



## **Janitorial Essentials QA/QC Plan Sample**

**Good for smaller projects and bid qualifications**

*Has All the Essential Elements of a well-founded  
Quality Control Plan*

**Contact:  
FirstTimeQuality  
410-451-8006**

# [CompanyName]

## Janitorial Services

### Quality Assurance/Quality Control Plan

[ProjectName]

[ProjectNumber]

Effective Date: [Date]

Version	Version notes
[Date]	Initial issue

Approved

\_\_\_\_\_  
[QualityManagerName], Quality Manager

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# CONTRACT-SPECIFIC JANITORIAL SERVICES QUALITY PLAN

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## **A. [COMPANYNAME] QUALITY POLICY**

[CompanyName] is committed to quality. Our objective is to safely deliver 100 percent complete Janitorial Services contracts that meet all contract and customer expectations the first time, every time. Our commitment to quality means:

- Every [CompanyName] employee is responsible for fully implementing and complying with all provisions of the [CompanyName] quality system.
- Our quality standards meet or exceed all applicable regulations, codes, industry standards, and manufacturer specifications as well as with our customers' contract and individual requirements.
- We stand behind our work. We inspect every work task to assure conformance to the contract requirements. Should problems be found, we correct them.
- We are always improving. All employees receive regular training to make systematic improvements to remove quality risks and enhance quality performance.

We conduct our work with dignity and respect for the customer, our subcontractor and supplier partners, and ourselves.

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## C. CONTRACT QUALITY COORDINATION AND COMMUNICATION

[CompanyName] has regular, planned communications with customers, subcontractors, and suppliers to coordinate quality expectations, priorities, activities, and improvements.

The process begins when we hold a pre-construction meeting where we discuss how quality of the contract will be controlled and the quality responsibilities of key personnel. We also coordinate a schedule for weekly production meetings, monthly quality management meetings, and protocols for telephone and internet communications.

Throughout the contract, [CompanyName] holds preparatory meetings prior to the start of upcoming milestones, tasks, or phases of work. These meetings are attended by key company, subcontractor personnel responsible for carrying out, supervising, or inspecting the work, and interested customer representatives. We review quality requirements, coordinate quality inspections and hold points. In the process, we listen to each stakeholder to understand their concerns for critical details. We add the critical details to inspection checklists. We also train production personnel on these details in weekly and toolbox talk meetings.

[CompanyName] weekly team toolbox meetings deploy findings of the preparatory meeting to field personnel. The venue is used to train personnel on technical requirements, reinforce critical details for heightened awareness, and institute improvements to work methods. It is also a forum for team communications and coordination.

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**[CompanyName]  
Contract Quality Communications Plan**

Contract ID	Contract Name	Preparer	Date
[ProjectNumber]	[ProjectName]		

**Distribution of contract organization chart and assigned responsibility and authority of the Contract Manager, Quality Manager, and Superintendent:**

**Points of contact list distribution:**

**Contract startup meeting participants, date, location:**

**Work task quality plan meeting participants, nominal location:**

**Weekly contract communication meeting participants, and nominal day of week, time, and location:**

**Daily quality report distribution, frequency, and due date:**

**Monthly contract quality status report distribution and due date:**

**Distribution of quality inspection and test records, and due date:**

**Nonconformance report distribution and customer approval authority:**

<b>Location of contract quality records storage and point of contact for records access:</b>
<b>Nominal frequency of contract quality audits and the job position that will conduct the audits:</b>
<b>Warehousing of customer supplied materials/equipment location, security, damage prevention.</b>

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## **E. PERSONNEL QUALIFICATIONS**

[CompanyName] ensures that only knowledgeable, capable employees carry out the planning, execution, and control of the contract.

We train our employees on quality standards and procedures based on contract requirements as well as their job positions. Then we validate their capabilities before they are assigned to carry out their quality job responsibilities on the contract. Ongoing monitoring of performance continually validates qualifications of each employee.

The Quality Manager qualifies employee capabilities to ensure that they are capable of completely carrying out their assigned quality responsibilities including the following capabilities:

- Knowledge of Company quality standards
- Knowledge of job responsibilities and authority
- Demonstrated skills and knowledge
- Demonstrated ability
- Demonstrated results
- Required training
- Required experience

The Quality Manager also evaluates independent contractor personnel on the same standards that apply to employees.

