# Operational Service Standard Report

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| **Submitted By:** | Lee Beng Yan | |
| **For the Month of:** | February | 2025 |
| **Submitted Time:** | 2025-06-03 17:08:01 | |

| 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 | 5 |
| | 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 |

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|---|---|
| **Operational Service Score:** | [(42.0/Max 42 points)*60%] = 60.0 |
| **Cleaning Performance Score:** | 95.08 |

| S/N | Score components | Weightage | Actual Score | % of the total score for the |
|---|---|---|---|---|
| **1** | **Operational Service Score** | **60** | **42.0** | **60.0** |
| **2** | **Cleaning Performance Score** | **40** | **95.08** | **38.03** |
| | **TOTAL** | **100** | | **98.03** |