

Cleaning Quality Scorecard

Practical cleaning business template • Customize fields before use

Brand customization: *This TidyOps-branded example shows a finished presentation. Replace the logo, colors, company details, and placeholders with your own brand before use.*

The Cleaning Quality Scorecard should complement the Cleaning Quality Inspection Checklist rather than duplicate it. The inspection checklist evaluates one cleaning job; the scorecard measures quality performance over time across jobs, cleaners, teams, customers, properties, and service types.

I'd make this an XLSX-first resource because the real value comes from automatically calculating scores, rates, trends, and recurring quality problems.

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Provided by TidyOps

1. Reporting Period

Reporting Period:

Start Date:

End Date:

Prepared By:

Branch / Location:

Use the scorecard for:

- ☐ Company
- ☐ Branch
- ☐ Team / Crew
- ☐ Cleaner
- ☐ Customer
- ☐ Property
- ☐ Service Type

2. Quality Dashboard

Jobs

Jobs Completed:

Jobs Inspected:

Inspection Coverage: %

Inspection Quality

Average Inspection Score: %

Inspections Passed:



Inspections Failed:

Inspection Pass Rate: %

Service Problems

Recleans:

Reclean Rate: %

Customer Quality Complaints:

Complaint Rate: %

Defects / Missed Tasks:

Defect Rate: %

Corrective Actions

Corrective Actions Opened:

Corrective Actions Closed:

Closed On Time:

On-Time Closure Rate: %

Overall Quality Score

/ 100

Status

☐ Excellent

☐ Meets Standard

☐ Watch

☐ Improvement Required

3. Balanced Quality Score

Instead of relying only on inspection averages, calculate a balanced score.

Quality Metric

Weight

Result

Score

Weighted Score

Average Inspection

Score

35%

Inspection Pass Rate

20%

Reclean Rate

15%

Complaint Rate

10%

Defect Rate

10%

Corrective Actions

Closed On Time

10%

TOTAL

100%

All weights should be editable in the spreadsheet.

4. Inspection Score

Total Inspection Points Earned

Total Possible Points

Average Inspection Score

Points Earned ÷ Possible Points

%

This is preferable to averaging inspection percentages when inspections contain different numbers of scored items.

5. Inspection Pass Rate

Inspections Passed:

Total Inspections:



Pass Rate

Passed ÷ Inspections

%

Target

%

Status

☐ Meets Target

☐ Near Target

☐ Below Target

6. Reclean Rate

Reclean Jobs:

Jobs Completed:

Reclean Rate

Recleans ÷ Jobs Completed

%

Target Maximum

%

Because a lower reclean rate is better, the score calculation should treat this as an inverse metric.

7. Customer Complaint Rate

Quality Complaints:

Jobs Completed:

Complaint Rate

Complaints ÷ Jobs Completed

%

Only count complaints related to cleaning quality when using this particular metric.

Keep billing, scheduling, access, communication, and other complaint categories separate where practical.

8. Defect Rate

Defects / Missed Tasks Identified:

Inspected Jobs:

Defects Per Inspected Job

The XLSX should also support:

Defects per 100 inspected jobs

and, where checklist-item data is available:

Defects per 100 inspected checklist items

This makes trends easier to compare as inspection volume changes.



9. Corrective Action Performance

Actions Opened:

Actions Closed:

Actions Closed On Time:

Actions Overdue:

On-Time Closure Rate

%

Average Days to Close

days

10. Quality by Cleaning Area

Track which parts of the cleaning process generate the most problems.

Cleaning Area

Inspections

Defects

Defect Rate

Avg. Score

Kitchen

%

%

Bathrooms

%

%

Bedrooms

%

%

Living Areas

%

%

Dusting

%

%

Floors

%

%

Trash

%

%

Baseboards / Detail

%

%

Staging / Reset

%

%

Security / Closing

%

%

11. Recurring Defect Analysis

Track the actual problems behind the score.

