SOP - Completing Custodial Quality Assessments

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<th>Approved by: Facilities Management</th>
<th>Last Revised: 1-15-16</th>
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<td>Procedure owner: Mike Hofer</td>
<td>Effective Date: 12-1-15</td>
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**PURPOSE**

The purpose of Custodial Quality Assessments is to have the FM staff continuously evaluating staff performance for both positive reinforcement and improvement opportunities. All levels of management and leadership should participate to the extent that their schedules allow. It will be a requirement that front line supervisors assess every floor (level in a bldg) they service at least once every two months. Public common floors will also be evaluated by other FM management levels for more frequent attention in these high priority areas.

**OVERVIEW / PRIMARY STEPS**

A certain number of assessments should be performed routinely every week by all levels of management using mobile technology for maximum efficiency. Honest and thorough assessments are a must to help staff continue to improve in their job.

Step 1: Decide where to assess  
Step 2: Choose assessment hardware  
Step 3: Start assessment  
Step 4: Conduct assessment  
Step 5: Complete assessment  
Step 6 (optional): Submit Maintenance Deficiency form if needed

**IMPACTED GROUPS**

All levels of Facility Management personnel responsible for Custodial Services.
REFERENCE DOCUMENTS

N/A

DEFINITIONS

QA - Quality Assessment,  FM - Facilities Management
Qualtrics - software application used for performing assessments
The assessment rating response definitions for each area are as follows:

- **G - Green** - Cleaned to the Maroon Standard or SLA. Does not require perfection but clearly is being serviced correctly on a routine basis according to our standards.
- **Y - Yellow** - Cleaned below the Maroon Standard or SLA. Appears not to be getting serviced routinely according to our standards. **Attention needed within a week’s time.**
- **R - Red** - Neglected, untouched or a reoccurring issue that has already been reported as Yellow more than once. Clearly does not meet our standards. **Needs immediate attention.**

PROCESS STEPS

**Step 1: Decide where to assess**
Each supervisor will be responsible for performing an assessment of each floor they are responsible for at least once every two months. We strongly prefer that the areas you assess each week are divided amongst your squads. This will provide ongoing positive feedback, as well as improvement opportunities, for each of your squads throughout the month instead of each squad receiving an abundance of feedback every so often.

**Step 2: Choose assessment hardware**
Facilities Management uses the Custodial Quality Assessment survey hosted by Qualtrics Software. The survey is web based on the FM Custodial website and may be accessed from any internet able mobile device. FM staff may elect to use a department provided device, such as an Apple iPad mini, or their own device. A stylus and print-to-text app such as “mazec” may be helpful if you do not like typing on a tablet device.
Step 3: Start assessment
From any internet connected device, go to the FM Custodial page. Go to Custodial Assessment. Then click on the “Custodial Assessment” button to begin. (If you are not yet signed into the U of M network a login screen will pop up.) If you set up a shortcut - only link to the FM Custodial Page because the button on the page will always link to the newest version of the tool.

Once the tool opens select the District, Building, and Floor being assessed.  
Next, choose **ALL** Area Types serviced on that floor. 
Be patient while it creates your selected templates.

Step 4: Conduct assessment
Each area type selected will produce a list of questions (surface types or items) for you to rate. The common logical order is top down for a complete evaluation of all surfaces in each area. Simply select G, Y or R for each item based upon your observations. Remember you are looking for tasks that are being missed or performed inadequately - do not mark down for daily mess that is likely to be cleaned during the next shift. If there is more than one area for an area type (like more than one entry on a floor or multiple classrooms) you can look at each one, or a number of them for a sampling, and make notes in the questions as you go through before deciding on your final ratings. If an item does not exist in the area, leave it blank with no score and it will not be counted in the totals.

When you score an item as Yellow or Red it is essential that you include a detailed note explaining what you saw so that the squad can find the concern and make the improvement. Include the exact location of room number or detailed location. Describe exactly what you see versus stating what you think needs to be done to fix it. Stay away from judgemental words that elicit emotional responses. Just state facts.

Like this: Webs visible in the corners overhead. 
Not this: Need to dust overhead.

Like this: Heavy residue on exterior window sills next to entry doors. 
Not this: Sills outside are filthy!

Items scored Red will produce a Service Request to be sure we close the loop on major issues. Take advantage of this feature! It will help the custodial squads be accountable.

As you assess be sure to also look for maintenance items that need attention. Reporting for these concerns can be done by clicking on the link (in the header of every area question
section) to have a Work Order created. A new form will open in a new tab or window. Close when finished to return to your Custodial Assessment.

**Step 5: Submit assessment**

After all areas have been assessed for the floor, the final page will ask if you would like to complete another assessment (or not). The survey will be finalized once you click on the “Submit” button. This will save all results to the database.

**Step 6 (Optional): Submit Maintenance Deficiency form**

Maintenance Deficiency: At any time during the Custodial Quality Assessment you can click on the link to report an item needing repair. The FM Call Ctr will get a daily report and create WO’s.

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**ATTACHMENTS**

Custodial QA Quick Reference Guide

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**BACKGROUND / HISTORY**

This SOP replaces the prior version when the QA tool being used was Diversey iMap - a third party assessment software option. By bringing this in house with Qualtrics we saved money and gained customization control. At the same time some procedure changes are being implemented for a more consistent review of the custodial services being provided in all areas of the campus.

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