

**30 Oct – 1 Nov 2023**



**Funding Available!**

## **SPECIALIST CERTIFICATE IN CLEANING INSPECTION / SPECIALIST CERTIFICATE IN CLEANING AUDIT**

### **COURSE BACKGROUND**

Cleaning Inspections measure a building's cleanliness and the effectiveness of the Cleaning Provider's cleaning process control which is part of the routine duties of a Cleaning Supervisor. Contractually agreed cleaning audits serve a different purpose; they assess the conformance of a building's cleanliness with contractually pre-agreed specifications and outcomes. In-house and/or third party auditors are expected to become a norm of Outcome-based Facilities Management & Maintenance contracts.

Assessment of cleaning outcomes/results by a Cleaning Supervisor or Auditor involves senses (mainly visual, smell and touch) which can lead to subjectivity problems. Tests such as adenosine triphosphate (ATP) may be specified where health & safety and/or production processes are compromised by work not done/not done to the performance specified. Evidence of work execution and performance execution can also be verified by records and reports. Notwithstanding, the subjectivity issue in Cleaning Inspections and Audits need to be resolved for effective cleaning inspections and audits.

*The Netherlands Association for Cleaning Research (VSR) has been striving for more than 35 years to objectify and professionalize the cleaning profession through research, information and training. VSR has developed tools and techniques to produce accurate results and good judgement when inspecting and auditing any cleaning operations in the built environment. VSR's work forms the basis of Dutch Standard NEN 2075 (2018 en): Quality Measuring System and Process Control System for Cleaning Performance and is linked to EN 13549 (2001): Cleaning Services Basic Requirements and Recommendations for Quality Measuring Systems'. Singapore Standard SS499: Cleaning Performance for Commercial Premises takes reference from NEN 2075; i.e. by default VSR's tools and techniques.*

VSR achieves objectivity in two stages of the cleaning inspection and audit process:

#### **Stage 1: Qualitative Assessment of Cleaning Outcomes & Recognition of Failure**

The outcomes of each element/item to be cleaned and inspected is described clearly/unambiguously to create a common language for Service Buyer and Provider to understand each other so that there is no need for discussion/debate on whether it is a Pass/Fail in cleaning inspections as failure to deliver is clearly recognised.

Failure recognition is for all vested parties in Cleaning. This first stage in cleaning assessment/inspection termed DCS (Daily Checking System & Recognition of Failure) by VSR, should form an integral part of the Cleaning Provider's internal process control involving the Cleaning Supervisors.

#### **Stage 2: Factoring the Quantitative Element in Cleaning Inspections & Audits**

The quantitative element in cleaning (i.e. how much is cleaned) needs to be factored with the qualitative element (how well it is cleaned). *For example, if part of a floor does not pass the inspection does this mean the entire floor fails?* Distinction between types of area and element is vital for an exact evaluation of cleaning quality as the specification for washrooms for example does not compare to that of an office

As such each type of floor area and each type of element needs to be defined with rules/guidelines for dividing the areas and counting the elements in cleaning audits. This creates a level playing field for all parties as they can assess cleaning performance in the same way, both qualitatively and quantitatively.

The agreed and accepted quantitative numbers are translated into Pass-Fail rates using statistics and AQL's (Acceptable Quality Levels/Limits). AQLs are widely accepted as an effective approach to random sampling in product/service inspection, with calculated risks for Service Buyers & Providers taken into consideration. It lays out a quantitative reference on the number of defective products/services acceptable in an inspection according to AQL sampling guidelines.

This second stage termed Quality Management System (QMS) by VSR is referenced to NEN-EN 13549 "Cleaning Services: Basic Requirements and Recommendations for Quality Measuring Systems".

VSR tools and techniques to improve the objectivity in Cleaning Inspections and Audits adapted to suit local conditions will be transferred in two training courses:

1. Specialist Certificate in Cleaning Inspections (targeted at Cleaning Supervisors, Assessors & Managers)
2. Specialist Certificate in Cleaning Audits (targeted at Cleaning Auditors)

Buyers and Providers equipped with the skills, tools and knowledge to carry out cleaning inspections and audits objectively will minimise potential conflict between parties and ensure cleaner buildings, healthier environments and ultimately a better cleaning service and a positive approach to contract management.

