

SINGAPORE STANDARD

Cleaning service industry – Cleaning performance for commercial premises

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for commercial premises**

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Foreword

This Singapore Standard was prepared by the Standards Working Committee for Review of TR 1 : 1999 under the direction of the Services Standards Committee. It replaces TR 1 : 1999.

The service providers in the cleaning industry (represented by the Environmental Management Association of Singapore 'EMAS') have collaborated with building owners and managers and professional associations in the real estate industry to introduce measures to improve their performance. This collaboration represents the symbiotic relationship and responsibility between the building owners / managers and the service providers (in-house or outsourced) to maintain and enhance the commercial value of investments and properties.

One of the measures is the development and publication of this Singapore Standard on 'Cleaning service industry – Cleaning performance for commercial premises'. This standard represents a concerted attempt to address the absence of measuring standards and systems for building owners / managers and service providers. The measuring standards and systems would serve as a platform from which both parties could move away from the traditional 'head-count' system to a 'performance-based' system. With sound measurement standards and systems in place, it is envisaged that there also would be improvements in the cleaning performance, monitoring, skills upgrades and employment benefits. Service providers and building owners and managers would at the same time be encouraged to improve productivity through the various forms of automation and mechanization, and the medium of Information Technology.

In preparing this standard, we acknowledge the use of information from NEN 2075 : 1993 'Standard measuring system for cleaning performance' and BS EN 13549 : 2001 'Cleaning services – Basic requirements and recommendations for quality measuring systems'. We also acknowledge the efforts and contributions of volunteers from EMAS, building owners and managers and professional associations in the real estate industry, as well as many others who regularly provided feedback and comments for improvement.

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Cleaning service industry – Cleaning performance for commercial premises

1 Purpose

The Singapore Standard specifies the quality of cleaning services to performance standards.

The principle of the measuring system that determines the quality of cleaning service is based primarily on visual judgement of the degree of conformance for the selected elements to be inspected.

2 Scope

This Singapore Standard applies to the quality of cleaning services in commercial premises.