Operational Service Standard Report

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For the Month of:	March	2024
Submitted Time:	2024-05-07 14:53:43	

Operational Service Score		Services	Values
Professionalism	1	Personal grooming	1
	2	Professional Knowledge	1
	3	Customer Service	2
Service Quality	1	Cleaning and inspection frequencies	10
	2	No. of substantiated complaints / feedback received	5
	3	Timely joint inspection	5
	4	Meet submission timeline for monthly report	0
	5	Content of report is clear and comply to Clause 19 of the Requirement Specifications.	5
Health and Safety	1	Adhere to safe working procedures (including working on powered cleaning equipment)	2
	2	Personal protective equipment (PPE)	2
Care for the Environment	1	Using eco-friendly cleaning chemicals	1
	2	Using eco-friendly paper products and liners	2
	3	Recycling efforts	1

Operational Service Score:	[(37.0/Max 42 points)*60%] = 52.86
Cleaning Performance Score:	87.89

S/N	Score components	Weightage	Actual Score	% of the total score for the
1	**Operational Service Score**	**60**	**37.0**	**52.86**
2	**Cleaning Performance Score**	**40**	**87.89**	**35.16**
	TOTAL	**100**		**88.02**