

**2-Day Master Class**

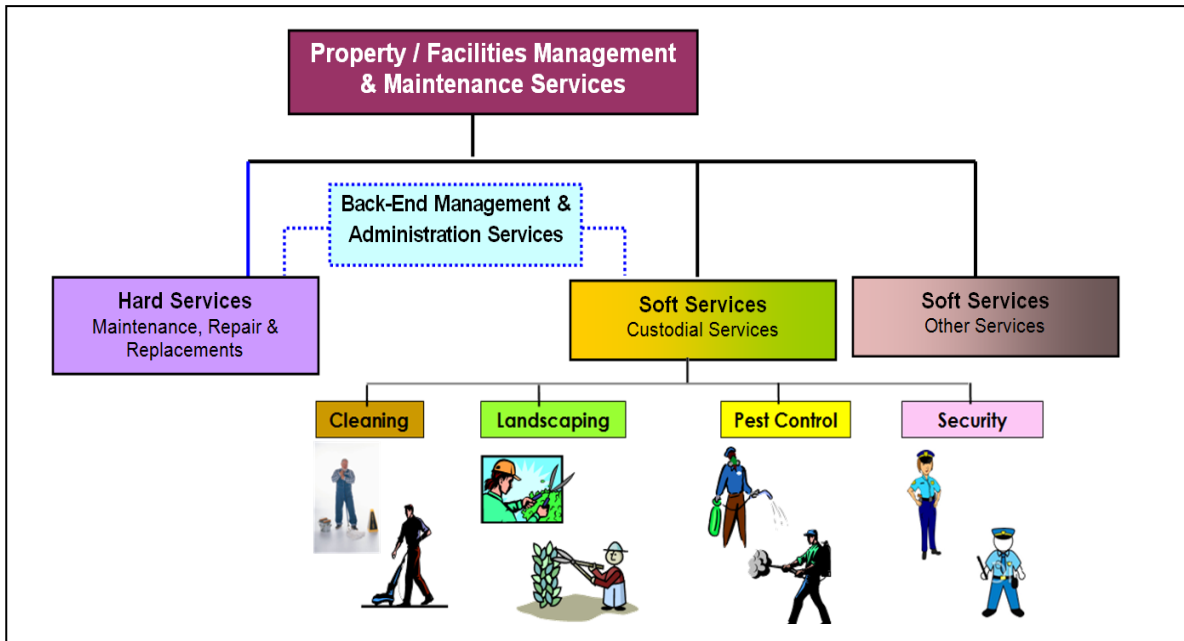
**NEW Hybrid Specifications: Prescriptive & Outcome-Based or Outcome-Based Cleaning Supervisors & Auditors**



**Outcome/Performance-Based Cleaning Services Procurement**

*Defining Organisational Needs & Service Outcomes for Procurement & Contract Administration*

**5 & 6 December 2022**



**COURSE BACKGROUND**

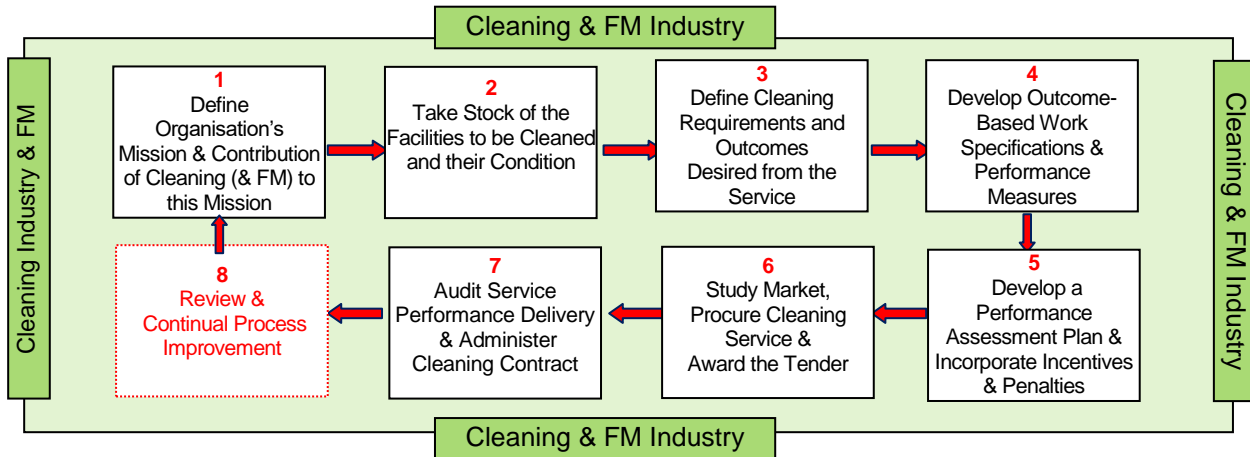
Cleaning services are invariably outsourced; either as a standalone service or packaged in an Integrated Facilities Management (IFM) contract. Prescriptive specifications are currently mainly used to buy these services; they include headcounts to provide, what, how and when cleaning tasks are to be done and a range of acceptable service performance which are often difficult to measure objectively. Service Providers have little incentive to do more than what is specified.

