

## Appendix B Cleaning Key Performance Indicators

KPI No	Activity Description	Measurement Frequency	Target
<b>Quality</b>			
1.	Achievement of Cleaning Service Standards measured by site audits.	Monthly	90%
2.	Reactive Cleaning attendance and service against Cleaning Service Standards.	Monthly	90%
3.	Customer satisfaction measured by target survey scored against base-line figure.	6 Monthly	% Improvement
4.	Management of cleaning standards within the defined hours per site.	TBC	TBC
5.	<p>Management Information</p> <p>The following information must be recorded for management reporting purposes, which should support monthly invoices:-</p> <ul style="list-style-type: none"> <li>• Monthly accident report</li> <li>• Exception Report of completion of planned routine and reactive cleaning tasks at all sites</li> <li>• Report of completion/service failure of all reactive cleaning tasks at all sites</li> <li>• Report of all complaints/compliments received, and action taken against them</li> <li>• Report of all staffing issues, including absence, recruitment and departure at all sites</li> <li>• Exception report of all health and safety issues, including near misses and notifiable incident</li> <li>• Executive report of all service improvements, efficiencies and savings proposed or achieved</li> <li>• Detailed monthly management reports within 7 days of the previous month end. Reports must be provided electronically in an agreed format which will allow the Force to search and sort information easily on all cleaning reportable functions.</li> </ul>	Monthly	100%