

Quality Assurance

Code: ANCMF-AU-GB-QA-02 • Facility: Government Building • Frequency: daily

Scope of Work

- Dusting of all surfaces including desks, shelves, and equipment.
- Vacuuming of carpeted areas and mats.
- Mopping of hard floors using appropriate cleaning solutions.
- Sanitising of high-touch surfaces such as door handles, light switches, and telephones.
- Emptying and sanitising rubbish bins.
- Cleaning and polishing of glass surfaces and mirrors.
- Spot cleaning of walls and doors to remove marks and stains.
- Ensuring all cleaning activities comply with relevant Australian workplace health and safety standards.

Method

1. Begin with dusting all surfaces using a microfibre cloth to capture dust and allergens.
2. Vacuum carpeted areas using a HEPA-filter vacuum cleaner to ensure air quality is maintained.
3. Mop hard floors with a neutral pH cleaner to prevent damage to surfaces.
4. Sanitise high-touch surfaces with a hospital-grade disinfectant.
5. Empty rubbish bins, replace liners, and sanitise the bin interior and exterior.
6. Clean glass surfaces with a streak-free glass cleaner and polish with a lint-free cloth.
7. Perform spot cleaning on walls and doors using a mild detergent solution.
8. Inspect the area to ensure all tasks are completed to the required standard.

Equipment

- Microfibre cloths
- HEPA-filter vacuum cleaner
- Mop and bucket with neutral pH cleaner
- Hospital-grade disinfectant
- Rubbish bin liners
- Streak-free glass cleaner
- Lint-free cloths
- Mild detergent solution

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; floors are spotless with no visible dirt or streaks; high-touch surfaces are sanitised and free of smudges; rubbish bins are empty and odour-free; glass surfaces are crystal clear with no streaks.
Good	Minor dust on surfaces; floors are clean with minimal streaks; high-touch surfaces are mostly sanitised; rubbish bins are empty but may have slight odour; glass surfaces have minor streaks.
Pass	Noticeable dust on some surfaces; floors have visible streaks or dirt; high-touch surfaces are inconsistently sanitised; rubbish bins are not emptied regularly; glass surfaces have visible streaks.
Fail	Significant dust accumulation; floors are dirty with visible debris; high-touch surfaces are not sanitised; rubbish bins are overflowing; glass surfaces are dirty and streaked.