



BE SAFE



WORK SMART



RESPECT



DELIVER QUALITY

High quality cleaning reflects our professionalism and builds trust with our clients. We follow clear standards, work to checklists and complete regular inspections to make sure every site is cleaned to the same high standard – every time.

01

OUR QUALITY COMMITMENT



- We deliver a high quality, reliable service every visit.
- We follow our cleaning standards and safe systems.
- We take pride in our work and attention to detail.
- If it's not right – we put it right.

02

FOLLOW THE CLEANING CHECKLIST



- Use the site checklist every visit.
- Work through each area in order.
- Tick off each task as it is completed.
- Do not skip tasks – every item matters.

03

INSPECTIONS & SITE CHECKS



- Supervisors carry out regular inspections.
- We use inspection sheets to check quality and standards.
- Issues are discussed and actions are agreed.
- Your feedback helps us improve.

04

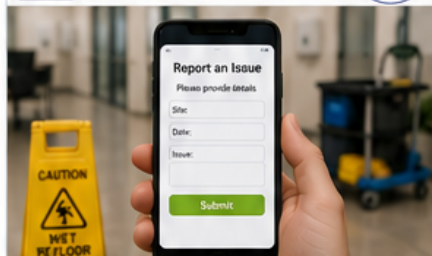
WHAT GOOD QUALITY LOOKS LIKE



- Clean, tidy and free from dust, stains and marks.
- Bins empty and liners changed.
- Toilets, sinks and mirrors spotless.
- Floors clean, dry and safety signs removed.
- Products stored safely and out of sight.

05

REPORTING ISSUES



- Report any issues immediately.
- Use the reporting process or app.
- This includes damaged items, supplies or site concerns.
- Early reporting helps prevent bigger problems.

06

CONTINUOUS IMPROVEMENT



- Learn from feedback and inspections.
- Take on board training and guidance.
- Share ideas to improve our service.
- Together we raise standards across every site.

QUALITY INSPECTION AREAS – WE CHECK ALL THE KEY AREAS



WORK AREAS
Desks, chairs, equipment, surfaces



WASHROOMS
Toilets, sinks, mirrors, floors, supplies



KITCHENS / CANTEENS
Worktops, sinks, appliances, floors



WASTE & RECYCLING
Bins emptied, correct sorting, areas tidy



FLOORS
Clean, dry, free from hazards



ENTRANCES & COMMUNAL AREAS
Doors, glass, signage, tidy and welcoming



KNOWLEDGE CHECK

Circle the correct answer or write your response.

- 1 Why is it important to follow the cleaning checklist?
- 2 Who carries out inspections at our sites?
- 3 What should you do if you find something is not right?
- 4 What are some examples of what good quality looks like?
- 5 How can we improve our quality as a team?



TRAINING RECORD

I confirm that I have received, read and understood the content of Module 18 – Quality Standards & Inspections.

Employee Name: _____

Date: _____

Employee Signature: _____

Date: _____

Trainer Name: _____

Date: _____

Trainer Signature: _____

Date: _____



This training does not replace site specific instructions or risk assessments. Always follow the rules and use your equipment as directed.



**CLEAN STANDARDS.
STRONG ENVIRONMENT. EVERY TIME.**



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