



Contract Cleaning Services Management Course: Output Specifications, Productivity Rates and Audits

17 – 21 May 2027

Amsterdam - Zuidas business district hotel



Contract Cleaning Services Management Course: Output Specifications, Productivity Rates and Audits

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Introduction:

Contract cleaning services management, covering output specifications, productivity rates and audits, is taught over 5 days for managers who run or buy commercial cleaning contracts in offices, malls, airports and public buildings, ending with a Cleaning Contract Operating Plan for a case site. Many cleaning contracts are priced on guessed manning, specified as vague frequency lists and checked by walk-round opinion, so disputes over standards, deductions and staffing never end. Nominees already supervise cleaning contracts or crews and build manning and pricing models from site floor data. CoreConcept Training Center delivers this contract cleaning services management course.

Course Objectives:

- Assess a commercial cleaning contract against its scope, specification type, site data and current performance baseline
- Write frequency-based and output-based cleaning specifications with measurable standards for each area type and floor finish
- Calculate cleanable areas, task times and productivity rates to produce a defensible manning and shift model
- Select cleaning machines, tools, consumables and chemical dispensing systems that match floor finishes, footfall and site layout
- Operate a sampled cleaning audit scheme with mobile inspection forms, quality scores, KPIs and rectification rules
- Build a cleaning tender price from labour, equipment, consumables, overheads and margin and defend it at clarification

Target Audience:

- Managers responsible for cleaning contract operations across offices, retail malls, terminals or public buildings on the contractor side
 - Managers responsible for client-side soft services who specify, award and monitor cleaning contracts
 - Managers responsible for bids and estimating who prepare manning models and cleaning tender prices
 - Managers responsible for cleaning quality who design audit schemes and report contract KPIs
 - Managers responsible for large shift-based cleaning crews, rosters and supervisor teams
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Course Outline:

Day 1: Contract Cleaning Landscape and Site Baseline Assessment

- Commercial Cleaning Service Lines Across Offices, Malls and Terminals
- Client and Contractor Roles Across the Cleaning Contract Lifecycle
- Footfall, Occupancy and Opening Hours as Cleaning Demand Drivers
- Site Survey Sheet for Zones, Finishes and Washrooms
- Cleaning Contract Health Check and Dispute Log Baseline

Day 2: Specification Types, Quality Standards and Measuring Frameworks

- Frequency-Based Cleaning Schedules and Their Hidden Weaknesses
- Output-Based Specification Writing With Measurable Cleanliness Statements
- Hybrid Specifications Combining Periodic Tasks and Outcome Standards
- EN 13549 Quality Measuring System Principles for Cleaning
- Cleaning Industry Management Standard Elements for Contractor Management Systems

Day 3: Area Measurement, Productivity Rates and Manning Calculation

- Floor Plan Take-Off of Cleanable Area by Finish
- ISSA Cleaning Times Used as Task Time References
- Productivity Rates per Square Metre by Task and Machine
- Manning Calculation From Task Hours to Full-Time Equivalents
- Shift Pattern, Day Porter and Night Crew Deployment Design

Day 4: Equipment, Chemicals, Audits, KPIs and Contract Problem Cases

- Scrubber Dryers, Ride-On Sweepers and Hard Floor Machine Selection
- Chemical Dispensing Systems, Dilution Control and Consumables Usage Tracking
- AQL Sampling Plans for Mobile Cleaning Audit Inspections
- Cleaning KPI Set With Rectification Times and Payment Deductions
- Absenteeism, Under-Manning and Scope Creep Failure Cases

Day 5: Modelling Build of the Cleaning Contract Operating Plan

- Case Site Area Schedule and Output Specification Draft
 - Case Site Manning Model With Shift and Roster Plan
 - Case Site Mobile Audit Scheme and KPI Scorecard
 - Cleaning Tender Price Build-Up From Labour to Margin
 - Cleaning Contract Operating Plan Completion and Peer Challenge
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Skills You Will Gain:

- Cleaning Specification Writing
- Cleanable Area Take-Off
- Cleaning Workloading
- Cleaning Manning Modelling
- Floor Care Equipment Selection
- Sampled Cleaning Audit Design
- Cleaning KPI Reporting
- Cleaning Tender Estimating

Why Attend This Course:

- Deliver a Cleaning Contract Operating Plan with manning model, audit scheme and tender price build-up to the contract director or the client's soft-services lead
- Decide whether a site should move from a frequency schedule to an output specification and what manning that change requires
- Avoid loss-making bids, unfair deductions and staffing shortfalls that follow from guessed productivity rates and opinion-based inspections
- Train supervisors and inspectors to use the area schedule, mobile audit form and KPI scorecard consistently across shifts

Conclusion:

Back at work, the participant presents the Cleaning Contract Operating Plan to the contract director, the estimating lead or the client's soft-services manager. It is used to settle the specification type, approve manning and shift levels, launch the sampled audit scheme and price the next cleaning tender or renewal. After the first full month under the plan, the unit should review audit scores against the acceptable quality level, rectification times, actual against modelled labour hours and any consumables overspend.

Frequently Asked Questions FAQ:

What should participants know before the contract cleaning services management course?

Participants should already supervise, buy or estimate commercial cleaning work and be able to read a floor plan. Basic spreadsheet skills are needed, because area take-off, manning and tender pricing are built as working models during the course.

How does contract cleaning services management differ from hospital cleaning or hotel housekeeping courses?

It treats cleaning as a commercial contract for offices, malls, terminals and public buildings: specifications, productivity rates, manning, audits and tender pricing. Hospital courses centre on disinfection and infection risk, and housekeeping courses on guest rooms, linen and laundry.

Why are productivity rates central to contract cleaning services management?

Productivity rates turn cleanable area and task frequency into labour hours, which drive manning, rosters and most of the contract price. Rates that are too optimistic cause under-manning and failed audits; rates that are too cautious lose tenders.

What do participants take back from the contract cleaning services management course?

Participants take back a Cleaning Contract Operating Plan for a case site, with an area schedule, output specification, manning and shift model, sampled audit scheme, KPI scorecard and tender price build-up they can adapt to their own contracts.
