Operational Service Standard Report

Submitted By:		
For the Month of:	November	2024
Submitted Time:	2024-11-25 10:25:27	

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

Operational Service Score:	[(0.0/Max 42 points)*60%] = 0.0
Cleaning Performance Score:	36.21

S/N	Score components	Weightage	Actual Score	% of the total score for the
1	**Operational Service Score**	**60**	**0.0**	**0.0**
2	**Cleaning Performance Score**	**40**	**36.21**	**14.48**
	TOTAL	**100**		**14.48**