Outcome-Based (OB) specifications also known as Performance Specifications focus on the outcomes expected from the service, leaving the Service Providers leeway to decide when and how to deploy their resources optimally to achieve the outcomes. There will also be conditions where Hybrid Specifications (a combination of Prescriptive and Outcome Based) may be used.

Buyers will need to understand how Cleaning supports their operational needs and define them objectively for procurement and subsequent quality assessment and contract administration. Service Providers must likewise understand the outcomes specified and propose resources and processes to deliver the outcomes specified and more. OB Cleaning Supervisors play an important role in managing the cleaning process and resources to ensure delivery of the specified service quality and outcomes; OB Cleaning Auditors (external or internal) monitor and establish consistency of cleaning service for total quality management and control.

## COURSE OBJECTIVES

The training will be conducted in line with the procurement framework and process shown below.



A knowledge sharing round table training pedagogy augmented with hands-on workshops will be deployed to:

1. Provide an understanding of the Cleaning & FM industry and the challenges on the ground
2. Define Organisational Cleaning Needs and Establish Cleaning Service Requirements
3. Differentiate Prescriptive and OB Cleaning Requirements and establish the case for Hybrid Specifications
4. Develop Cleaning Service Requirements into Performance Work Statements and Outcomes
5. Establish Objective Means of Measuring Specified Cleaning Outcomes, an Acceptable Quality Level (AQL) for the Service and a Quality Assessment Plan incorporating Incentives and Remedies
6. Understand how to procure and award OB Cleaning Services
7. Appreciate the rudiments in managing and administering an OB Cleaning Contract
7. Understand the role of OB Cleaning Supervisors and Auditors in Quality Management and Control

Subject to a sufficient number of participants opting for face-to-face training, cleaning equipment and SMART solutions providers will be on-hand to showcase innovative products designed to improve productivity and enhance efficiency of cleaning services.



## COURSE CONTENT & WORKSHOPS

- 1 **Cleaning & Facilities Management Overview**
  - Facilities Management (FM) & Cleaning Link
  - Cleaning & Cleaning Costs
  - Organisation of Cleaning Services
  - Standards for the Cleaning Industry: Singapore & International
  - Enhancing Productivity in Cleaning Services
- 2 **Organisational Functional Needs and Cleaning as a Support Service**
  - Defining Organisational Mission and Support Services
  - Role of Cleaning & Facilities Management as a Support Service
  - Establishing Cleaning Service Requirements for Supporting Organisational Needs

[Workshop 1: Defining Organisational Cleaning Needs & Developing a Cleaning Framework/Policy](#)

[Workshop 2: Building Up an Inventory for Procurement of Cleaning Services](#)



## COURSE CONTENT & WORKSHOPS (cont'd)

### 3 Cleaning Service Requirements & Outcome-Based Specifications

- Prescriptive vs. Outcome-Based (OB) Specifications
- **The Case for Prescriptive & Outcome-Based (Hybrid) Specifications:**
- Developing OB Work Requirements & Outcomes
  - Pre-requisite Work: Inventory of Premises to be Cleaned
  - Step 1: Job Analysis
    - Organisational Analysis
    - Work Analysis & Performance Requirements
    - Performance Standards & Acceptable Quality Levels (AQLs)
    - Incentives / Disincentives
  - Step 2: Performance Work Statements & Requirements Summary
  - Step 3: Quality Assurance Plan for Performance Monitoring
- Service Level Agreement (SLA)

