Evaluating Maturity of Current Processes

CATEGORY	ITEM	QUESTION	YOUR ANSWER
Current Custodial Operations	Scope of work and budget	• How much square footage do you clean daily and how many buildings? What is your custodial budget?	
	Team Structure	• How many custodians do you have? How many positions do you have open? Are these in–house, through vendor or mixed?	
	Cleaning Standards	• What are current cleaning standards? When does training occur? What is the cleaning quality expectation? How is this measured and relayed to the team?	
Data & Analytics	Daily Cleaning Tracking	• How do custodians validate they have cleaned a space and how do managers validate their work? How do you centrally record cleaning by building and/or school?	
	Cleaning Quality	• Do you measure and rate cleaning quality? If you do, how often is this tracked? What rating system do you use?	
	Reporting	• Can you analyze staff performance over time? Do you have reports that show cleaning performance over time? Can you provide cleaning logs for stakeholders?	

Evaluating Maturity of Data-Driven Cleaning Operations

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CATEGORY	MATURE - 8 PTS	PROGRESSIVE - 4PTS	UNDEFINED - 2 PTS	SCORE
Budgeting	The organization uses cleaning standards and quality expectations to justify staffing budgets based on benchmarking.	Organization uses current staffing levels and general performance data to justify staffing decisions.	Organization relies on past custodial budgets to determine headcount.	
Workloading	The organization uses digital tools to measure tasks and square footage, adjusting staffing and resources consistently across their facilities.	Organization evaluates routes and custodian workload on an annual basis to ensure proper coverage. Use square footage but no any performance data.	Organization uses same routes as always with little to no change in routes over time.	
Floor plans	Organization has up to date floor plans of all buildings (square footage & room types included) located centrally in a technology solution. File types for floor plans are the same. Updates annually or bi-annually.	Organization has relatively up to date floor plans that are centralized. Updates every few years and may be multiple file types.	Organization has limited updates on floor plans. May have multiple file types and no centralized way to access. Limited data available on the floor plans.	
Every day Cleaning	Organization has custodians use digital solutions to validate cleaning by location. They also use these to record "extra work" and other task types. Work is captured in a centralized dashboard with real-time data.	Organization has custodians validate work through analog methods (i.e. clipboard on back of door, sign out sheets, etc.) This work is centrally collected with limited real-time analysis.	Organization relies on custodians to do work assigned with limited confirmation of work completed throughout the day. This work is not centrally captured or reviewed.	
Cleaning Quality	Organization has own cleaning standards or uses an industry standard (such as APPA) to benchmark. Training occurs bi-annually or quarterly. Quality inspections occur regularly ton a weekly or monthly basis.	Organization has own cleaning standards or uses industry standard. Training occurs for new employees with annual staff refresh Quality inspections occur on a quarterly or annual basis.	Organization does not update cleaning standards or track performance against cleaning standard expectations. Training occurs rarely outside of new hire training and inspections occur haphazardly.	