

QUALITY, STANDARDS & INSPECTIONS

High standards. Every time. Everywhere.

We are committed to delivering a consistently high standard of cleaning for every client.

Quality is everyone's responsibility.



BE PROUD



DO IT RIGHT



WORK TOGETHER



DELIVER EXCELLENCE

1. WHY QUALITY MATTERS



Quality cleaning:

- ✓ Keeps our clients happy and builds trust
- ✓ Creates safe, healthy environments
- ✓ Helps us win and keep more work
- ✓ Protects our reputation
- ✓ Makes everyone proud of what we do



Our goal is simple:
Right standard, every time.

2. OUR QUALITY STANDARDS

We follow our Site Cleaning Standards and your training to:



Follow the cleaning schedule and task checklist



Use the right products and equipment correctly



Work safely and protect people and property



Check your work and take pride in the details



Respect our clients, their staff and their property



Consistency is the key to quality.

3. INSPECTIONS & CHECKS



Daily Self-Check

Before you leave, check your work area. Use your checklist to make sure all tasks are completed to the correct standard.



Supervisor Inspections

Supervisors will carry out regular inspections to ensure our standards are being met.



Client Feedback

We welcome feedback. It helps us improve and ensures we meet our clients' expectations.



Inspections are about improvement, not blame.

4. THE HAPPY HOMES QUALITY PROMISE



TRAINED & COMPETENT

We are trained, confident and follow our systems.



RIGHT PRODUCTS, RIGHT METHOD

We use the correct products, dilution and equipment for the job.



SAFE & RESPECTFUL

We work safely and respect people, property and the environment.



CHECK & IMPROVE

We check our work, learn from feedback and always look for ways to improve.



CLIENT FOCUSED

We deliver great service and aim to exceed our clients' expectations.



WE WORK TOGETHER

We support each other and take pride in our team and our work.



We don't just clean – we deliver quality our clients can see, and trust.

5. WHAT NOT TO DO

- ✗ Do not skip tasks or rush the job.
- ✗ Do not use the wrong products or incorrect dilutions.
- ✗ Do not ignore problems or reportable issues.
- ✗ Do not damage or misuse equipment.
- ✗ Do not leave areas untidy or unsafe.
- ✗ Do not be defensive about feedback.



Poor quality today can lead to lost clients tomorrow.

6. IF STANDARDS ARE NOT MET

If an inspection shows standards are below our expectations:

- ✓ You will be given feedback and support.
- ✓ You may be asked to retrain.
- ✓ We will agree actions to improve.
- ✓ Ongoing poor standards may lead to disciplinary action.



We are here to help you succeed.

7. KNOWLEDGE CHECK

1. Why is quality important?

- a) To save time
- b) To keep clients happy and build trust
- c) Because it is optional

2. What should you do before leaving a site?

- a) Put equipment away
- b) Check your work is completed to standard
- c) Leave as soon as the tasks are done

3. Who carries out inspections?

- a) The client only
- b) Your supervisor and the client
- c) No one

4. If standards are not met, what happens?

- a) Nothing
- b) You may be asked to retrain and improve
- c) You are immediately sacked



If you are unsure about a standard – ask your supervisor.

8. TRAINING RECORD

By signing below, I confirm that I have read, understood and will follow the content of Module 18 – Quality, Standards & Inspections.

Employee Name: _____ Date: _____

Employee Signature: _____

Trainer Name: _____ Date: _____

Trainer Signature: _____



This training does not replace site-specific instructions or risk assessments. Always follow site rules and ask if you are unsure.