Workshop 3: Developing Work Breakdown Structure for Cleaning Tasks

Workshop 4: Developing Performance-Based Cleaning Specifications, AQLs & Quality Assessment Plans

Workshop 5: Establishing Sampling Size for Quality Assessment & Management

### 4 Procuring Outcome-Based Cleaning Services

- Procurement Methods & Contractual Arrangements
- Outcome-Based Procurement of Cleaning Services
- Award of Outcome-Based Cleaning Services Tender

### 5 Managing & Administering OB Cleaning Contracts

- Transiting to Outcome-Based Service Contracts
- Managing Service Quality Outcomes & Payments
- Relationship Management & Dispute Resolution
- **Role of OB Cleaning Supervisors & Cleaning Auditors in Quality Management & Control**

Practicum: Conducting a Cleaning Audit to Assess Cleaning Quality.

## COURSE FACILITATORS

### Dr Quah Lee Kiang



Dr Quah is the Director of the Real Estate & Construction Centre and the Real Estate & Construction Academy in Singapore (RECC/RECA). She has extensive regional and international experience in Project and FM & Maintenance research, advice and academia. Dr Quah coordinated the International Council for Research & Innovation in Building & Construction (CIB) Working Commission 70 on 'FM & Maintenance' for over a decade. She was President of the Chartered Institute of Building Singapore Centre for two terms and served in the Royal Institution of Chartered Surveyors (RICS) Asia Board, Singapore Board and Asia Pacific Sustainability Board. Dr Quah is a member of the Workplace Safety & Health Council (WSHC) Built Environment Industry Capability Building Committee and WSHC FM Committee. She is a Resource Person for the FM Capability Development Task Force Working Group 1. Dr Quah is also a member of two Working Committees reviewing Singapore Standards: SS 499 on 'Cleaning Performance for Commercial Premises' and SS 485 on 'Slip Resistance Classification of Pedestrian Surface Materials'.

### Leow Soon Seong



Mr Leow holds a Bachelor's degree (Hons) in Electrical Engineering from the National University of Singapore and a MBA (Accountancy) from Nanyang Technological University. He has extensive work experience in the areas of R&D, IC Design, Marketing, Business Development and Operation across several industries; namely the Marine, Construction/Real Estate and Information Technology sectors. He is presently an adjunct faculty with the Singapore University of Social Sciences (SUSS), SIM Global Education (SIMGE) and Republic Polytechnic, leading a number of modules across the Business Administration programmes. He will lead the session on 'Sampling for Cleaning Inspections'.

### **COURSE DATE**

Monday and Tuesday, 5 & 6 December 2022, 9 am to 6 pm

### **COURSE VENUE**

#### **Face to Face Option**

#04-08, Devan Nair Institute for Employment & Employability  
80 Jurong East St 21, Singapore 609607

#### **Live Streaming Option**

via RECC E-Learning Portal

User name and password will be assigned on receipt of registration and course fees.

### **COURSE FEES\***

**\$1,250.00 nett per person** (GST not applicable) or

**\$1,125.00 nett for EMAS members**

The course fees include full colour course documentation and refreshments at tea breaks.

\*Course fee funding of **\$225 per pax** is available from e2i, subject to terms and conditions being met.  
Please enquire for further details.

### **WHO SHOULD ATTEND**

The course will benefit Service Buyers and Providers involved in procurement, tendering and administration of Cleaning Services contracts.

### **CANCELLATIONS**

Cancellations made one week before the course commencement date will be subjected to an administrative fee of \$100. The full fee of \$1,250.00 will be payable thereafter, substitutions can be made at any time.

### **COURSE ENQUIRIES AND REGISTRATIONS**

**Mr Ken Chew / Mr Gary Law**

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### **PLEASE NOTE**

It may be necessary for reasons beyond RECC's control, to change the content and timing of the course and the identity of the course facilitator/s.

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### **Supported By:**

