



# Certification Checklist

Elements that use the term "shall" were deemed to be of such importance that each of them must be satisfied in order to achieve compliance with the Standard. Only 60% of the elements marked "should" within each of the five sections must be satisfied.

1. <b>Quality System:</b> This section describes quality system requirements. It sets forth a general framework to ensure effective operations and continual improvement. Elements include:	Shall (Mandatory)		Should (Recommended)		Honors (Recommended)	
	Yes	No	Yes	No	Yes	No
<b>1.1. Definition of Cleaning Service Requirements</b>						
a. There shall be a site-specific scope of work or performance outcome describing cleaning service requirements.						
b. Changes to the service requirements shall be documented.						
c. Cleaning service requirements should be consistent with the organization's stated mission and values.						
<b>1.2. Quality Plan</b>						
a. The organization shall have a written Quality Plan. The Plan is a written process for determining whether cleaning service requirements are met and for identifying improvement opportunities. It commits the organization to attaining the level of service as defined by the customer and the organization in the scope of work or performance outcomes.						
b. The organization should communicate the plan to materially interested parties.						
▪ Each customer may receive a copy of the plan.						
▪ Each person in the organization may receive a copy of the plan.						
▪ The plan may define roles and responsibilities of operational personnel.						
▪ Each person in the organization should receive documented training related to the plan.						
c. Service quality measurement/metrics						
▪ The organization shall measure and document its performance against the scope of work and performance outcome requirements.						
▪ The measurements should be taken at a frequency appropriate for scope of work and performance outcome requirements.						
▪ The factors being measured should be reasonable and suitable for scope of work and performance outcome requirements.						
d. The organization shall use one or more of the following measurement tools:						
▪ Surveys						
○ Customers completing the surveys should submit them directly to appropriate representatives of the organization, rather than to the on-site supervisory personnel.						
○ Surveys should be reviewed with appropriate customer representatives.						
▪ Inspections						
○ Operational inspections by cleaning personnel should be performed as service is delivered.						


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	Shall (Mandatory)		Should (Recommended)		Honors (Recommended)	
	Yes	No	Yes	No	Yes	No
○ Site supervision should conduct site inspections.						
○ Management should conduct unannounced site inspections.						
○ Customers may participate in management-level inspections.						
▪ Complaints						
○ The organization should maintain a record of complaints.						
○ The organization should keep the source of complaints as confidential as possible.						
○ The organization should document what procedures have been implemented in response to a complaint to minimize the possibility of a recurrence.						
▪ Customer Evaluations						
○ Customers may perform self-evaluations of the site.						
○ Organizations may provide customers a checklist or form to guide self-evaluation.						
e. Feedback Cycle						
▪ The organization shall respond to both positive and negative customer feedback, and inspection results and shall fully investigate complaints.						
▪ Organization management should meet with the designated customer representative to review survey and inspections results and to discuss complaints.						
▪ When corrective action has been taken, the organization should inform the customer representative and request feedback.						
f. Evaluation of Progress and Continuous Improvement Plan						
▪ Appropriate levels of management should follow a documented process in reviewing performance results.						
▪ There should be a written corrective action plan that is consistent with the organization's policies and procedures.						
▪ There should be a written plan that describes how the organization will measure, report, and implement performance improvement.						
▪ Each customer representative may receive a copy of the plan.						
<b>Quality System Totals</b>						

2. <b>Service Delivery:</b> This section describes the processes necessary to effectively produce and deliver services. These customer-related processes include purchasing, staffing, and handling unexpected events. Cleaning organizations must define and describe their unique business processes. Elements to be addressed include:	Shall (Mandatory)		Should (Recommended)		Honors (Recommended)	
	Yes	No	Yes	No	Yes	No
<b>2.1. Service Delivery Plan</b>						
a. Workloading: There shall be an industry-accepted methodology for determining the number of labor hours needed to accomplish work requirements as specified in the scope of work or performance outcomes.						
b. Bidding/Costing Process: There should be a system for estimating job costs that considers the following factors: costing of labor, materials, overhead, profit (if applicable), taxes, insurance, and miscellaneous costs.						
c. Budgeting: Cost controls should exist and be used to ensure that work is completed within workloading, budgeting, and costing parameters.						
▪ The organization should have reporting systems, which provide accurate budgetary support for all aspects of the operation.						
▪ Management should be alerted when costs are not within acceptable parameters.						
▪ The organization should have a plan of action to make any necessary budgetary corrections.						
d. Staffing Plan: Staffing levels shall be based on workloading and one or more of the following:						
▪ Budgeting						
▪ Costing data						
▪ Customer requests						
▪ Industry benchmarks						
e. Work Plan: Individual cleaning assignments should be set forth in written work plans.						
f. Work Instructions: Standardized task procedures should be used across the organization and such task procedures should be documented.						
g. Contingency Planning: The organization should have both:						
▪ Contingency plan(s) to manage staffing shortages and service interruptions.						
▪ A process to obtain customer input and feedback when contingency plans are used.						
h. Special Requests: The organization shall have a plan to handle customer special requests.						
i. Emergency Response: The organization shall have a plan to respond to emergency service needs.						
j. Disaster Planning: The organization should have a plan to prepare for and deal with natural or made-made disasters.						
k. Invoicing/Charge-back Procedures: Invoicing/Charge-back procedures shall be documented.						

