



AM-PM CLEANING CORPORATION

THE CUSTODIAN

Spring 2010

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Blue Cross Blue Shield of Rhode Island

Dave McDonough, Director of Facilities and Services, has this to say about AM-PM—“I would like to take this opportunity to commend our Cleaning Contractor , AM-PM Cleaning Corporation, for the work that they had done during a most challenging transition of our newly constructed Double AA class, LEED Certified, 12 story office building from the end of construction to move in. The phased occupancy of over a 45 day period for Blue Cross Blue Shield’s 1,100 employees was a very smooth transition. Through the transition process, AM-PM demonstrated cleaning service responsiveness and management communication which allowed my department to concentrate on other critical building demands. The confidence that I have that AM-PM will fulfill its commitment to provide exceptional service is extremely high and I expect nothing less than the best from them and together we look forward to a long-term working relationship.”

By Karen L. Perkins
Customer Service Manager



Congratulations To Blue Cross Blue Shield of RI

“Environmental Design and Construction” Congratulates the 2010 ED+C Excellence in Design Award Winner – Blue Cross Blue Shield Headquarters of RI! They demonstrated outstanding sustainable design techniques. They will be featured in the October 2010 Edition of ED+C and online at www.EDCmag.com

AM-PM Continues to volunteer for Great Causes!

AM-PM’s team of volunteers helped to Celebrate Earth Day by Cleaning up the Charles River! Experiences I know we all benefited from; “working with Building Impact has proved to be useful, fun and rewarding” says Katie Grenon. Glisel Alvarado has had an opportunity to participate in three events – here’s what she has to say; “Building Impact has really given me the opportunity to give back, taking time from everyday life to help others in need, is worth all my time. As I volunteer in more events, more of my coworkers, friends and family have joined. “Every person does make a difference.” Building Impact has many events throughout the year. Some events require more energy than others but they are all focused on the same goal - helping the community. I will continue to volunteer and encourage others to do so.” For me personally, my involvement has made me aware of what volunteering really can do for others and our environment! It’s exciting – it’s challenging – it’s rewarding! We have an opportunity to bond with other companies involved with Building Impact – there is a common thread for all of us. **By Karen L. Perkins**



From left ; Jai and Glisel Alvarado, Katie Grenon, Karen Perkins, Carlos Arruda and Frank Moura

AM-PM Cleaning Corporation Leader in Janitorial Service Industry

AM-PM Cleaning Corporation has always endeavored to be the “leader in the janitorial service industry”, from providing the highest quality and consistent service, to being the only janitorial service company in New England that has earned the distinction of **ISO 9001** certification. We believe “what gets measured gets done!” We continue to pursue ways that will benefit our customers with methods of cleaning that will, not only “look clean”, but also produce a healthy environment in which to work.

We maintain strict requirements that must be met in our hiring practices as well as the quality control of work we perform. Our employees are “key” to our success and we recognize the importance of providing our employees with the best resources to accomplish their jobs.

As we continue our journey to be the best in our industry, we thank our customers who have entrusted AM-PM with their facilities and continue to commit to them that we will always provide the flexibility, commitment and the pursuit of the best methods and materials to meet and exceed their expectations.

This is the commitment we make as a company and each of our employees carry out each day.

By Ken Foscaldo
Managing Partner



Saluting Loyalty Saludando a la lealtad audando Fidelidad

AM-PM would like to congratulate the following employees on their hard work and dedicated years of services:

5 Years of Service

Nilson Ulfrido Dume
Vidal Antinio Moya
Alfredo Rivera
Rosa Olivero
Antonio Soares Do Nascimento
Juan O. Gonzalez
Jorge Gonzalez Melendez
Cesario Guillermo Moreta
Joan Alvarado Rodriguez
Carlos A. B. Miranda
Norverto DeJesus
Transito Climaco

10 Years of Service

Maria Borges

15 Years of Service

Juana Idaiza Pena

AM-PM is a 3rd Party Company

In the case of AM-PM Cleaning Corporation, 3rd Party refers to a valuable, reliable and credible tool for achieving our ultimate goal: **providing quality and consistent cleaning service at a value to our customers.** Manufacturing and Bio Tech organizations that are subject to FDA regulations and high standards, understand the importance of validations and the role that 3rd Party plays in success.

AM-PM uses 3 validations. First, all employees are 3rd Party screened by “ADP Secure Hire” for work eligibility in the United States and for criminal histories. AM-PM’s people are selected and qualified by a higher standard than other cleaning companies.

AM-PM is a certified ISO 9001 Organization which means that AM-PM’s management are guided and audited by this International Standard. As a 3rd Party, ISO reviews, and validates the baseline from which continuous improvement is measured. This is an annual certification that serves to focus AM-PM on service and customers.

The final 3rd party to the AM-PM’s formula is our customer. AM-PM uses our customer’s evaluation of our service as a validation of our performance. We utilize customer surveys, Customer Service Managers site visits and CRN, our computerized Customer Response Network to determine our customer’s assessment of our service and the value we are providing.

Yes, AM-PM is a “3rd Party” Company and we wouldn’t have it any other way. **By David Staaf, Senior Sales Consultant**



WELCOME NEW CUSTOMERS!

- Boston Philharmonic— Boston
- Elder Service Plan—Boston
- Dartmouth Hitchcock Medical Centers—New Hampshire
- NATCO— New Bedford
- CBS Scene— Foxboro

Think Green Save Energy!

Most buildings have outside lighting on automatic timers. Now that we are in daylight savings time, you may notice lights on longer before darkness. Help save energy by letting your customer know.

