Move to next page</p> <p>Move to next page</p> <p>Narration - Stocking photo</p>
	Tasks and Teamwork	<p>The floor maintenance team is organized so everyone understands what to do every night. Prepare supplies and equipment to make sure you have everything you need to get the job done.</p> <p>You must work together as a team to ensure the floors get cleaned and the shelves get stocked every night.</p> <p>To avoid conflicts with pallets and night stocking, the sales floor is divided into areas to do first, areas to do second and areas to do last. By following a consistent plan, the entire store will be cleaned every night.</p>	 <p>The floor maintenance team is organized so everyone understands what to do every night. Prepare supplies and equipment to make sure you have everything you need to get the job done.</p> <p>You must work together as a team to ensure the floors get cleaned and the shelves get stocked every night.</p> <p>To avoid conflicts with pallets and night stocking, the sales floor may have "areas to do first" and "areas to do last". By following a consistent plan, the entire store will be cleaned every night.</p> <p>Move to next page</p> <p>Narration and photos of teams and stocking crew</p>