## **COURSE 1: SPECIALIST CERTIFICATE IN CLEANING INSPECTION (12 Hours)**

### **Course Overview**

This course, the localised version of the VSR Daily Checking System (DCS) on cleaning processes will impart the knowledge and skills for a Cleaning Supervisor to undertake routine checks, recognise cleaning process failures and proactively address them.

### **Pre-requisite**

2 years of work experience in supervising and inspecting cleaning work.

### **Course Content**

- 1 Revisiting Cleaning & Cleaning Specifications**
  - Cleaning Buildings
  - Scope, Nature & Organisation of Cleaning Work
  - Cleaning Methods: Manual & Mechanised
  - Cleaning Chemicals
  - Leveraging on Technology to Support Cleaning
  - Cleaning Procedures: Restrooms, Common Areas & Lifts
  - Cleaning Specifications: Prescriptive, Outcome-Based, Hybrid
- 2. Factors Affecting Cleaning Quality & Outcomes**
  - Type/s of and Duration of Dirt/Soiling/Surface Contamination
  - Types of and Condition of Materials/Surfaces to be Cleaned
  - Cleaning Methods, Cleaning Agent, Cleaning Chemicals
  - Cleaning Crew (Cleaners, Team Leaders & Supervisors)
  - Time & Resource Factor
  - Cleaning Process Planning & Control
- 3. VSR – DCS+ Daily Checking System & Recognition of Failure: Based on VSR Practical Guideline: VSR PR 1-1 aka as NEN 2075 (for Supervisors, Team Leaders, Site Managers)**
  - Definition of Clean
  - Quality of Cleaning
  - Inspecting Technical Quality
  - Inspection Criteria
  - Method of Inspection
  - Failure Recognition
  - VSR-Daily Checking System (DCS)

### **Practicum 1**

Trainees undertake a cleaning inspection of the building where the course takes place and record their results for class discussions on their *Observations, Judgment & Evaluation* of the soiling and nature of dust which is often the indicator that a building is cleaned correctly.

### **Practicum 2**

Trainees will be invited to re-inspect the same area again using a Checking/Inspection Sheet based on VSR definitions and contamination types. They will discuss their findings and highlight any improvements from their first practical exercise.

### **Practicum 3**

Daily Checking Sheets: How to use and fill a sheet. (Digital version provided for future organisational use)

**Course Assessment:** One hour written examination comprising short form questions

**Certification on Passing:** Specialist Certificate in Cleaning Inspection (in association with VSR).

**Course Date:** 30 October (9 am - 6 pm) & 31 October 2023 (9 am - 1 pm).

**Course Fee:** \$660 (before funding) / \$487.50 (after e2i PD funding, applicable to Singaporeans/PRs)



## **COURSE 2: SPECIALIST CERTIFICATE IN CLEANING AUDIT (12 hours)**

### **Course Overview**

This course, the localised version of the VSR Quality Management System (QMS) for Cleaning Audit, will impart knowledge on the rules/guidelines for dividing building spaces and element counts to create an inventory of space units and elements for cleaning audits. Thereafter knowledge on how to choose sample sizes, compose samples, evaluate and record audit findings will also be shared.

