<table>
<thead>
<tr>
<th><strong>Process Name:</strong></th>
<th>Evaluation and Selection of New Products</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Review Date:</strong></td>
<td>April 2019</td>
</tr>
<tr>
<td><strong>Responsible Unit:</strong></td>
<td>Lead Trainer and Product Evaluation Team</td>
</tr>
<tr>
<td><strong>Description:</strong></td>
<td>Evaluate new chemicals, equipment and other supplies</td>
</tr>
<tr>
<td><strong>Input Triggers:</strong></td>
<td>Customer Feedback, Changes in Product Specifications, Safety Data Sheets, Manufacturer Literature, Product Samples, Product Performance Reports</td>
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<tr>
<td><strong>Finish Line:</strong></td>
<td>New product is selected</td>
</tr>
<tr>
<td><strong>Cycle Time:</strong></td>
<td>Based on product</td>
</tr>
<tr>
<td><strong>Customers:</strong></td>
<td>Procurement, Test Site Managers</td>
</tr>
<tr>
<td><strong>CTO Standards:</strong></td>
<td>Clear and timely communication of expectations</td>
</tr>
<tr>
<td><strong>Performance Measures:</strong></td>
<td>NA</td>
</tr>
<tr>
<td><strong>Performance Capability:</strong></td>
<td>NA</td>
</tr>
<tr>
<td><strong>Performance Period:</strong></td>
<td>NA</td>
</tr>
<tr>
<td><strong>Results:</strong></td>
<td>Goal</td>
</tr>
<tr>
<td></td>
<td>NA</td>
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Triggering Event

GUIDES
What helps us know why, when, and how we do what we do?
- DSPO Strategic Plan
- State Requirements
- Safety Regulations
- Budget
- LEED

INPUT
What do we need to do this?
- Customer Feedback
- Changes in Product Specifications
- Safety Data Sheets
- Manufacturer Literature
- Product Samples
- Product Performance Report

Evaluation and Selection of New Products

OUTPUT
What do we produce or deliver?
- Customer Satisfaction
- Effective/Efficient Work Processes
- Increased Value
- Bid Specifications
- "Greener" Products

ENABLERs
- Environmental Services
- System-wide Safety Programs
- Supply & Property Management
- Procurement
- Budget
- Vendors

DSPO KEY PROCESSES
- Quality Assurance
- Workforce Excellence
- Financial Monitoring
- Customer Satisfaction
# Evaluation and Selection of New Products

<table>
<thead>
<tr>
<th>Process Owner</th>
<th>Customers</th>
<th>Critical to Quality</th>
<th>Measures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lead Trainer and Product Evaluation Team</td>
<td>Procurement Test site managers</td>
<td>Clear and timely communication of expectations</td>
<td>Customer satisfaction survey results</td>
</tr>
</tbody>
</table>

**Background:** The DSPO evaluates new chemicals, equipment and other supplies in response to customer feedback, changes in industry and product standards, regulatory requirements, etc.

1. Product Evaluation Team (PET consists of trainers, ERS rep, BSS, school staff rep) does product research (gathering and reviewing manufacturer literature including SDS, checking references, etc.)
2. Merit Review?
3. Is it a chemical?
4. Send Safety Data Sheet to Environmental Services for review and approval for use in schools
5. Is it approved?
6. PET identifies testing sites
7. PET develops evaluation criteria for product testing
8. PET sends following information to Procurement.
   a. Criteria should include how product will be judged, i.e. quality, cost, green features, packaging, ease of use, etc.
   b. Length of test
      i. Equipment - 20 work days
      ii. Supplies - minimum of 3 months
      iii. Floor finish or sealer – 1 year
   c. Amount of product vendor is required to provide for the test
   d. Where and when product is to be delivered
9. Procurement invites vendors to participate in the test.
10. PET communicates evaluation process and expectations to BSMs of the test sites “regarding”:
    - Building Service Manager Reports (from each testing site)
    - Equipment/Supply Evaluation Forms
      - Anyone who operated equipment or used supplies completes evaluation form.
    - Feedback from others (observations)
      - Building Service Supervisors
      - PET members
      - Location staff members
      - School Staff
11. Test site BSMs receive equipment or supplies for testing.
12. Test site BSMs receive training for proper usage of equipment and supplies to testing sites.
13. Test site conduct the test.
14. Test site BSMs submit evaluation reports at the end of the testing period.
15. PET evaluates test results
16. Is product recommendable?
17. PET prepares report of recommendation and send to director.
18. PET presents recommendations to DSPO leadership team and receives any additional feedback.
19. Director of School Plant Operations sends the final approved equipment or supply specification to procurement for bid.
20. Procurement issues solicitation for new product