

# WELCOME IntelInsight

Fact-Based News, Views and Updates  
on Intel's Impact in Licking County

OCTOBER 2023 | From the Welcome Intel Task Force | Focused on a smooth landing for Intel and great opportunities for Licking County!

## What's it like to work in a cleanroom?

*Prudential Cleanroom Services (PCS) is currently building out a cleanroom facility at a site on the Port Authority campus. Since the Heath site is not completed yet, we interviewed Jeff Guess, the Quality Assurance Supervisor at a PCS facility in Sandston, Virginia.*

### What is your background that led you to a cleanroom job?

Prior to Prudential, the majority of my career was around hospitality which goes hand-in-hand with quality. When you do things the right way, people are happy and they want to do business with you. After transitioning from hospitality, I started working with a company as a quality consultant while they were working towards their BRC Certification for Food Safety which is where I began to develop an interest in quality systems and the role that quality

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plays in making companies good suppliers. As the contract was expiring, I began looking for local companies with open quality positions and that's when I found Prudential Cleanroom Services. I have been with PCS since 2018 and worked exclusively in the cleanroom, as the QA Supervisor.



### How is the cleanroom important to the company work?

Prudential has two divisions - the Industrial and the Cleanroom. The Industrial Division handles the typical laundry that most people are familiar with; napkins, shop uniforms, mats etc.

*The uniforms that we provide are what allow companies to send rockets into space, make vaccines and even pacemakers.*

The cleanroom division handles garments that are used within cleanrooms. We process (launder) garments that are used in environments that make pharmaceuticals, medical devices and semiconductors. The uniforms that we provide are what allow companies to send rockets into space, make vaccines and even pacemakers.

### Can you describe your job?

The main function of my position is to ensure that we adhere to our company

policies and procedures and ISO 9001:2015 requirements.

I work closely with our customers to ensure that we are meeting any special requirements that they might have relative to their garments. This might include testing or sterilization of their garments and subsequent certifications. I assist with the training and development of employees at the site ensuring they are following the processes in place for their position. When nonconformances arise, I assist the plant with root cause investigations and corrective actions, ensuring that we are addressing any customer complaints as they arise. On a monthly basis, I will coordinate the plant monthly management reviews to ensure we are meeting all established goals. Additionally, I oversee the plant safety program ensuring the plant is following established safety metrics.



### What is a typical day like?

Every day is different and that is what makes my role at the plant enjoyable. As the Quality Supervisor, I have a hand in a little bit of everything to help make the plant function at its best. Some days I will be working with employees to make sure they are trained and understand why what they

do is so important. I send a variety of testing and sterility certifications throughout the week so customers have confidence in their garments performing the way they need them to.

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I will monitor the performance of our water and air to ensure the rooms and utilities are operating at the levels required for our processes. Any items coming into the plant will be inspected prior to use so that we know we are getting the quality supplies we need to perform our jobs effectively.

### Did you need a special degree or certification for your job?

I have a bachelor's degree, though it is not required for my position.

### How did education prepare you for your job?

My degree was actually in Sport Management. I really enjoyed special events and putting all of the pieces together to make something successful. While my specific degree was not a factor for my role in the cleanroom, education as a whole prepared me to be organized, detail oriented and able to communicate effectively.

### Do you like your job in the cleanroom – and can you expand on that?

I certainly enjoy my job in the cleanroom. Most people don't really think about what goes into making those small parts that go into a rocket or a medical device. However, if we don't do our job, then our customers can't do the amazing things that they do.

### What would you advise young people who are looking for a career in this field?

Not too many people go to school so they can work in a cleanroom laundry and that was certainly the case for me. However, you just may be surprised at how well your skills may translate



Garment test chamber



Final distribution

into different areas. Most people want to make a difference in life but what that ends up looking like could be very different than what you imagine. We all make an impact on something or someone so the next time you see that rocket take off, just remember; it was some pretty special garments that made that happen.

### BACKGROUND

With new high-tech businesses opening in Licking County, there is a great interest in a special work environment known as "cleanrooms." While the new Intel manufacturing facility will not be the first cleanroom in Licking County, it will likely spur the introduction of more businesses that also use cleanrooms. Basically, a cleanroom is a specially designed and engineered work area that is completely enclosed and filtered by a highly sophisticated air filtration system that removes airborne particulates. Workers wear specially designed garments while working in these spaces in order to protect the products being manufactured.

### ABOUT PRUDENTIAL

Prudential Cleanroom Services, established in 1960, has 35 facilities in 15 states, including one currently under construction in Heath, Ohio. Prudential specializes in cleanroom garment processing services for aseptic, particulate & ESD controlled environments. All PCS (Prudential Cleanroom Services) Garment Processing Facilities are validated for sterile garment processing, and have a quality management system that is ISO 9001 certified.

Essentially, PCS employees work in a cleanroom environment, cleaning and processing garments that are used by other companies that manufacture or operate in controlled environments. The Ohio facility will serve a host of regional clients.

### BUILDING THE SITE

Southgate Corporation, led by President and Owner Rob O'Neill, is a local, highly experienced and well-known development company. They are expanding an existing building on the Port Authority campus to a 67,500 square foot facility for Prudential, a facility that will be very similar to another PCS site in Nashua, New Hampshire. Rob toured the Nashua site and said, "this is a pretty unique process that they do, and they are very successful at it. The work environment is very employee-friendly. It's a comfortable and attractive place to work. There are a lot of amenities for employees: easy parking, all air conditioned, a low-noise work environment, showers, a nursing room, a lunch room, and just a beautiful overall facility."

Rob estimates the facility will be completed in fourth quarter 2024.

### The Welcome Intel Task Force was formed by:



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