

## What is the Great Lakes Sanitary Supply Association?

The GLSSA is an organization made up of distributors, manufacturers, manufacturers reps, contractors, in-house cleaning professionals, and interested parties in the cleaning and cleaning supply industry. Our objectives include, but are not limited to the following:

- To raise the awareness of cleaning
- To raise the dignity of cleaning
- To continually learn and teach how to clean better
- To continually learn and teach how to clean smarter
- To promote cleaning professionalism
- To provide safer and cleaner built environments
- To protect the world we live in

## Why Join The Great Lakes Sanitary Supply Association?

- Networking
- Educational resources
- Seminars
- Training Materials
- Trade shows
- Scholarships
- Recreational events

### The Real Important Facts:

**Date:** Tuesday, October 9, 2007

**Location:** Genoa Woods, Brighton, Michigan  
7707 Conference Center Dr.  
Brighton, MI 48114

**Phone:** 810-225-8613

**Hours:** 9:00am - 2:30pm

**Fee:** \$75 per person, includes continental breakfast, lunch, breaks, and handouts

**Directions:** Get to I-96 East or West to exit #145, Grand River Avenue, in Brighton. If traveling East to West, turn right at exit. If traveling West to East, turn left at exit. Turn left onto Conference Center Dr. between Superior Cadillac and Arby's to Genoa Woods.

**"The most important action a leader can take is to treat everyone with respect and dignity"**

**...Ernest Hunter**

## What This Presentation Is All About:

- Recognizing a cleaning program that needs extreme enhancement
- Developing a motivated and professional cleaning organization
- Quieting the Nay-Sayers
- The importance of leadership in a rags to riches situation
- The how, why, when, where, and implementation of **benchmarks** in developing a successful cleaning program
- How to win a monolithic challenge with a minimal loss of jobs
- Implementing cost containments while increasing productivity
- Developing a procedure to measure and document improvements
- Educating the naïve on the importance of cleaning
- Incorporating 'Green' cleaning

**Sitting on the dais with Mr. Hunter will be industry experts from Michigan and Ohio to comment and answer questions on incorporating 'Green Cleaning' products and procedures into a professional cleaning program**



# GLSSA

GREAT LAKES SANITARY  
SUPPLY ASSOCIATION

*"Cleaning Professionals Dedicated  
to a Healthy Environment"*

**Join us on October 9, 2007 for  
the GLSSA fall presentation:**

## "GROUND ZERO

## TO CLEAN (AND GREEN)"



The incredible cleaning turn-a-round story of the University of Texas at Austin and **Mr. Ernest Hunter** who led the charge for change

**GREAT LAKES SANITARY SUPPLY ASSOCIATION "GROUND ZERO TO CLEAN (AND GREEN)" REGISTRATION FORM**

FACILITY: \_\_\_\_\_ CONTACT NAME: \_\_\_\_\_  
 STREET: \_\_\_\_\_ CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_  
 TEL: \_\_\_\_\_ FAX: \_\_\_\_\_ E-MAIL: \_\_\_\_\_

CHECK ENCLOSED \_\_\_\_\_ CREDIT CARD: \_\_\_\_\_ P.O. # \_\_\_\_\_ (NET 10 DAYS)  
 REGISTRATION FEE: **\$75.00 PER PERSON** EXP DATE: \_\_\_\_\_

CALL **MJ HEALY** at INDUSTRIAL CLEANING SUPPLY (ICS) @ AT 248-674-4104 FOR TELEPHONE CREDIT CARD REGISTRATION  
 FAX REGISTRATION TO: 248-674-2254 OR MAIL REGISTRATION WITH CHECK OR CREDIT CARD INFORMATION TO:

INDUSTRIAL LEANING SUPPLY  
 4516 PONTIAC LAKE ROAD  
 WATERFORD, MI 48328

ATTENDEES (PLEASE PRINT CLEARLY): \_\_\_\_\_



"We learned from other people's mistakes. They tried to do it all at once. Also, we properly included people to be a part of the program and buy into it. We did not export the program until people were comfortable with it"

"We started by benchmarking and looking at the systems and practices that are out there and we found a lack of standardized procedures and inconsistent quality...it depended on whoever was the supervisor for a particular building. There were inequities among workers, an improper worker-to-supervisor ratio, and there was no standard training program in place."

**The Ernest Hunter Bio**

**DIRECTOR OF PHYSICAL PLANTS AND FACILITY SERVICES AT THE UNIVERSITY OF TEXAS AT AUSTIN:**

- Responsible for a 1,000 person workforce providing a full range of facilities services to two campuses with over 16 million square feet of building space, 800 acres of grounds, 50,000 students, 20,000 faculty & staff, and a budget of over \$50 million.

**UNITED STATES NAVY:**

- Twenty-six year career achieving the rank of Captain
- Commanding Officer of a Facilities Engineering Command

**UNITED STATES DEPARTMENT OF ENERGY:**

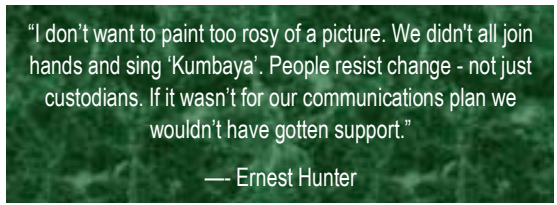
- Deputy Assistant Security leading the operations for the nation's tenth largest oil and gas field

**EDUCATION:**

- Masters and Bachelors of Engineering from Texas A&M
- Masters of Science in National Resource Strategy from the Industrial College of the Armed Forces
- Senior Executives Education graduate from Carnegie Mellon University
- Emerging Executive Education graduate from Pennsylvania State University

**CREDENTIALS & CERTIFICATES:**

- Registered Associate Computer Professional
- Certified Microsoft Office Specialist
- Certificate of completion from Janitor University
- Registered Professional Engineer (P.E.)
- Graduate of APPA Facilities Management Institute
- Certified Energy Manager by the Association of Energy Engineers



**GLSSA BOARD AND "GROUND ZERO" COMMITTEE MEMBERS**

- Fritz Gast, Chair**  
 T: 616-481-3010 E: fritzg@pbghost.com
- MJ Healy, Chair**  
 T: 248-736-8339 E: mj@icssales.com
- Jim Stieber**  
 T: 616-437-1455 E: jimstieber@comcast.net
- John Callahan**  
 T: \_\_\_\_\_ E: jcmktg@comcast.net
- Jim Doman**  
 T: \_\_\_\_\_ E: jddoman1@yahoo.com
- Dave Ellis**  
 T: 517- \_\_\_\_\_ E: delis@issclean.com
- Jerry Lemke**  
 T: 616-262-1522 E: scrubu@sbcglobal.net

**THE REST OF GLSSA BOARD MEMBERS:**

- |                 |                              |
|-----------------|------------------------------|
| Dennis Brennan  | dbrennan@spartanchemical.com |
| Mike Wholihan   | mikewholihan@yahoo.com       |
| Al Slenk        | aslenk@nusourcecorp.com      |
| John Stibrick   | jstibrick@prod-chem.com      |
| Jerry Halvorsen | jhalvorsen@jerusco.com       |
| Mike Aman       | metallind@met-all.com        |
| Ed Celidonia    | resource1@aol.com            |
| Pete Evans      | psspete@sbcglobal.net        |
| Dan Murnen      | dmurnen@jansanproducts.com   |

**"Ground Zero To Clean (And Green)" Facts**

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