Operational Service Standard Report

Submitted By:	Shirley Tan	
For the Month of:	April	2024
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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	8
	2	No. of substantiated complaints / feedback received	5
	3	Timely joint inspection	4
	4	Meet submission timeline for monthly report	5
	5	Content of report is clear and comply to Clause 19 of the Requirement Specifications.	4
Health and Safety	1	Adhere to safe working procedures (including working on powered cleaning equipment)	1
	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:	90.05

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**	**90.05**	**36.02**
	TOTAL	**100**		**88.88**