CleanOptix
CLEANING OPERATIONS

Cleaning quality audit form

Scored against the specification, not against the auditor. Record the basis so audits compare.

Put the specification reference on every line. Record the cause of each finding — a low score because the work was done badly and a low score because the specified frequency is too low for the footfall look identical and need completely different responses.

CLIENT _____ SITE _____ AUDITOR _____

DATE _____ CLIENT PRESENT? _____ AUDIT REFERENCE _____

SCORING BASIS USED

Whatever you choose is fine. Changing it halfway through a contract without saying so turns an improving trend into an artefact.

What is being scored — element, area, or both _____

Scale used _____

Any weighting applied, and to what _____

Same basis as the previous audit? _____

Specification version audited against _____

AREAS AUDITED

One row per area. Score in the detail below, against the specification line.

	MEETS SPEC	BELOW	N/A
	☐	☐	☐
	☐	☐	☐
	☐	☐	☐
	☐	☐	☐
	☐	☐	☐
	☐	☐	☐
	☐	☐	☐
	☐	☐	☐
	☐	☐	☐
	☐	☐	☐
	☐	☐	☐
	☐	☐	☐
	☐	☐	☐

SCORES

Area — element — spec reference — score — evidence reference.

Area — element — spec ref — score — photo ref _____

Area — element — spec ref — score — photo ref _____

Area — element — spec ref — score — photo ref _____

Area — element — spec ref — score — photo ref _____

Area — element — spec ref — score — photo ref _____

Area — element — spec ref — score — photo ref _____

Area — element — spec ref — score — photo ref _____

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Area — element — spec ref — score — photo ref

CAUSE OF EACH FINDING

Only one of these is the cleaner's fault.

	CAUSE
Standard — work done but not to the specified standard	☐
Not done — the task was not carried out	☐
Frequency — specified frequency too low for the use	☐
Access — area could not be reached or was occupied	☐
Staffing — shift short, uncovered or rushed	☐
Equipment — machine faulty, missing or unsuitable	☐
Consumables — stock not available	☐
Specification — work not in the contract	☐
	☐
	☐
	☐
	☐
	☐
	☐
	☐
	☐

FINDINGS AND ACTIONS

Each with an owner and a date.

RE-AUDIT

An audit with no re-audit is a complaint with a number on it.

RE-AUDIT DUE

RE-AUDIT CARRIED OUT ON

BY WHOM

FINDINGS CLOSED?

ANYTHING STILL OPEN

ESCALATED TO

SIGN-OFF

AUDITOR

DATE

CLIENT SIGNATURE, WHERE PRESENT

DATE

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