

# **Work (Service) Quality for Janitorial Workers (Porters) in the Cleaning Service Industry**

---

AMSI STANDARD WSQ2

FIRST DRAFT EDITION, MARCH 2025



**AMERICAN SUPPORT STANDARDS INSTITUTE**

---

## Table of Contents

### Introduction

1. **Visualization of Work (Service) Quality for Janitorial Workers (Porters)**
2. **Quality Framework for Janitorial Work (Service) Quality**
  - 2.1 Concept of Quality as a Shared Responsibility
  - 2.2 Structure of Quality Assessment
3. **Quality Factors, Indicators, and Objectives**
  - 3.1 Performance-Based Quality Factors
  - 3.2 Consumer Experience Quality Factors
  - 3.3 Compliance & Regulatory Quality Factors
  - 3.4 Training & Support for Individuals with IDD
4. **Continuous Improvement and Monitoring**
  - 4.1 Feedback and Adaptation
  - 4.2 Quality Assessment Process
5. **Quality Scales and Evaluation**
  - 5.1 Types of Quality Scales
  - 5.2 Selecting the Right Scale
6. **Compliance and Implementation**
  - 6.1 Responsibilities of Consumers and Service Providers
  - 6.2 Reporting and Documentation
7. **Conclusion**
  - 7.1 Key Takeaways
  - 7.2 Adoption of WSQ2

### Special Note

---

### Introduction

#### Purpose and Scope

The Work (Service) Quality Standard WSQ2 builds upon the foundational quality framework established in AMSI Standard WSQ1. WSQ1 introduced a structured approach to defining, measuring, and improving service/work quality by establishing a system of quality factors, indicators, probes, and objectives that guide assessment and continuous improvement. WSQ2 applies these principles specifically to janitorial work (porters) in the cleaning service industry, ensuring that work quality is both measurable and aligned with industry expectations while accommodating the needs of individuals with Intellectual and Developmental Disabilities (IDD).

The WSQ2 standard is designed to enhance service reliability, improve consumer satisfaction, and promote professional competency for janitorial workers. This standard

integrates the structured quality assessment methodology from WSQ1 and tailors it to the specific demands of cleaning services, ensuring that service providers and consumers have a clear framework for evaluating performance and achieving continuous improvement.

## Definitions

- **Consumer** – The recipient of the cleaning service (e.g., building tenants, employees, customers).
  - **Service Provider** – The janitorial worker (porter) or cleaning service organization.
  - **Quality Factor** – A fundamental attribute defining cleaning service/work quality.
  - **Quality Indicator** – A measurable characteristic of a quality factor.
  - **Quality Objective** – A predefined target for an indicator's performance.
- 

### 1. Visualization of Work (Service) Quality for Janitorial Workers (Porters)



**Fig.1: Work (Service) Quality for Janitorial Workers (Porters) Visualization**

This visualization represents the structured approach outlined in AMSI Standard WSQ2 for ensuring high-quality service delivery in the cleaning industry. It emphasizes the pathway from initial assessment to continuous improvement, ensuring that janitorial workers (porters), including individuals with IDD, can meet defined quality standards.

## Infographic Guide:

- **Initial Assessment:** Define service expectations and evaluate consumer needs.
  - **Quality Factor Identification:** Identify key quality attributes based on service requirements.
  - **Setting Measurable Indicators:** Establish indicators for evaluating the performance of each quality factor.
  - **Assigning Probes:** Select appropriate data points (probes) to measure the identified indicators.
  - **Establishing Quality Objectives:** Set clear, measurable, and achievable quality objectives for each indicator.
  - **Measuring Quality Performance:** Collect data through probes and assess quality indicator performance.
  - **Review and Analysis:** Compare performance with established objectives to evaluate service quality.
  - **Continuous Improvement:** Implement strategies for feedback and adaptation to enhance service quality.
  - **Final Quality Verification:** Confirm that quality objectives have been met and document results.
- 

## 2. Quality Framework for Janitorial Work (Service) Quality

### 2.1 Concept of Quality as a Shared Responsibility

Service providers, managers, and consumers must collaborate to ensure adherence to service expectations, measurement methods, and continuous improvement strategies.

### 2.2 Structure of Quality Assessment

- **Quality Factor** – A fundamental attribute defining service/work quality.
  - **Quality Indicator** – A measurable characteristic of a quality factor.
  - **Probe** – A data point used to measure a quality indicator.
  - **Quality Objective** – A predefined target for an indicator's performance.
  - **Quality Scale** – A structured system for evaluating whether objectives are met.
  - **Quality Assessment** – The process of evaluating service/work quality based on probes.
- 

## 3. Quality Factors, Indicators, and Objectives

### 3.1 Performance-Based Quality Factors

<b>Quality Factor</b>	<b>Quality Indicator</b>	<b>Probe (Measurement Method)</b>	<b>Quality Objective</b>
Cleaning Effectiveness	Compliance with cleaning procedures	Site inspections, supervisor reports	95% adherence to procedures
Work Consistency	Adherence to assigned schedules	Time logs, task checklists	100% completion of assigned shifts
Service Responsiveness	Response time to additional cleaning requests	Supervisor logs, feedback forms	≤ 30 minutes response time

