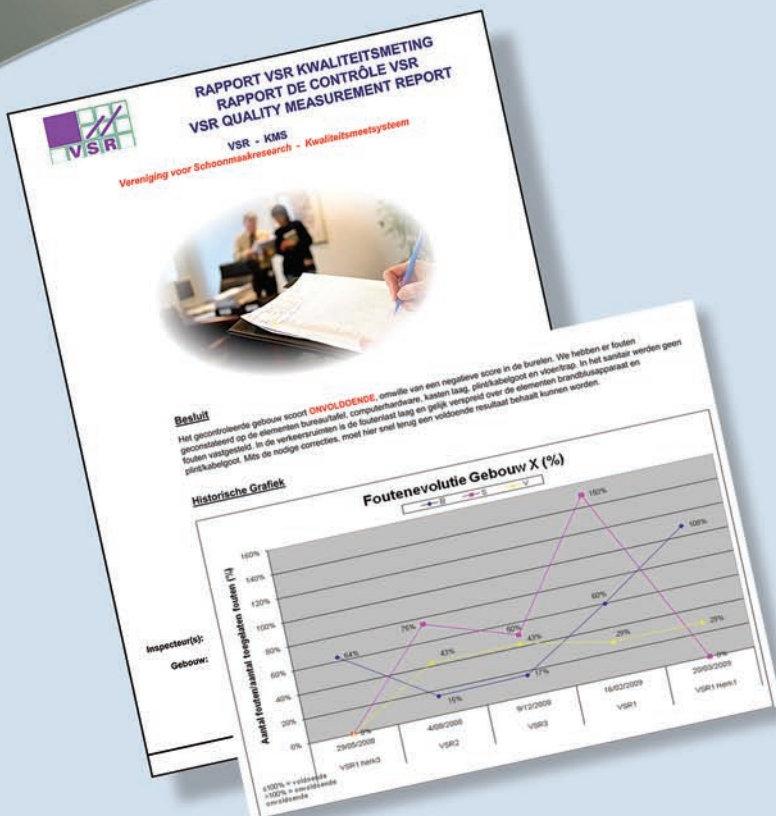




VSR Quality Control

Standardization – One-shot inventory
Contract control - Reporting
Quality management



“Cleaning quality is a right, not a privilege”



Adding value for all stakeholders



VSR Quality Control

Cleaning quality is a right, not a privilege

'Cleaning quality' is a term that is sometimes taken lightly. Nevertheless cleaning managers regularly struggle with this topic and they are confronted with the complexity of cleaning quality inspections. How do we make cleaning quality measurable? Which objective methodologies exist? Which organizational model should be applied? These questions arise when a cleaning dossier is presented, no matter whether your cleaning is in or outsourced.

With VSR (Vereniging Schoonmaak Research) quality measurements, MCS is able to get your cleaning management out of the domain of subjective judgement. The VSR quality measuring system has been described and is determined and guaranteed by on the one hand the Dutch (NEN) standards 2075 and on the other hand the European (EN) standard 13549. In short, the VSR system is an ideal measuring tool for giving an objective and rational picture about your building's cleaning quality and for assessing whether the quality meets the set quality agreements. That is why the term 'contractual inspection' is used as a synonym within the technical jargon.

Progress of a VSR Quality Measurement

As a preparation to VSR measurements your rooms are inventoried once (static calibration). Inventory includes counting both the elements and assessment units (characteristic elements) in relation to your cleaning programme. For this floor plans and bills of quantities are used.

After the inventory the inspection takes place. Only a qualified VSR inspector can carry out VSR inspections (in possession of an identity pass). This is performed visually. VSR inspections are announced only 24 hours in advance. The selection of rooms which serve as a sample for the measurements, is randomly made. Consequently nobody knows beforehand which rooms will be inspected. We at MCS prefer that during the execution of VSR quality inspection the executor (own cleaning service or external cleaning company) is always on the premises.

This way we can immediately show possible problems and discuss actions. The main point of VSR quality measurements is aimed at elements that need to be cleaned in a daily to weekly frequency. Periodical activities too are checked, but then a clear planning of the implementation of these activities is a must.

Result of a VSR Quality Measurement

A VSR quality measuring only has two outcomes: 'satisfactory' (less than or equal to the allowed error, score) and 'unsatisfactory' (more than the allowed error score). Each error has a cause and a consequence. Therefore an analysis of the results is at least as important as the inspection itself. Which errors were made and how did these arise?

A thorough analysis of the error score brings an answer to these kind of questions and serves as a guideline for taking action. As a result in a VSR quality report much attention is paid the types of errors and the steps linked to it, such as methodology, instruction, control, wrong use of resources or material errors. The results of each VSR quality inspection are incorporated into a VSR quality report that is strongly graphically oriented. Next to the results of the VSR quality measurements you also obtain a clear picture of the quality progress during a few months. Moreover the action plan is also part of the VSR quality report, in which both actions on element and on contract level can be undertaken.

Quality Management

As standard four VSR quality measurements are carried out on an annual basis, but this can be adapted according to your wishes. When the VSR quality inspection achieves an insufficient result, re-inspection takes place within a period of two up to four weeks. Consequently the VSR methodology is a rational management tool that guarantees that your cleaning task has been performed in good and professional way. The VSR quality measurement system clearly contributes to an increase in the professional level of your cleaning maintenance.