### **Pre-requisites:**

1. Must have obtained the Specialist Certificate in Cleaning Inspection.
2. Good eye for numbers. Knowledge in cleaning specifications and inspections

### **Course Content**

1. **Cleaning Audits & Contracts Management**
  - Managing Cleaning Service Quality Outcomes
    - Categories of Service Quality in Cleaning Services
    - Performance Assessment of Services / Service Providers
    - Cleaning Inspections & Cleaning Audits
    - Quality Assurance & Role of Cleaning Supervisors
    - Quality Assurance & Role of Cleaning Auditors
2. **VSR – QMS Auditor Objective Assessment of Cleaning Performance (Final Inspection): Based on VSR Practical Guideline: VSR PR 1-1 aka as NEN 2075 (for Auditors)**
  - Quality of Cleaning (Re-visited)
  - Inspecting Technical Quality
  - Inspection Criteria
  - Method of Inspection
  - Failure Recognition
  - QMS Inspection Model
    - Set up for a Location/Site/Building
    - Splitting/Division of Areas (Rules/Guidelines)
    - Building Inventory Form
    - Principles of Counting Elements (Toilets, Circulations areas, Traffic Areas, Office Areas)
    - Composition of a Random Sample for Inspection
    - Determining Sample Size
    - Composition of the Sample for Inspection
    - Approval Limit
    - Carrying out the Inspection
    - Processing the Inspection Results & Pareto Analysis
    - Audit Report

**Course Assessment:** One hour open book written examination comprising questions on quantification rules and sampling.

**Certification on Passing:** Specialist Certificate in Cleaning Audit (in association with VSR).

**Course Date:** 31 October (2 pm – 6 pm) & 1 November 2023 (9 am - 6 pm).

**Course Fee:** \$780 (before e2i PD funding) / \$607.50 (after e2i PD funding, applicable to Singaporeans/PRs)

*Note: Unionised Companies whose employees are also union members are eligible for NCF Funding of up to 50% of the remaining unfunded course fees of **both Specialist Certificates**. Please contact us for further details.*



## COURSE FACILITATORS

### Dr Quah Lee Kiang, FRICS

Dr Quah is the Director of the Real Estate & Construction Centre and the Real Estate & Construction Academy (RECC & RECA) in Singapore. 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 (WSH) Council Industry Capability Building Committee and FM Committee. She is a member of the Working Groups which drafted TR 96 (2021): Asset Condition Assessment Approach in the Singapore Railway Industry-Permanent Way and which updated SS 485: Slip Resistance Classification of Pedestrian Surface Materials and which is currently reviewing SS 499: Cleaning Performance for Commercial Premises.

### Frank Veneman

Mr Veneman has been actively involved in developing the Cleaning Industry in the Netherlands, Europe and internationally. He Chairs the Dutch standardisation committee for NEN 2075: Measuring System and Process Control for Cleaning Performance and EMCAS, the foundation for registration and certification of Consultants in the cleaning industry. He also serves as an Executive Board Member of VSR, the Dutch Association for Cleaning Research and SSK, the Foundation for Quality in Cleaning. At European level, Mr Veneman is a member of CEN TC 329: Tourism Services and contributes as an expert attached to Working Group 1, which is responsible for EN13549: Cleaning Services: Basic Requirements and Recommendations for Quality Measuring Systems. He is also a member of ISO TC 69 SC 5: Acceptance Sampling responsible for the ISO 2859 series: Sampling Procedures by Inspections. Mr Veneman is also the Principal of MBG Advies, a FM consultancy with several decades of experience in cleaning and hygiene Quality Measurement, Audits, Technical Advice and Contract Management. MBG operates in the Netherlands and Belgium and has sister companies in Northampton, UK and Germany.

## COURSE VENUE

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

## WHO SHOULD ATTEND

The course will benefit Buyers and Providers of Facilities Management and Environmental Cleaning Services.

## CANCELLATIONS

Cancellations made one week before the course commencement date will be subjected to an administrative fee of \$100. The full fee of \$660 / \$780 will be payable thereafter, substitutions can be made at any time.

## COURSE ENQUIRIES AND REGISTRATIONS

### Mr Ken Chew / Mr Gary Law

Tel: 6563 4166

Fax: 6563 4156

E-mail: [exectrg@recc.com.sg](mailto:exectrg@recc.com.sg)

## 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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### *Conducted in Association With*



The Association for Cleaning Research is the independent platform for professional cleaning. As a knowledge institute for all vested parties in the field of cleaning maintenance, VSR has been striving for more than 35 years to objectify and professionalize the cleaning profession through research, information and training.