



## Quality Inspection Report (IQR)

### SECTION 1- VISIT DETAILS

#### Date of Service

  

Month Day Year

#### Inspector Name

 ▼

#### Staff On Duty

 ▼

#### Shift Time In \*

<input type="text"/> <span>▼</span>	<input type="text"/> <span>▼</span>	PM <span>▼</span>
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Hour

Minutes

**Shift Time Out \***

<input style="width: 100%; height: 25px; border: 1px solid #ccc; border-radius: 5px; padding: 2px 10px; font-size: 10px; font-weight: bold; margin-bottom: 2px;" type="button" value="▼"/> Hour	<input style="width: 100%; height: 25px; border: 1px solid #ccc; border-radius: 5px; padding: 2px 10px; font-size: 10px; font-weight: bold; margin-bottom: 2px;" type="button" value="▼"/> Minutes	AM <input style="width: 10px; height: 15px; border: 1px solid #ccc; border-radius: 5px; margin-left: 5px;" type="button" value="▼"/>
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**SECTION 2 - CLEANING AREA QUALITY SCORES****A- OFFICES**

	0	1-2	3-4	5
Trash Removed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Desks checked (only if in scope)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Floors swept/vacuumed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visible clutter reported properly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**B-RESTROOMS**

	0	1-2	3-4	5
Toilets cleaned	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supplies restocked	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Floors mopped	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mirrors and counters cleaned	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**C- COMMON AREAS**

	0	1-2	3-4	5
Hallways free of debris	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trash emptied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cardboard reported	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Floors cleaned	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**D- BREAK ROOMS**

	0	1-2	3-4	5
Trash removed (only per contract scope)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Countertop cleanliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Spills reported

## E- EXTERIOR DOORS/ ENTRY POINTS

	0	1-2	3-4	5
Closed/secured	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Glass spot-checked	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Score '0' indicates area was not accessed or not in scope—not a performance failure."

## SECTION 3- INTERNAL ISSUES FOUND (SGHG RESPONSIBILITY)

This section documents only conditions directly caused by SGHG Cleaning LLC.

### Checklist

	Not Satisfied	Somewhat Satisfied	Comments
Trash not emptied	<input type="radio"/>	<input type="radio"/>	
Liners not replaced	<input type="radio"/>	<input type="radio"/>	
Soap/towels not restocked	<input type="radio"/>	<input type="radio"/>	
Toilet not flushed	<input type="radio"/>	<input type="radio"/>	
Floors missed	<input type="radio"/>	<input type="radio"/>	
Door left open	<input type="radio"/>	<input type="radio"/>	
Entry not secured	<input type="radio"/>	<input type="radio"/>	
Checklist not completed	<input type="radio"/>	<input type="radio"/>	
Time reported incorrectly	<input type="radio"/>	<input type="radio"/>	
Supplies not communicated (low stock)	<input type="radio"/>	<input type="radio"/>	

### Other Internal Issues

## A- TOILET USAGE TRACKING

### SECTION 3

#### Checkbox List

	Yes	No	Comments
Appears unused since last service	<input type="radio"/>	<input type="radio"/>	
Light use	<input type="radio"/>	<input type="radio"/>	
Heavy use	<input type="radio"/>	<input type="radio"/>	
Toilet not flushed(noted)	<input type="radio"/>	<input type="radio"/>	
Usage unclear / unable to determine	<input type="radio"/>	<input type="radio"/>	

## SECTION 4 - SPILL & WASTE RISK

#### Total office trash cans observed

Number Inspected

#### Office trash cans containing food waste

Number Inspected

#### Office trash cans containing beverage containers:

Number Inspected

#### Checkbox List

	Yes	No	Comments
Sealed screw-cap bottle (low-risk)	<input type="radio"/>	<input type="radio"/>	
Snap-on lid cup (moderate risk)	<input type="radio"/>	<input type="radio"/>	
Open cup/can/visible liquid (high risk)	<input type="radio"/>	<input type="radio"/>	

Liquid present in trash can

## A- Enhance Break Room Tracking (D – BREAK ROOMS)

SECTION 4 -

**Beverage containers with liquid observed?"**

Please Select 

**Sink present and available?"**

- Yes
- No

## B- Spill Event Classification Field

SECTION 4 -

**Spill Encountered During Service**

- Yes – hard surface only (cleaned within scope)
- Yes – carpeted surface (out of scope)
- No

SGHG does not provide carpet extraction or carpet restoration services.

## SECTION 4- CLIENT -CREATED ISSUES (Not SGHG Responsibility)

This section documents observed conditions for risk awareness only and does not assign responsibility or fault.

### Checkbox List

Yes	No	Internal Issue = 5 Pts	Severity Level 2= 10 Pts	Severity Level 3= 20 Pts
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Cardboard left beside trash cans	<input type="radio"/> <input type="radio"/>	<input type="text"/>
Trash left on breakdown tables	<input type="radio"/> <input type="radio"/>	<input type="text"/>
Office clutter blocking cleaning	<input type="radio"/> <input type="radio"/>	<input type="text"/>
Food waste left behind	<input type="radio"/> <input type="radio"/>	<input type="text"/>

Spills not cleaned by staff	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Conference room restricted	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Room locked	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Private office content not to be moved	<input type="radio"/>	<input type="radio"/>	<input type="text"/>

#### Other client-created issues

Severity points are used for internal Six Sigma trend analysis and do not represent contractual penalties.

## SECTION 5- TRASH RECEPTACLE CONDITION TRACKING

To incorporate Six Sigma data:

#### Checkbox List

	Yes	No
No defects observed	<input type="radio"/>	<input type="radio"/>
Cracked / leaking base	<input type="radio"/>	<input type="radio"/>
Lid damaged	<input type="radio"/>	<input type="radio"/>
Replacement recommended	<input type="radio"/>	<input type="radio"/>

## SECTION 7- INCIDENT SEVERITY LEVEL

Severity level used for internal trend analysis and risk prioritization.

#### Rate Level of Severity Level

Please Select

This becomes part of your Six Sigma chart

## SECTION 8- INTERNAL QUALITY SCORE

### Score Ranges:

Please Select 

## SECTION 9- SUPERVISOR COMMENTS & FOLLOW UP

### NOTES

#### Follow-up required

Yes  
 No

#### Retraining needed

Yes  
 No

#### Supply issues noted

Yes  
 No

#### Photo Documentation

Please Select 

#### Photo Documentation

Please Select 

#### Photo Documentation

Please Select 

#### Photo Documentation

Please Select 

Define score bands (e.g., "90-100 = Green / 75-89 = Yellow")

**Phone Number**

Please enter a valid phone number.

**Email**

example@example.com

**Location of Inspection** Please Select **Other Selection Location**

Street Address

Street Address Line 2

<input type="text"/> City	<input type="text"/> State / Province
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Postal / Zip Code

**Inspected Date**

<input type="text"/>	<input type="text"/>	<input type="text"/>
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Month Day Year

**Inspectors comments**

Submit