### 3.2 Consumer Experience Quality Factors

<b>Quality Factor</b>	<b>Quality Indicator</b>	<b>Probe (Measurement Method)</b>	<b>Quality Objective</b>
Consumer Satisfaction	Service ratings from building occupants	Quarterly surveys	≥ 80% satisfaction
Professionalism	Janitorial staff conduct and interaction	Observations, feedback reports	95% adherence to company policies

### 3.3 Compliance & Regulatory Quality Factors

<b>Quality Factor</b>	<b>Quality Indicator</b>	<b>Probe (Measurement Method)</b>	<b>Quality Objective</b>
Safety Compliance	Use of protective equipment (PPE)	Site inspections, training logs	100% compliance
Chemical Handling	Proper storage and use of cleaning agents	Supervisor audits	100% compliance
Waste Management	Adherence to disposal and recycling procedures	Inspection reports	100% adherence

### 3.4 Training & Support for Individuals with IDD

Quality Factor	Quality Indicator	Probe (Measurement Method)	Quality Objective
Job Orientation	Completion of site-specific training	Training logs	100% participation
Skill Retention	Ability to complete tasks independently	Supervisor evaluation	90% task retention
Workplace Accommodations	Availability of support measures (visual aids, job coaching)	Employee feedback	100% accessibility

---

## 4. Continuous Improvement and Monitoring

### 4.1 Feedback and Adaptation

- Regular performance reviews.
- Supervisor meetings with janitorial staff to discuss challenges and provide guidance.
- Consumer feedback analysis for identifying improvement areas.

### 4.2 Quality Assessment Process

- **Define Quality Factors** → Identify core aspects of janitorial service quality.
- **Assign Quality Indicators** → Establish measurable performance criteria.
- **Set Quality Objectives** → Define performance benchmarks.
- **Monitor Probes** → Collect and analyze data.
- **Compare with Quality Objectives** → Evaluate compliance and identify gaps.

---

## 5. Quality Scales and Evaluation

### 5.1 Types of Quality Scales

Organizations may select from various evaluation scales based on their service type, consumer needs, and assessment goals:

- **Binary Scale (Pass/Fail)** – Determines whether the quality objective is met.

- **Percentage Scale** – Measures the proportion of probes meeting the objective.
- **Five-Point Scale** – Rates performance from "Unacceptable" to "Excellent."
- **Weighted Scoring** – Assigns importance to different quality indicators for a composite quality score.

## 5.2 Selecting the Right Scale

Selecting the right quality scale depends on the nature of the cleaning service, the specific quality objectives set by service providers, and consumer expectations. Service providers should consider:

- **Consistency Across Evaluations:** Use the same scale consistently to track performance over time.
- **Relevance to Service Type:** A binary scale may be suitable for safety compliance, while a five-point scale may work better for consumer satisfaction.
- **Ease of Use:** Ensure that the scale is understandable and actionable for supervisors and workers.
- **Alignment with Quality Objectives:** The chosen scale should align with the service's predefined quality objectives and allow for meaningful assessment and improvements.

Service providers and consumers may opt for the scale that best fits their needs while ensuring consistency in evaluation

---

## 6. Compliance and Implementation

### 6.1 Responsibilities of Consumers and Service Providers

- **Consumers** – Define expectations, provide feedback, and participate in quality assessments.
- **Service Providers** – Deliver services according to standards, document quality data, and implement improvements.

### 6.2 Reporting and Documentation

Proper reporting and documentation are essential to ensure compliance with the AMSI WSQ2 standard and to track progress toward continuous quality improvement. Service providers must:

- **Maintain Records of Quality Assessments** – Document regular evaluations of cleaning performance, adherence to schedules, and compliance with safety and regulatory standards.

- **Track Training and Support Measures** – Ensure records of employee training, particularly for janitorial workers with IDD, including job orientation, skill retention assessments, and accommodations provided.
- **Monitor Consumer Feedback and Complaints** – Establish a structured system for collecting and analyzing consumer feedback, identifying recurring concerns, and implementing corrective actions.
- **Ensure Compliance with Safety and Regulatory Requirements** – Maintain proper documentation of compliance with safety standards, use of PPE, chemical handling, and waste disposal protocols.
- **Periodic Review and Updates** – Conduct scheduled document reviews to update quality procedures based on assessment results and feedback from stakeholders.

Proper documentation ensures transparency, accountability, and the ability to track improvements over time, ultimately enhancing service reliability and consumer satisfaction.

---

## 7. Conclusion

### 7.1 Key Takeaways

- Work quality is measurable and structured through quality factors, indicators, and objectives.
- A collaborative approach between consumers and service providers is essential.
- Regular assessments and continuous improvements ensure consistent, high-quality service delivery.

### 7.2 Adoption of WSQ2.

This standard should be integrated into consumer-provider agreements to enhance service reliability and employee development, ensuring the inclusion and support of janitorial workers with IDD in the cleaning industry.

---

## Special Note

This document is provided as a pro bono product by the American Support Standards Institute (AMSI). It may be freely shared and referenced for non-commercial purposes, provided it remains unaltered and proper credit is given to AMSI. Commercial use, modification, or redistribution of this document is not permitted without prior written authorization from AMSI.



For inquiries or permissions, please contact [info@amsi-inc.org](mailto:info@amsi-inc.org).

**Copyright © 2025, American Support Standards Institute (AMSI). All Rights Reserved.**