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# 5 KPI's Your Janitorial Service Provider Should Be Reporting



Provided by Cleaning Services Group, Inc.

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## What is a KPI and what does it have to do with my Janitorial Service?

KPI's, or Key Performance Indicators are a set of quantifiable measures that a company or industry uses to gauge or compare performance in terms of meeting their strategic and operational goals.

The primary objective of KPI reporting by your janitorial service is to ensure they respond to your objectives in keeping your building clean and safe for all occupants and visitors.

In the cleaning industry, there are not just 5 KPI's your janitorial service provider should be reporting; there are actually **5 Categories of KPI's** they should be reporting.

By reporting on these categories, your service provider is establishing the overall effectiveness of their company's janitorial service. When analyzing the reports, you will be able to determine which areas are making a positive or negative impact on your overall objectives.

### 5 Categories of KPI's:

1. Quality of Service
2. Client Satisfaction and Responsiveness
3. Janitorial Workers
4. Safety
5. Financial

### Suggested Reporting for each Category:

Within each category below are suggested KPI's for janitorial service providers. If you're not receiving at least one per category, contact your vendor and see if they're tracking any of this data.

1. Quality of Service
  - a. Results of quality audits by location and/or department (identifying if a particular location or department needs improvement)
  - b. Results of quality audits by individuals and/or team (identifying if a particular individual or team needs improvement)
  - c. Results of quality audits by item (identifying if a particular service such as dusting needs improvement throughout the location or by individual)
  - d. NOTE: All quality audits should be compared to the established quality requirements of the location

2. Client Satisfaction and Responsiveness
  - a. Results of client surveys (has your service provider surveyed you recently?)
  - b. Number of special requests submitted compared to number of special requests completed
  - c. Number of client compliments
  - d. Number of client complaints and their disposition
  
3. Janitorial Workers
  - a. Employee productivity (identifying production rates of square footage cleaned per hour; cost per cleaned area; area cleaned per full-time janitorial worker)
  - b. Employee retention
  - c. Employee turnover
  - d. Employee attendance/absenteeism
  - e. Training hours for cleaning procedures, safety and policies
  
4. Safety
  - a. Number of near misses
  - b. Number of lost work day incidents
  - c. Number of OSHA recordable incidents
  - d. Floor slip resistance testing is measuring the coefficient of friction (or resistance to slip/fall accidents), in order to test floor safety.
  
5. Financial
  - a. Comparison of actual expenses to budget, to include labor, equipment cost, chemical cost and consumables cost

**BONUS CATEGORY:**

A sixth category that is starting to take hold with some companies, is Health Metrics. These types of metrics are harder to assess and are not scientific measurements. For example, using a luminometer to test the reduction of ATP levels on different surfaces can reassure the client that the cleaning process is reducing the number of contaminants on these surfaces, thereby providing a healthier work environment. Another health metric is measuring dust levels in the air, using a device like a TSI particle instrument.

We hope this information has been helpful to you. If you aren't currently receiving any KPI reports, we are happy to be of assistance.



Read more about our proprietary software, [CAP™ \(CSG Auditing Platform\)](#); just one of the tools we use to record KPI Metrics for our clients.

*“CSG is one of the leading janitorial contractors and they are our #1 partner. We have very high standards, which they’ve exceeded time and time again. Communication and follow up is important to us and they make that their priority. Their CAP™ Software allows them to be proactive and provide consistent quality. Couple that with hiring the right people and training them to be accountable, and you’ve got a long-term relationship.*”

Dick Sortino, Wegmans

For more information on KPI Reporting, call Cleaning Services Group at 800-683-6572 or [contact us](#) through our website.

