



Die Gebäudedienstleister
Bundesinnungsverband

Quality Measuring System for result contract cleaning



**Bundesinnungsverband des Gebäudereiniger-
Handwerks BIV-
The Federal Cleaning Trades Association,
Germany**

Quality inspections of cleaning services are one of the most actual topics of the industry. The BIV has reasoned the subject "quality monitoring" in close contact with the customers in detail. Against the background of present-day facility management it was very soon obvious that a control system that only takes into account the conventional way of contracts does not include all customers' demands. Normally this way describes the supply of a service extremely detailed in form of service specifications in which all specific activities and their cycle are depicted. Whereas a description of the service *result* is neither defined nor depicted or stated although –according to the legislation of contract for services in Germany- the supplier owes a service result.

- Within the scope of a working group for the development of a quality measuring system to fit in practice discussion about new ways of the form of contract was integral part of work.
- Due to the fact that customers of cleaning services in Germany require an agreement about the concrete result more frequent the quality measuring system of the BIV follows the philosophy of result contracts.
- Whereas conventional specification-based contracts take into account seasonal or other factors affecting the degree of pollution in a building only as an exception in result contracts these factors are irrelevant. There will be no more inflexible identical number of activities in predetermined cycles to remove an *average* soiling but the service provider disposes cleaning activities with his know how in such a manner that the *result of cleaning is identical*.
- With the result contract the customer -normally no cleaning expert- uses *the full potential of outsourcing*. Instead of thinking about specification and requisite cycles he leaves these considerations to the expert who is assigned because of his knowledge. The customer buys a defined result that is monitored continuously by a quality measuring system. Thereby he reaches his assumed aim: the required cleaning status of his building permitted by his budget – and not a stipulated presence of cleaning personnel and their activities with no declarative statement of the result.
- *Via determined quality levels of cleaning services* customers get defined results from the beginning. On the basis of their needs and the available budget they decide about the quality class of cleaning services they are buying. With the help of a quality measuring system and its standardised base of judgement disaccords between customers and service

suppliers can be avoided, debates about reclamations will be reduced because particular tolerances and consequences in case of partial or bad performance are fixed from the outset.

- At the same time the service supplier receives higher flexibility. To fulfil *customers' demands* with a quality measuring system his entrepreneurial knowledge is more requested. Also good education of the staff –often demanded seldom honoured- will be stipulated and awarded because only such personnel is able to obtain desired results largely independently. In case of success rationalisation investments e.g. in cleaning machinery will no longer be "punished" by reduction of cleaning time but remain entrepreneurial decision.

Functionality of the quality measuring system

- As most quality inspections in economy the system is based on the following consideration: A customer defines product or service attributes of purchased goods. Depending on his demands specific tolerances of the attributes will also be defined in which products or services would be classified as acceptable. The higher the demands of a customer the smaller the tolerances will be.
- Transferred to the service sector of building cleaning and realised in the BIV system product attribute of a cleaning result is "cleanness". In that case possible tolerances are soilings to be accepted. The higher the customer's demands the smaller the tolerances are here as well – the number of soilings.
- The system includes 5 quality levels each of them defines values for tolerable pollutions depending on the room size. The higher the quality level the smaller is the number of tolerated or "permitted" soilings. There is an option to differentiate between quality levels within a room as well as within buildings according to room categories or functional areas in a building.
- In a visual inspection subsequent to cleaning the inspector records which quality level is met by the cleaning result. Second step is to judge whether the quality level is equal to the defined "target" quality level.
- For cost reasons a total inspection is not realistic. The BIV system therefore works with sample inspections as stated in the requirements of EN 13549. Sample sizes and all further

statistical fundamentals for inspection performance are realised on the basis of ISO 2859 and therefore are based on firmed statistical procedures.

- The system is supported by corresponding computer software that provides options for inspections preparation (sampling procedure, random room selection, etc.) as well as for inspection performance and evaluation.
- On the basis of defined statistical procedures the BIV system gives a clear declaration whether the agreed result was reached. Additionally the contract agreement contains provisions about consequences of a failed quality inspection.
- Already in September 2001 the BIV system was certified according to DIN EN 13549 "Cleaning services: basic requirements and recommendations for quality measuring systems" for the first time short after publication of this international standard. Last in November 2010 it was successfully certified by Austrian Standard plus, Vienna.
- A complete description of the system (only available in German at the moment) can be obtained at the BIV office – see address below.

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