Notre Dame Building Services Quality Assurance & Quality Control Plan

Department: Building Services

Institution: University of Notre Dame

Effective Date: 1/2026

1. Executive Summary

The purpose of this Quality Plan is to establish a systematic approach to maintaining cleanliness, hygiene, and safety across the University of Notre Dame campus. This plan adopts the **APPA (Association of Physical Plant Administrators)** cleaning standards to ensure transparency and consistency. Our goal is to provide a learning environment that enhances student success, faculty retention, and operational efficiency.

2. Standards of Performance (APPA Levels)

We utilize the APPA *Leadership in Educational Facilities'* five levels of cleanliness to define our targets. Our operational goal is to maintain an overall campus average of between **Level 2 and Level 3**, with essential areas held to **Level 1**.

Level	Description	Target Areas
Level 1	**Orderly Spotlessness:** Floors shine, no dust, pristine surfaces. "Showcase" quality.	As determined by executive leadership.
Level 2	**Ordinary Tidiness:** Floors clean, no buildup. Minimal	Classrooms, Restrooms, Libraries, Dining Areas,

	dust allowed on high surfaces. Surfaces are orderly.	Corridors, Entryways, Offices, Suites, and Labs
Level 3	**Casual Inattention:** Floors swept but may have dull spots. Some dust/fingerprints visible.	Warehouses, mechanical rooms, and older storage areas.
Level 4	**Moderate Dinginess:** Buildup in corners, dull floors, overflowing trash.	*Unacceptable for any occupied space.*
Level 5	**Unkempt Neglect:** Major accumulation of dirt, trash, and odors.	*Unacceptable.*

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3. Quality Control (QC) — "The Internal Check"

Performed by Custodial Staff and Supervisors daily to ensure work meets department expectations.

A. Self-Inspection (The "Look Back")

1. **Frequency:** Daily (End of shift &) - [5 steps of cleaning]() **- Inspect your work**
2. **Procedure:** Every Custodian must visually inspect their zone before clocking out and after performing the 5 steps of cleaning in each assigned area.
3. **Checklist:**
   - Are trash liners replaced and bins odor-free?
   - Are restroom dispensers (soap/paper) full?
   - Are high-touch points (door handles, light switches) sanitized?
   - Is the floor free of visible debris?

B. Supervisory Inspections

- **Frequency:** Daily/Weekly/Monthly (SmartInspects performed at least one per employee per month and every building once per month).
- **Procedure:** Supervisors will inspect specific zones/custodians using a mobile scoring tool

(CORE management SmartInspect).

- **Scoring:** Pass/Fail based on the defined APPA Level for that room type.
  - QSP score 85% minimum passing score

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4. Quality Assurance (QA) — "The Oversight"

Performed by the Leadership team to validate the QC process.

A. Management Audits (Assistant Directors & Director)

- **Frequency:** Random Monthly.
- **Procedure:** The ADs and Senior Director walk strictly random areas of campus.
- **Focus:** Validating that Supervisor inspections are accurate and calibrated. If a Supervisor marked a room "Pass," but the Manager finds it is "Level 4," a gap is identified.

B. Customer Feedback Loop

- **Work Order Analysis:** Tracking "reactive" cleaning complaints in the AiM and via department email and other miscellaneous feedback channels. A spike in complaints for a specific building triggers an immediate audit.
- **Survey:** ND voice survey sent to Faculty/Staff regarding office and classroom cleanliness.

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5. Key Performance Indicators (KPIs)

Success is measured using the following metrics. These are reported quarterly to the Director of Facilities.

Metric	Definition	Target Goal
Inspection Pass Rate	% of supervisory inspections scoring "Level 2-3" or better.	>85%
Cleanable SF/FTE & Gross SF/FTE	Specific data	22K CSF / 34K GSF per FTE

Autonomous Cleaning	Autonomous cleaning performed, freeing up staff for additional projects	% of autonomous per dashboard of mapped areas
Turnover	Staff turnover rate for a rolling 12-month period	<15%
Vacancy Rate	Percentage of unoccupied positions	<5%
QSP	Overall average of Quality Success Percentage	>90%

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6. Corrective Action Plan

When quality standards are not met, the following protocol applies:

1. **Immediate Correction:** If a safety or hygiene issue is found (e.g., bodily fluids, empty soap, spill), the Custodian is instructed to correct it immediately.
2. **Deficiency Log:** "Level 4" findings are tracked by SmartInspect and reviewed, considered for immediate action, and/or during an employee's performance evaluation.
3. **Retraining:** Consistent failures that create a pattern trigger a mandatory retraining session on specific Standard Operating Procedures (SOPs).
4. **Root Cause Analysis:** If a pattern of failures and service misses continues, further corrective action may be necessary, including but not limited to labor reviews, equipment functionality checks, and employee performance evaluations.

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7. Equipment & Safety Assurance

Quality cannot exist without safety and proper tools.

- **Equipment Checks:** Vacuums, auto-scrubbers, and buffers are inspected prior to use (daily if required) for safety (cord frays) and performance (clogged filters).
- **Chemical Management:** All closets must have chemical dilution systems. Systems are calibrated to ensure cleaning power is effective.

8. Training & Communication

- **Annual Calibration:** Supervisors and Managers walk a building together to agree on what "Level 2 & Level 3" looks like, ensuring consistent grading.