

Cleaning Quality Control Checklist

A self-check on your own QC program: standards, cadence, scoring, the deficiency loop and the record

Site _____ Date _____ Inspector _____

Standards and Scope

	Pass	Fail	N/A
A written scope of work exists for every site, not only for the sites that complained	☐	☐	☐
The scope names each area of the site and what is done in it	☐	☐	☐
Every line in the scope is checkable by a second person without asking the cleaner	☐	☐	☐
Subjective wording removed: no 'as needed', 'when required' or 'maintain appearance'	☐	☐	☐
Frequencies are stated per line, not as a single site-wide frequency	☐	☐	☐
The customer has seen and agreed the same document the inspector scores against	☐	☐	☐
Site-specific problem areas from the last 90 days are written into the scope	☐	☐	☐

Inspection Cadence

	Pass	Fail	N/A
Every site has a stated inspection frequency written down, not held in a supervisor's head	☐	☐	☐
New sites are inspected weekly for the first 90 days regardless of size	☐	☐	☐
High-traffic and high-value sites are inspected more often than low-traffic ones	☐	☐	☐
Inspections are dated in advance, so a missed inspection is visible rather than silent	☐	☐	☐
At least one inspection per site per quarter falls outside the usual day and time	☐	☐	☐
Inspection load per supervisor is known and is achievable in their working week	☐	☐	☐
A missed inspection is recorded as missed, never backfilled from memory	☐	☐	☐

Scoring Method

	Pass	Fail	N/A
One rating language is used across the whole company	☐	☐	☐
Pass, Fail or N/A per line, with no partial credit or middle option	☐	☐	☐
N/A requires a written reason so it cannot be used to avoid a fail	☐	☐	☐
Every fail carries a photo taken at the time, not a description written later	☐	☐	☐
Two supervisors scoring the same area would land within a few points of each other	☐	☐	☐
The score is calculated the same way at every site, so sites can be compared	☐	☐	☐
A passing threshold is agreed and known by the crew before they are measured against it	☐	☐	☐

The Deficiency Loop

	Pass	Fail	N/A
Every fail becomes a tracked deficiency with an owner and a due date	☐	☐	☐
The cleaner who has to fix it receives it directly, not through a chain of forwarded messages	☐	☐	☐
Fix confirmation includes photo evidence of the corrected condition	☐	☐	☐
A supervisor reviews the fix before it is closed, and no fix closes itself	☐	☐	☐
Open deficiencies from the last inspection are verified at the start of the next one	☐	☐	☐
Repeat deficiencies at the same site are visible as repeats, not logged as new each time	☐	☐	☐
A deficiency that cannot be fixed by cleaning is escalated to the customer as a building issue	☐	☐	☐

Communication and Escalation

	Pass	Fail	N/A
The customer knows who to contact and gets an acknowledgement the same business day	☐	☐	☐
A complaint triggers an inspection, not only a phone call and a promise	☐	☐	☐
Escalation steps are written: who is told, after how long, and what happens next	☐	☐	☐
The crew is told what failed and why, in their own language where needed	☐	☐	☐
Praise and passing results are shared with the crew, not only failures	☐	☐	☐

The account owner sees the site's results without having to ask for them	☐	☐	☐
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Records and Review

	Pass	Fail	N/A
Inspection records are retained and retrievable by site and by date	☐	☐	☐
Photo evidence is stored with the inspection, not in a supervisor's phone gallery	☐	☐	☐
Scores are trended over time per site, not read one inspection at a time	☐	☐	☐
The customer receives a summary on a regular cadence, before there is a problem	☐	☐	☐
A renewal file exists per customer: visits completed, scores, response times, fixes	☐	☐	☐
Results are reviewed with supervisors monthly and something changes as a result	☐	☐	☐
The program itself is reviewed at least twice a year against what is actually happening	☐	☐	☐

General checks (site-wide)

	Pass	Fail	N/A
One person owns quality control company-wide and is named	☐	☐	☐
Every supervisor has been trained on the scoring standard, not just handed the form	☐	☐	☐
The same standard applies to the founder's accounts as to everyone else's	☐	☐	☐
The program survives a supervisor leaving without knowledge walking out with them	☐	☐	☐
Nothing in the program depends on a spreadsheet only one person can open	☐	☐	☐

Suggested frequency

Per inspection	Score every line, photograph every fail, verify the previous inspection's open items
Weekly	Review open deficiencies, chase anything past its due date, check missed inspections
Monthly	Trend scores per site, review repeat deficiencies, send customer summaries
Quarterly	Review scope documents for drift, re-check inspection load per supervisor, audit N/A usage

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