	Shall (Mandatory)		Should (Recommended)		Honors (Recommended)	
	Yes	No	Yes	No	Yes	No
<b>2.2. Purchasing Procedures</b>						
a. Product/Equipment Performance Evaluation: Supply and equipment performance evaluations shall be incorporated into the procurement process.						
b. Standardization: The organization should use similar equipment and supplies in similar facility types.						
c. Inventory Control: Inventory management and supply control systems should be in place, in use, and appropriate for the organization.						
d. Equipment Maintenance & Repair: The maintenance and repair of equipment should occur as the result of a planned process.						
e. Contractor Management: To the extent that the organization employs contractors and/or subcontractors:						
Do you use contractors or subcontractors?						
▪ Their selection and management shall be set forth in a written plan.						
▪ There shall be evidence that the plan is implemented.						
▪ The plan shall require that subcontractors produce proof of insurance.						
f. Financial Controls: The organization should have appropriate financial controls over the procurement process including all of the following:						
▪ supply and equipment requisition						
▪ approved vendor list						
▪ order placement						
▪ receiving inventory						
▪ accounts payable						
<b>Service Delivery Totals</b>						

3. <b>Human Resources:</b> In this section, the organization demonstrates that it efficiently and effectively manages "human capital" in a way that enhances organizational performance.	<b>Shall (Mandatory)</b>		<b>Should (Recommended)</b>		<b>Honors (Recommended)</b>	
	Yes	No	Yes	No	Yes	No
<b>3.1. Human Resource Policy:</b> There shall be a written human resource policy.						
<b>3.2. Hiring Practices</b>						
a. Recruitment: There should be a written plan for recruiting employees and a means of monitoring the plan's effectiveness.						
b. Selection: There shall be a written procedure for selecting qualified employees.						
c. Retention: There should be a program in place to encourage and to measure employee retention.						
<b>3.3. Site-Specific Orientation</b>						
a. Each employee shall participate in a site-specific orientation program.						
b. There should be written documentation that an orientation program occurred.						
<b>3.4. Executive Development:</b> There should be an executive development program or a continuing executive education program.						
<b>3.5. Management Training</b>						
a. Technical: There should be a written curriculum for technical training of management and documentation that personnel have been trained.						
b. Leadership: There should be a written curriculum for leadership training of management and documentation that personnel have been trained.						
<b>3.6. Cleaning Personnel Training</b>						
a. Technical: There shall be a written curriculum for technical training of cleaning personnel and documentation that personnel have been trained.						
b. Customer Service Training: There should be a written curriculum for customer service training of cleaning personnel and documentation that personnel have been trained.						
c. Personal Development: There should be a written training curriculum for non-technical skills of cleaning personnel and documentation that personnel have been trained.						
<b>3.7. Training Format and Language:</b> All management and cleaning personnel training shall be offered in a format and/or language that is easily understood by the trainee.						
<b>3.8. Security:</b> The organization should have a written curriculum for training all personnel in security of the site owner's and customer's property.						
<b>3.9. Timekeeping/Payroll:</b> The organization shall have a documented timekeeping and payroll system.						
<b>Human Resources Totals</b>						

