



AMSI WSQ2 – Work (Service) Quality for Janitorial Workers (Porters) in the Cleaning Service Industry

First Draft Edition – 2025

Summary:

Applies the AMSI WSQ1 framework to janitorial work, setting measurable quality factors, indicators, and objectives tailored to cleaning tasks. Ensures consistent, professional service while supporting workers with IDD through accommodations and skill retention.

Purpose:

To provide a structured method for assessing and improving janitorial service quality, compliance, and worker support.

Key Points:

- Builds on WSQ1 methodology for cleaning service standards
- Targets include $\geq 95\%$ cleaning effectiveness and 100% schedule adherence
- Measures consumer satisfaction, safety, and training outcomes
- Flexible evaluation scales for adaptable assessments

Request Full Publication:

Free via the AMSI website's "Request a Standard or Send a Message" form.