



# Managing and Monitoring

## **Interior Environment Programmed Maintenance System**

- Documentation for the Program
  - Definitions of Terminology
  - Scope of Services
  - Performance Standards
- The Cleaning Program
  - Building the Program
  - Developing the Building Profile
  - Floor Plans and Itemized Tables
- Verification and Validation
  - Quality Assurance
  - Quality Control
  - Quality Improvement