



Die Gebäudedienstleister
Bundesinnungsverband

Customer information

Quality measuring system for result-oriented cleaning services

**Bundesinnungsverband des Gebäudereiniger-
Handwerks**

- Quality inspections for building cleaning work continue to be a hot topic in the industry. In close consultation with the customers of the building cleaning trade, the Federal Association of Guilds has discussed the topic of quality monitoring in building cleaning in detail. Against the background of modern building management, it quickly became clear that a monitoring system that merely observes the conventional contractual route does not cover all customer requirements. As a rule, this path, in the form of increasingly detailed service specifications, describes extremely precisely the path of service provision in building cleaning, in which all the individual activities and their Turnus are presented exactly. A description of the result of the service, which is owed by the provider according to the law on contracts for work and services, to which the agreements in commercial cleaning are also subject, is, on the other hand, not defined, described or specified in more detail in the vast majority of contracts.
- Since the agreement of a concrete result is increasingly demanded by customers of cleaning services, the quality measurement system of the Federal Guild Association pursues the philosophy of the "result-oriented contract agreement".
- Whereas the previous bill of quantities-based agreement seldom takes into account seasonal or other factors influencing the degree of soiling of a building, the respective initial situation is irrelevant in the case of results-oriented cleaning. No longer will a rigid, constant number of activities have to be defined in predetermined rhythms in order to eliminate an average level of soiling; instead, the service provider will direct the cleaning activities with his know-how in such a way that, on the contrary, the result of the cleaning is constant.
- The customer, who is usually not a cleaning expert, uses the full potential of outsourcing with the result-oriented agreement. Instead of worrying about service specifications and necessary intervals, he leaves these considerations to the specialist company that he commissions to carry out the cleaning on the basis of its expertise. He buys a defined result, which is regularly monitored by the quality measuring system, and thus also achieves his presumably desired goal: the required cleaning status of the object, which is permitted by his budget, and no longer a contractually agreed presence of cleaners and their cleaning activities, about whose result, however, no statement is made.
- Customers acquire defined results from the outset with the help of established quality standards in cleaning. They decide on the basis of their needs and the available budget which quality class of cleaning is purchased. The standardized assessment basis for

customers and contractors with the help of the quality measurement system reduces misunderstandings; disputes about complaints are reduced because the respective tolerances as well as the consequences in the event of inferior or poor performance are defined from the outset.

- At the same time, the service provider regains greater flexibility; his entrepreneurial skills are much more in demand to meet customer requirements with the help of the quality measuring system. At the same time, the good training of personnel, often demanded but seldom rewarded by the customer, is encouraged and rewarded, since only such personnel are capable of achieving the desired results as far as possible on their own. Investments in rationalization, e.g. in the use of cleaning machines, are no longer "punished" by cutting hours if they are successful, but remain a business decision.

How the quality measurement system works

- The system, like the vast majority of quality inspections in business, is based on the following consideration: A customer defines what product or service characteristics procured goods or services should possess. Depending on the requirements of the customer, certain tolerances of the property are defined, within the limits of which the product, service is considered acceptable. The higher the requirements of the customer, the lower these tolerances will be.
- Transferred to the service sector of building cleaning and implemented in the BIV system means product property of the cleaning result "cleanliness". Possible tolerances in this case are soiling that can still be tolerated. The higher the customer requirements, the lower the tolerances, i.e. the number of contaminants.
- The system contains five quality levels, which, depending on the room size, define values for tolerated contamination. The higher the quality level, the lower the number of tolerated or permissible contaminants.
- In this way, the customer can individually determine which cleaning result he wishes to encounter. There is the option of differentiating the quality levels within the room, as well as defining different quality levels within the object according to room groups or functional areas of the building.

- During the visual inspection, the quality level of the cleaning result is recorded after the cleaning and whether it corresponds to the previously defined "target quality level".
- Since, for cost reasons, a complete inspection of the object is not realistic, the principle of random sampling is used, as in almost all quality inspections, as also specified by the requirements in EN 13549 (see below). Based on the globally recognized ISO 2859 standard, the sample sizes and all other statistical bases for the inspection procedure are determined and are thus based on reliable statistical methods.
- The system is supported by appropriate software that provides options for test preparation (sampling, random room selection for testing, etc.), execution and evaluation.
- Following established statistical procedures, the BIV system provides clear information on whether the agreed result has been achieved. The contract agreement should also stipulate what consequences are to be drawn in the event that the quality tests are not passed.
- The system was confirmed to meet the requirements of European standard 13549 "Cleaning services - Basic requirements and recommendations for quality measuring systems" by certification in September 2001 and recertification up to and including 2022. For purely economic reasons, we decided in December 2022 not to continue the certification of our system, which is unchanged from the certified version.
- If you as a customer are interested in testing or even concretely introducing the quality measurement system in your company, please talk to your service provider. As a member company of the association BIV, he has the necessary information about the system and will be happy to advise you on the introduction of the system in your house.

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Die Gebäudedienstleister - Bundesinnungsverband des Gebäudereiniger-Handwerks

Kronenstraße 55-58 ● 10117 Berlin

Telefon: 030-20622670 ● E-Mail: biv@die-gebaeudedienstleister.de.