ACS
A Systems-Based Approach
To Managed Facility Services

FACILITY SERVICES & OPERATIONS MANAGEMENT
Collaborative • Customized • Accountable
EXPECTATIONS DEFINED. | PERFORMANCE MEASURED. | RESULTS MANAGED.

FACILITY CLEANING PROGRAM SELF-ASSESSMENT

A practical 25-point review of scope, staffing, quality assurance, periodic work, and accountability

Purpose. Use this complimentary ACS tool to identify strengths and potential gaps in your facility cleaning program. Rate each statement based on current, documented practice - not what is intended to happen.

Rating: **YES = 2 points** | **PARTIALLY = 1 point** | **NO = 0 points** | **Maximum score = 50**

FACILITY INFORMATION

Facility:	**Date:**
Completed by:	**Facility type:**

1. SCOPE & EXPECTATIONS

#	ASSESSMENT STATEMENT	YES	PART.	NO
1	Our current scope of work clearly identifies which areas are serviced and how often.	☐	☐	☐
2	Cleaning standards define the expected condition or outcome, not only the task to be performed.	☐	☐	☐
3	Periodic tasks (high dusting, vents, edges, window sills, detail work, etc.) have documented frequencies.	☐	☐	☐
4	Changes in facility use, occupancy, square footage, or service needs are reflected in the current scope.	☐	☐	☐
5	Service expectations are understood consistently by facility management, supervisors, and the service provider.	☐	☐	☐

2. STAFFING & SERVICE DELIVERY

#	ASSESSMENT STATEMENT	YES	PART.	NO
1	Staffing hours and headcount are supported by the actual scope, cleanable area, service frequency, and workload.	☐	☐	☐
2	Routes, zones, or assignments clearly identify responsibility for each area of the facility.	☐	☐	☐
3	Supervisory coverage is defined and sufficient to verify work and address deficiencies.	☐	☐	☐
4	Absences, vacancies, and turnover are covered without routinely reducing required service.	☐	☐	☐
5	Service delivery is evaluated against measurable workload expectations rather than assumptions alone.	☐	☐	☐

3. QUALITY ASSURANCE & INSPECTIONS

#	ASSESSMENT STATEMENT	YES	PART.	NO
1	Inspections are performed on a defined schedule using consistent scoring criteria.	☐	☐	☐
2	Inspection findings are documented by location, issue, and required corrective action.	☐	☐	☐
3	Deficiencies are assigned, corrected, and verified closed within an expected timeframe.	☐	☐	☐
4	Facility representatives periodically inspect with the service provider to align expectations.	☐	☐	☐
5	Quality trends are reviewed over time to identify repeat issues and improvement opportunities.	☐	☐	☐

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Complete the remaining sections, total your score, and review the interpretation guide below

4. PERIODIC TASK MANAGEMENT

#	ASSESSMENT STATEMENT	YES	PART.	NO
1	Periodic work is maintained on a calendar or schedule rather than performed only when complaints occur.	☐	☐	☐
2	Completion of periodic work is documented so management can verify what was done and when.	☐	☐	☐
3	Overdue or missed periodic tasks are visible and reassigned for completion.	☐	☐	☐
4	Floor care, high dusting, windows, detail cleaning, and other periodic programs are planned in advance.	☐	☐	☐
5	Periodic-task records can be reviewed during customer meetings, audits, or contract-performance discussions.	☐	☐	☐

5. CONTRACTOR ACCOUNTABILITY & CONTINUOUS IMPROVEMENT

#	ASSESSMENT STATEMENT	YES	PART.	NO
1	Responsibilities, escalation paths, and response expectations are clearly defined.	☐	☐	☐
2	Regular performance meetings review inspections, open corrective actions, staffing, and periodic work.	☐	☐	☐
3	Complaints and service failures are tracked to closure rather than handled informally.	☐	☐	☐
4	Performance data is used to adjust staffing, training, processes, or the scope when conditions change.	☐	☐	☐
5	Before renewal or rebid, the facility can objectively demonstrate what is working and what requires improvement.	☐	☐	☐

YOUR SCORE

Scope	Staffing	Quality	Periodics	Accountability	TOTAL / 50
____ / 10	____ / 10	____ / 10	____ / 10	____ / 10	____

SCORE INTERPRETATION

43-50	STRONG FOUNDATION	Core systems appear well defined. Maintain discipline, validate results, and continue improving.
34-42	IMPROVEMENT OPPORTUNITIES	The program has a workable foundation, but several areas deserve focused attention.
24-33	SIGNIFICANT GAPS	Multiple management controls are incomplete or inconsistent. Prioritize the lowest-scoring categories.
0-23	PROGRAM REVIEW RECOMMENDED	The program may be operating reactively. A structured independent review can help establish a stronger baseline.

NEXT STEP

Your score is a starting point - not a diagnosis. ACS can provide an independent facility assessment to validate service requirements, identify performance gaps, and develop a practical improvement plan.

Request a consultation: 888.301.1012 • info@acsllc-nc.com • acsllc-nc.com