4. <b>Health, Safety and Environmental Stewardship:</b> Quality cleaning and maintenance services are safe, healthy, and sustainable. They also positively impact the built environment. This section addresses the processes, systems, and documentation as they relate to the organization's commitment to those objectives.	<b>Shall (Mandatory)</b>		<b>Should (Recommended)</b>		<b>Honors (Recommended)</b>	
	Yes	No	Yes	No	Yes	No
<b>4.1. Regulatory Compliance</b>						
a. Employers shall comply with all pertinent provisions of the federal OSHA Hazard Communication Standard and all comparable state requirements. Provisions that must be complied with include, but are not limited to, the following:						
▪ Employers shall develop, implement and maintain a written hazard communication program.						
▪ Material Safety Data Sheets (MSDS) shall be readily available for all hazardous chemical products. Each MSDS shall match the current formulation of the corresponding chemical product.						
▪ There shall be a Chemical Inventory that contains an accurate and complete list of all chemicals on site.						
▪ Employees who handle chemicals shall be trained on the use and hazards of those chemicals.						
▪ All chemical containers shall be labeled as required.						
▪ Chemicals shall be used in a safe and proper manner and in accordance with the manufacturer's instructions.						
b. Chemicals should be stored according to their classification.						
▪ There shall be a spill containment plan and documented employee training.						
▪ There shall be a waste disposal and recycling plan and documented employee training.						
c. There shall be documentation that describes the organization's selection and use of Personal Protective Equipment (PPE). The employer shall comply with all applicable OSHA and state requirements for PPE.						
d. If cleaning personnel are required to clean blood or other potentially infectious material spills, the organization shall comply with the OSHA Bloodborne Pathogen Standard or applicable state requirements. Provisions that must be complied with include, but are not limited to, the following:						
Are cleaning personnel required to clean blood or other potentially infectious material spills?						
▪ The establishment of a written Exposure Control Plan that is reviewed and updated annually.						
▪ Employees shall be trained annually on the hazards of cleaning blood, other potentially infectious material, and proper use of PPE.						
▪ A written procedure for cleaning blood spills shall be implemented.						

	Shall (Mandatory)		Should (Recommended)		Honors (Recommended)	
	Yes	No	Yes	No	Yes	No
▪ Employees shall be offered the Hepatitis B vaccine.						
▪ Employees shall be trained on handling found sharps.						
e. A qualified person shall inspect the workplace as often as necessary to identify defective equipment or unsafe working conditions.						
f. Employers shall comply with all other applicable OSHA and/or state employee safety and health regulations.						
<b>4.2. Organization Policy/Environmental Management System</b>						
a. The organization shall have an environmental policy.						
▪ There should be a written statement of the organization's commitment to environmental ethics.						
▪ The policy should be appropriate to the nature, scale and environmental impact of the organization's services.						
▪ The policy should have a commitment to continual improvement.						
▪ The policy should have a commitment to pollution prevention.						
▪ The environmental objectives and goals as stated in the policy should be reviewed at least once every twenty-four months.						
▪ The policy shall be implemented and maintained.						
▪ The policy should be communicated to all employees.						
▪ The policy may be available to the public.						
b. Capability to Meet Customer Environmental and Safety Requirements						
▪ The customer may define its environmental and safety expectations for the site.						
▪ At outsourced sites, the contractor shall have a written plan for how they will comply with customer requirements.						
c. Workplace Safety and Health Program						
▪ The organization shall have a workplace safety and health policy.						
▪ Management and employees shall receive documented training in safe work practices.						
▪ Management and employees shall be trained in how to investigate and report near-miss accidents and incidents.						
▪ Management shall review the program at least once every twenty-four months.						

	Shall (Mandatory)		Should (Recommended)		Honors (Recommended)	
	Yes	No	Yes	No	Yes	No
<ul style="list-style-type: none"> <li>▪ There should be a written program that tracks all workplace injuries and illnesses and demonstrates what actions have been implemented to minimize a reoccurrence of the injuries.</li> </ul>						
<b>HS&amp;E Totals</b>						

5. <b>Management Commitment:</b> This section allows an organization to demonstrate that it has instituted appropriate management systems to meet customer needs and expectations, even in times of organizational change. It includes a demonstration of:	<b>Shall (Mandatory)</b>		<b>Should (Recommended)</b>		<b>Honors (Recommended)</b>	
	Yes	No	Yes	No	Yes	No
<b>5.1. Mission, Vision, Values:</b> The organization shall document at least one of the following:						
a. A written vision for its future.						
b. A clearly written mission statement.						
<b>5.2. Planning:</b> The organization should have plans to address two of the following three areas:						
a. Strategic Plan: There may be a strategic plan that is used as a guide to meet future goals.						
b. Business Continuity Plan/Succession Planning: There may be a plan for the continuation of daily business if a change in management occurs.						
c. Training Plan: The organization may have a detailed training plan that covers all aspects of an operation to ensure that all policies and procedures are understood and adhered to.						
<b>5.3. Responsibility and Authority</b>						
a. Organizational Chart: There shall be a clearly defined organizational chart that is accurate, up to date, and easy to follow.						
b. Job Descriptions: There should be accurate and up to date job descriptions for every position within the organization.						
<b>5.4. Communication Plan</b>						
a. The organization shall have clear procedures for effective communication among all levels of the organization.						
b. The organization shall have procedures for communication and feedback to customers.						
<b>5.5. Risk Management</b>						
a. The organization shall affirm that it is in compliance with all applicable local, state, provincial, and Federal safety laws and regulations.						
b. The organization shall produce proof of insurance(s).						
c. The organization shall produce proof of proper licensing.						
<b>Management Commitment Totals</b>						
<b>Standard Totals</b>						