

Four Levels of Inspections

- **Cleaning Technicians** are trained through SMO University to inspect their work daily after it is complete.
- **Site Supervisors** perform routine written inspections and any deficiencies create an electronic work order.
- **Account Managers** perform random inspections to ensure quality service delivery.
- **Quality Assurance Manager** performs regular unannounced Quality Assurance Inspections using an iPad. Any failed inspection item generates an automatic work order and pictures are taken to pin point the issue. Inspections are uploaded to the web and are emailed to the designated parties along with any work orders created.

SMO Guidelines for Rating Inspection Items

Level 4 – Meets or Exceeds Expectations

Surface meets or exceeds the expected standard based on current specifications, cleaning frequencies and use at time of inspection. Employee has performed at or above an acceptable level and should be recognized for doing so.

Level 3 – Approaches Expectations

Surface approaches expected standard based on current specifications, cleaning frequencies and use at time of inspection. With a minimal effort, surface would meet or exceed expectations. Employee may need additional motivation and follow up by Supervisor. Inspection comments are required for any item scoring 3 or less.

Level 2 – Needs Improvement

Surface is in need of improvement to meet the expected standard based on current specifications, cleaning frequencies and use at time of inspection. Surface shows some neglect and does not meet expectations. This score generates a work order. Deficiency should be corrected within 5 business days. Employee may require additional training and follow up by Supervisor.

Level 1 – Needs Immediate Attention

Surface is unacceptable and requires immediate attention to meet the expected standard based on current specifications, cleaning frequencies and use at time of inspection. Surface shows obvious neglect and needs immediate correction. Deficiency should be corrected within 48 hours. Employee may require disciplinary action, and needs additional training, motivation, and consistent follow up by Supervisor and Manager.