



Quality Tools for Smart Cleaning™

# CASE STUDY

## University of Maryland's Partnership with UNGER Enterprises



## CUSTOMER PROFILE



### Institution:

University of Maryland  
Located in College Park, Maryland



### Vertical:

Post-secondary educational institution known for its academic excellence and research programs



### Facility Specifics:

- 5.4 million square feet
- 94 buildings, 550 classrooms, and 921 restrooms
- 180 full time cleaning staff



## KEY CONTACT

**Harry Teabout III,**  
*Executive Director for  
Building and Landscape  
Maintenance*

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## CHALLENGE

The University of Maryland's custodial team faced multiple challenges:

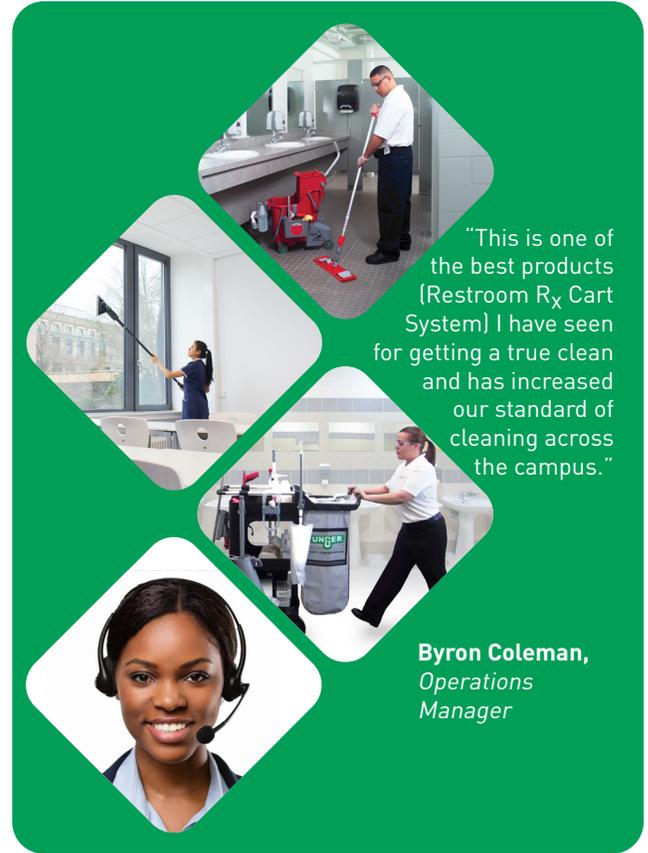
- 1. Staff Reduction:** Losing 100 custodians due to budget cuts meant the remaining team had to maintain high standards with fewer hands on decks
- 2. Lack of Standardization:** Without a unified cleaning approach, custodians used different products and methods, impacting efficiency and quality
- 3. Increased Procurement Efforts:** Managing multiple cleaning product vendors was time-consuming, occupying 30% of the Procurement and Business Services department's efforts and led to supply inconsistencies
- 4. Safety Concerns:** Cleaning high windows and performing other tasks with limited ergonomic tools increased the risk of injuries



## SOLUTION

Unger Enterprises provided the University of Maryland with a tailored solution to address these issues:

- 1. Team Cleaning and RestroomR<sub>x</sub>™ System:** Unger's RestroomR<sub>x</sub> system equipped custodians with all necessary tools in one cart, reducing trips to the supply closet and enabling a more organized, team-based cleaning approach.
- 2. Unger Stingray® Window Cleaning System:** This system allowed custodians to clean high windows without ladders, improving safety and reducing chemical use by 39%.
- 3. Single Contract for Purchasing:** Consolidating cleaning products under one contract with Unger reduced procurement time and ensured product consistency across the campus.
- 4. Ergonomic Tools and Structured Training:** Unger provided monthly training sessions on using ergonomic tools like the RestroomR<sub>x</sub> cart to prevent injuries and improve productivity.



## CUSTOMER SERVICE

Unger's ongoing support included training and consultation, making sure custodians had the skills to use the new tools efficiently. The team adopted a standardized cleaning process that increased speed and consistency, helping custodians maintain quality while adapting to reduced staffing.

"I've been in the industry for 30 years and Unger is truly on the cutting edge of innovation. They are never standing still but always thinking ahead to the next innovation and customizing solutions for us."

- **Bob Pils,** Assistant Director for Building Services

## RESULTS

The partnership between the University of Maryland and Unger Enterprises resulted in significant improvements:

- **Maintained Quality:**  
The university's inspection scores exceeded those of other Big Ten schools despite reduced staff.
- **Increased Safety and Efficiency:**  
Ergonomic tools reduced injuries and improved efficiency.
- **Enhanced Purchasing Efficiency:**  
A single contract streamlined procurement, saving time and ensuring supply consistency.



Cleaning inspection scores above Big Ten average



Fewer injuries with ergonomic tools



Reduced supply trips, saving custodial hours



39% reduction in window cleaning chemicals

## CONCLUSION

The University of Maryland's collaboration with Unger Enterprises equipped the custodial team with efficient, safe, and standardized tools and processes, allowing them to keep the campus clean and safe despite reduced staffing. With continued support and innovative solutions from Unger, the custodial team is prepared to maintain high standards and operational efficiency.

## CONTACT US

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