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Janitorial Vendor Audit Scorecard

For the facility manager auditing a cleaning contractor: delivery, quality, communication, compliance

Site ______________ Date ______________ Inspector ______________

Contract and Scope Delivery

	Pass	Fail	N/A
A current signed scope of work exists and matches what is actually being cleaned	☐	☐	☐
The scope lists every area of the building with a stated frequency per line	☐	☐	☐
Periodic work (carpet extraction, floor restoration, high dusting, window cleaning) has dates, not intentions	☐	☐	☐
Periodic work billed in the last 12 months can be evidenced as completed	☐	☐	☐
Any scope reduction since the contract started was agreed in writing, not absorbed quietly	☐	☐	☐
Consumables supply is defined: who buys, what brand grade, and who tracks run-outs	☐	☐	☐

Site Presence and Staffing

	Pass	Fail	N/A
The number of cleaning hours delivered on site matches the number contracted	☐	☐	☐
Sign-in records or an electronic log exist and are current	☐	☐	☐
The same crew works the site week to week, and turnover is disclosed	☐	☐	☐
Staff are identifiable on site: uniform, badge, or a name the tenant can use	☐	☐	☐
A named supervisor visits the site on a stated schedule, not only after complaints	☐	☐	☐
Cover arrangements for illness and holidays are defined and have actually been used	☐	☐	☐
Staff have been trained on this building specifically, including access and restricted areas	☐	☐	☐

Quality of Work: Spot Check

	Pass	Fail	N/A
Restrooms pass an unannounced check at the end of the day, not only the morning	☐	☐	☐
Detail areas pass: baseboards, corners, under desks, behind doors, chair legs	☐	☐	☐
High dusting is current: vents, light fixtures, tops of frames, ledges above eye level	☐	☐	☐
Hard floors show no mop haze, streaking or edge build-up under overhead lighting	☐	☐	☐
Carpet edges and corners are clean, not only the open traffic lanes	☐	☐	☐
Glass and touchpoints are clean at hand height on both faces	☐	☐	☐
Waste streams are correctly separated at every collection point	☐	☐	☐
The janitor closet is organised, chemicals labelled, equipment maintained	☐	☐	☐

Inspection and Quality Control

	Pass	Fail	N/A
The contractor runs its own documented inspections at a stated frequency	☐	☐	☐
Inspection records are produced on request without a delay of days	☐	☐	☐
Failures carry photo evidence, not a narrative description	☐	☐	☐
Deficiencies have owners, due dates, and a recorded fix with evidence	☐	☐	☐
Repeat problems are visible as repeats rather than logged fresh each time	☐	☐	☐
Scores are trended over time, so improvement or decline can be seen	☐	☐	☐

Communication and Responsiveness

	Pass	Fail	N/A
One named contact answers within an agreed response time and it holds in practice	☐	☐	☐
Requests logged in the last quarter were acknowledged and closed within that time	☐	☐	☐
After-hours and urgent contact routes are defined and have been tested	☐	☐	☐
Complaints are answered with a site visit, not only an apology	☐	☐	☐
The contractor reports building faults it finds rather than cleaning around them	☐	☐	☐

A regular review meeting happens on a stated cadence and produces actions	☐	☐	☐

Compliance, Safety and Administration

	Pass	Fail	N/A
Insurance certificates are current and name the correct entity	☐	☐	☐
Workers compensation coverage is current and evidenced	☐	☐	☐
Safety data sheets for products in use are available on site	☐	☐	☐
Products in use match what the contract or building policy specifies	☐	☐	☐
Equipment is in safe working order, cords and guards intact	☐	☐	☐
Security requirements are followed: keys, fobs, alarm codes, doors left secured	☐	☐	☐
Invoices reconcile to the contract with no unexplained charges in the last 6 months	☐	☐	☐

General checks (site-wide)

	Pass	Fail	N/A
This audit was carried out on site, not from a desk	☐	☐	☐
At least one check was made outside the contractor's usual service window	☐	☐	☐
Findings were shared with the contractor with photos and a date for response	☐	☐	☐
The building's own faults were separated from the contractor's failures	☐	☐	☐
A re-audit date has been set	☐	☐	☐

Suggested frequency

Quarterly	Full vendor audit using this scorecard, results shared with the contractor
Monthly	Spot check of restrooms and two randomly chosen floors or zones
Annually	Contract, insurance, pricing and scope review ahead of renewal
On complaint	Targeted check of the area complained about within 48 hours

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