YOUR EXECUTIVE CLEANING PERFORMANCE BRIEF

Practical insights for improving commercial cleaning performance, operational consistency and inspection readiness.



Overview

Cleaning is often viewed as a background service for many facilities and multi-site operations. In reality, it's one of the clearest indicators of operational excellence.

Well-managed facilities with strong processes, reliable teams, and proactive oversight consistently maintain cleaner, safer, and inspection-ready environments. When operations begin to struggle, the first signs often appear in the condition of the floors, loading docks, breakrooms and restrooms.

The Real Cost of an Underperforming Cleaning Program

1. Operations staff pulled off their primary responsibilities to manage cleaning issues
2. Increased risk exposure during safety walks, audits and customer visits
3. Inconsistent conditions across multiple sites, making standardization difficult
4. Erosion of trust with tenants, customers, or corporate stakeholders
5. A reactive cycle of complaints, re-cleans and vendor turnover

How to Use This Brief

This guide is organized around the five operational pillars measured in your Commercial Cleaning Performance Benchmark assessment: **Service Reliability, Management Workload, Vendor Accountability, Inspection Readiness, and Multi-Site Consistency**.

Start by reviewing the Five Performance Pillars on the next page. Then, complete the Facility Performance Checklist and 90-Day Executive Action Plan to identify priorities, strengthen operations, and build a higher-performing cleaning program over time.

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Understanding The 5 Cleaning Performance Pillars

1

Service Reliability

How often do cleaning service issues require follow-up from your team?

When cleaning tasks are missed, deficiencies recur, or staffing gaps go uncovered, the burden shifts from the vendor to your own operations team.

COMMON WARNING SIGNS

- The same deficiencies are reported more than once
- Staffing call-outs are not covered with a qualified substitute
- Your team has an informal habit of "checking behind" the cleaning crew
- Issues are resolved only after multiple emails or calls

2

Management Workload

How much time does your team spend managing cleaning-related issues each week?

A well-run cleaning program should require oversight, not intervention.

COMMON WARNING SIGNS

- Cleaning issues surface in unrelated meetings because there's no dedicated review process
- The same manager is the default point of contact for every cleaning complaint
- Time spent on cleaning oversight has grown, not shrunk, over the past year

3

Vendor Accountability

How effectively is your current cleaning provider's performance measured and communicated?

Accountability is what separates a managed service from an unmanaged one. Without clear, agreed-upon performance measurement, quality becomes subjective.

COMMON WARNING SIGNS

- There is no written or scored inspection process, only informal impressions
- Performance reviews only happen when a complaint triggers one
- The scope of work hasn't been revisited since the contract was signed
- There is no shared documentation your team and the provider both reference

4

Inspection Readiness

If an executive, customer, or inspector visited today, how prepared would your facility be?

When cleaning tasks are missed, deficiencies recur, or staffing gaps go uncovered, the burden shifts from the vendor to your own operations team.

COMMON WARNING SIGNS

- Staff are asked to do a special cleanup before known visitors arrive
- High-traffic or high-visibility areas (entryways, breakrooms, restrooms) are inconsistent day to day
- There is no standard your team could use to "grade" readiness objectively
- Preparation for inspections is treated as an exception rather than routine

5

Multi-Site Consistency

If you oversee multiple facilities, how consistent is cleaning performance across locations?

Consistency depends less on a shared standard, documentation, and centralized oversight across every locations.

COMMON WARNING SIGNS

- Quality noticeably varries by location
- Each location has its own informal standard rather than a shared one
- Escalating an issue requires a different process depending on the location

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Signs Your Cleaning Program May Need Attention

Use this checklist during your next facility walk-through. Check any item that applies. Three or more checked items across categories typically indicates a program that would benefit from a structured review. If you have 3 or more checked items, contact our team to help perform a free, no obligation detailed facility assessment.

RELIABILITY & WORKLOAD

- ☐ Cleaning issues have required follow-up more than once in the past month
- ☐ Your team spends more than 30 minutes a week managing cleaning-related concerns
- ☐ Staffing gaps are not reliably covered

ACCOUNTABILITY & MEASUREMENT

- ☐ There is no written, scored inspection process
- ☐ Performance discussions only happen after a complaint
- ☐ You could not produce a recent performance report if asked today

READINESS & PRESENTATION

- ☐ A “special cleanup” happens before known visits or audits
- ☐ High-visibility areas are inconsistent day to day
- ☐ You would not feel confident about an unannounced walk-through

MULTI-SITE CONSISTENCY

- ☐ Quality varies noticeably by site or crew
- ☐ There is no consolidated reporting across locations
- ☐ Each site follows a slightly different standard

BUILD A HIGHER-PERFORMING CLEANING PROGRAM

Reactive Program ✗	Proactive Program ✓
Issues surface through complaints	Issues surface through scheduled inspection
Scope of work is set-and-forget	Scope of work is reviewed as needs change
Reporting happens only when requested	Reporting is standing and predictable
Quality varies by crew or site	Quality is standardized across every site
Special cleanup before known visits	Facility is inspection-ready every day

A 90-Day Path to a Higher-Performing Cleaning Program

Programs don't improve because of a single decision. They improve because someone puts a measurement system in place and reviews it consistently. We hope this guide proves useful in improving your cleaning program.

THIS WEEK

- Walk the facility using the Self-Assessment checklist on the previous page
- Identify your single point of contact for cleaning oversight, if one doesn't exist
- Pull the most recent performance report, if available. Note whether one exists at all

THIS MONTH

- Request or establish a written, scored inspection process
- Set a recurring cadence for performance review (monthly recommended)
- Document the current scope of work and confirm it still matches facility needs
- If multi-site, request consolidated portfolio-level reporting

THIS QUARTER

- Review 90 days of inspection data to identify recurring patterns
- Benchmark current re-clean/callback rate against the 5% standard
- Revisit the scope of work formally, accounting for any facility changes
- Decide whether the current structure supports long-term consistency across sites



We are an Operational Partner, Not Just a Cleaning Vendor

We built the Commercial Cleaning Performance Benchmark and this brief because we believe operational leaders deserve a clear, honest way to evaluate cleaning performance, whether or not All 1 Service is part of that conversation.

NEXT STEP

Schedule a Complimentary Facility Performance Consultation

Scan the QR code or email all1sales@all1service.com to connect with an All 1 Service expert. We'll review your assessment results and help you identify opportunities to create a cleaner, safer, and more efficient facility.