### **TRAINING**

We train our employees on quality standards and procedures based on contract requirements as well as their job positions. Then we validate their capabilities before they are assigned to carry out their quality job responsibilities on the contract. Ongoing monitoring of performance continually validates qualifications of each employee.

After a training activity is completed, [CompanyName] keeps of record of both the training activity and the training participants.



## G. JANITORIAL SERVICES CONTRACT QUALITY SPECIFICATIONS

Fulfilling customer contract expectations is a primary objective of the [CompanyName] Quality System. To ensure that customer expectations will be fulfilled, [CompanyName] clearly defines the requirements for each contract before it is approved.

The Contract Manager ensures that the information in customer contracts clearly defines customer expectations and that the necessary details are provided to set requirements for Janitorial Services.

[CompanyName] personnel and subcontractors and suppliers are accountable for compliance to standards-based written specifications.

To achieve expectations reliably and consistently, specifications are clearly spelled out, not only for results but also for processes. Specifications apply to materials, work steps, qualified personnel and subcontractors and suppliers, safe work rules, and environmental work conditions.

Standards ensure that results are specified rather than left to discretionary practices.

All [CompanyName] Janitorial Services activities comply with generally accepted good workmanship practices and industry standards.

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<p><b>[CompanyName]</b>  <b>Periodic Janitorial Services Record</b></p>
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Facility		
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Equipment and/or Handbook Reference	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
1xWeekly												
Entrance Glass												
Sweeping, Damp Mopping												
Vacuum Carpet												
Cleaning of Mats												
Damp Mopping												
2x Weekly												
Restroom Supplies												
Trash Men's Area												

**Questions? Call First Time Quality 410-451-8006**

Equipment and/or Handbook Reference	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Trash Exercise Area												
1 x Monthly												
Buffing Low Area												
2 x Monthly												
Debris Removal												
Empty Waste												
Quarterly												
	Scheduled			Completed			Scheduled			Completed		

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Equipment and/or Handbook Reference	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Strip Wax												
Carpet												
Window												
Window Blinds												
<b>Total Tasks Required</b>												
<b>Total Tasks Accomplished</b>												

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## **K. QUALITY ASSURANCE SURVEILLANCE**

We manage overall contract performance by setting performance objectives, measuring actual performance, and managing performance improvements. Overall performance objectives will be designed to extend our customer's performance work objectives into [CompanyName] operations. Each objective will have specific and verifiable measures.

We expect to measure performance in the following areas:

- Customer satisfaction through customer feedback, surveys, complaints, and quality assurance surveillance reports.
- On-time task completion as measured by a monthly on-time performance assessment
- Contract administration compliance as measured by a monthly contract administration assessment
- Safety Plan compliance as measured by safety violations and a monthly safety assessment
- Quality Plan conformance as measured by a monthly Quality Plan assessment

Every month, [CompanyName] holds a performance improvement meeting with the participation of key contract and customer personnel. They review past performance, contract quality risks, and quality issues. An action plan is set for improvement and progress is reviewed at the next meeting.

Selected Pages

<b>[CompanyName] Contract Quality System Audit Form</b>			
Contract ID	Contract Name	Auditor	Date
[ProjectNumber]	[ProjectName]		
<b>Review Topics: (Place check mark next to each item audited)</b>			
	<ul style="list-style-type: none"> <li><input type="checkbox"/> Customer satisfaction</li> <li><input type="checkbox"/> On-time task completion</li> <li><input type="checkbox"/> Contract administration</li> <li><input type="checkbox"/> Safety compliance</li> <li><input type="checkbox"/> Quality risk planning and mitigation</li> <li><input type="checkbox"/> Performance improvement results</li> <li><input type="checkbox"/> Action plan for improvements</li> </ul> <p>Quality Plan Conformance:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Contract QC Personnel</li> <li><input type="checkbox"/> Project Quality Coordination and Communication</li> <li><input type="checkbox"/> Employee Qualifications</li> <li><input type="checkbox"/> Qualification of subcontractors and suppliers</li> <li><input type="checkbox"/> Contract Quality Specifications</li> <li><input type="checkbox"/> Testing Plan</li> <li><input type="checkbox"/> Test Reports</li> <li><input type="checkbox"/> Work Task Quality Inspections</li> <li><input type="checkbox"/> Daily Quality Control Report</li> <li><input type="checkbox"/> Control of Punch Items and Nonconformances</li> <li><input type="checkbox"/> Contract Records and Documents</li> </ul>		
Nonconformance Notes and observations			
Action plan for improvement			
Follow-up results and date			

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