

Janitorial Quality Control Plan Template

Fill in each line and you have the QC plan section most commercial cleaning bids ask for

Company _____ Prepared by _____ Date _____

1. Quality Policy and Accountability

- ☐ Name the person accountable for quality on this contract, with their title and direct contact

- ☐ Name their backup and state when the backup takes over

- ☐ State the standard the work is measured against: the scope of work attached to this contract

- ☐ State how often the quality plan itself is reviewed and by whom

- ☐ State the passing score or standard the contract will be held to

2. Inspection Program

- ☐ State how often each area of the building is formally inspected

- ☐ State who performs the inspection and that it is someone other than the person who cleaned

- ☐ State the first-90-days inspection frequency for a new contract

- ☐ State that at least one inspection per quarter falls outside the usual day and time

- ☐ State how a missed inspection is recorded and reported

- ☐ Attach or reference the inspection form used, area by area

3. Scoring and Records

- ☐ State the rating language used on every line: Pass, Fail or N/A

- ☐ State that every failed item is photographed at the time of inspection

- ☐ State that every N/A carries a written reason

- ☐ State how the site score is calculated from the scored lines

- ☐ State where inspection records are kept and how long they are retained

- ☐ State how the customer can request or access an inspection record
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4. Corrective Action

- ☐ State the time within which a failed item is corrected, by severity
 - ☐ State who receives the deficiency and how they receive it
 - ☐ State that a correction is evidenced with a photograph of the corrected condition
 - ☐ State that a supervisor verifies the correction before it is closed
 - ☐ State how open items from the previous inspection are verified at the next one
 - ☐ State what happens when the same deficiency repeats at the same location
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5. Customer Communication

- ☐ Name the single point of contact for the customer and the response time committed to
 - ☐ State the after-hours and urgent contact route
 - ☐ State how a customer complaint is acknowledged, investigated and closed out
 - ☐ State the reporting cadence and what the customer receives each time
 - ☐ State the meeting cadence for contract review and who attends
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6. Training and Staffing

- ☐ State the site-specific training each cleaner receives before working unsupervised
 - ☐ State the safety and product training completed and how it is recorded
 - ☐ State how cover is provided for absence and holiday
 - ☐ State how a new crew member is brought up to the site standard
 - ☐ State how supervisors are calibrated so two of them score the same area the same way
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7. Continuous Improvement

- ☐ State how scores are trended over time and reviewed
 - ☐ State what triggers a change to the scope, the frequency or the crew
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☐ State how recurring problems across the contract are identified and addressed

☐ State the annual review of this plan and who signs off on changes

General commitments

☐ Every commitment in this plan is one you can actually evidence on request

☐ No line promises a frequency the contracted hours cannot deliver

☐ The plan names people and times, not intentions

☐ The plan matches the scope of work word for word where they overlap

☐ The customer has been given a copy of the version in force

Review cadence

Weekly	Open deficiencies reviewed, overdue items chased
Monthly	Scores trended, customer summary issued, repeat problems reviewed
Quarterly	Contract review meeting, scope checked for drift, inspection load reviewed
Annually	Full plan review and re-issue ahead of renewal

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