Defect

Occurrences

% of Defects

Trend

Action

Missed dusting

%

↑ / → / ↓

Bathroom detail

%

↑ / → / ↓

Floor edges

%

↑ / → / ↓

Trash missed

%

↑ / → / ↓

Defect

Occurrences

% of Defects

Trend

Action

Baseboards

%

↑ / → / ↓

Top Recurring Defect

Root Cause

☐ Training

☐ Checklist / SOP

☐ Time Allocation

☐ Equipment

☐ Supplies

☐ Job Scope



- ☐ Property Condition
- ☐ Communication
- ☐ Staffing
- ☐ Other

12. Quality by Cleaner

Cleaner

Jobs

Inspections

Avg. Score

Pass Rate

Reclean

Rate

Complaints

Quality

Score

%

%

%

This should help identify coaching and training opportunities rather than create a simplistic employee leaderboard.

13. Quality by Team / Crew

Team

Jobs

Inspections

Avg. Score

Pass Rate

Reclean

Rate

Complaints

Quality

Score

%

%

%

14. Quality by Customer / Property

Customer / Property

Jobs

Inspections

Avg. Score

Recleans

Complaints

Status

%

This is important because repeated problems at one property may indicate something other than an individual cleaner problem.

For example:

Unrealistic scope

Insufficient scheduled labor

Unusual property condition

Special surface requirements

Customer expectation mismatch

Access delays

Incomplete job instructions

15. Quality by Service Type

Service

Jobs

Avg. Inspection

Reclean Rate

Complaint Rate

Defect Rate

Standard

%

%

%

%

Deep Cleaning

%

%

%

%

Move-Out

%

%

%

%

Commercial

%

%

%

%

Vacation Rental

%

%

%

%

Post-Construction

%

%

%

%

This can expose a service that needs better pricing, training, checklists, or labor assumptions.

16. Quality Trend

Track monthly performance.

Month

Inspection Score

Pass Rate

Reclean Rate

Complaint Rate

Overall Quality

Jan

%

%

%

%

Feb

%

%

%

%

Mar

%

%

%

%

Current Trend

☐ Improving

☐ Stable

☐ Declining

17. Quality Target Settings

Suggested starting fields—not universal benchmarks:

Inspection Score Target: %

Inspection Pass Target: %

Maximum Reclean Rate: %

Maximum Complaint Rate: %

Maximum Defect Rate: %

Corrective Action Closure Target: %

Targets should be configurable based on the company's own standards and data.

18. Status Thresholds

Example configurable bands:

Excellent

Overall Quality Score $\geq$

Meets Standard

Overall Quality Score $\geq$

Watch

Overall Quality Score $\geq$

Improvement Required

Below

Do not hard-code these thresholds into the template.

19. Inspection Log

The XLSX should include the underlying inspection data.

Date

Job

Customer

Property

Service

Cleaner

Team

Points

Earned

Additional fields:

Reclean Required: Yes / No



Complaint: Yes / No

Defect Count:

Primary Defect:

Corrective Action: Yes / No

Due Date:

Closed Date:

Closed On Time: Yes / No

Inspector:

Notes:

20. Defect Log

For more detailed analysis:

Date

Job

Area

Checklist

Item

Defect

Severity

Cleaner/Team

Corrected

Bathroom

Shower

Soap

residue

Minor

Yes

Severity

☐ Minor

☐ Moderate

☐ Major

☐ Critical

The company should define severity consistently.

21. Corrective Action Log

Issue



Root Cause

Action

Owner

Due

Closed

Result

Possible actions:

- ☐ Cleaner Coaching
- ☐ Retraining
- ☐ Checklist Update
- ☐ SOP Update
- ☐ Labor-Time Adjustment
- ☐ Equipment Change
- ☐ Supply Change
- ☐ Customer Scope Review
- ☐ Pricing Review
- ☐ Supervisor Follow-Up
- ☐ Other

22. Coaching & Training

When a recurring quality issue appears:

Cleaner / Team:

Issue:

Observed Pattern:

Coaching Provided:

Training Assigned:

Trainer:

Due Date:

Reinspection Date:

Result

- ☐ Improved



- ☐ Monitoring
- ☐ Additional Training Needed
- ☐ Process Issue Identified
- ☐ Other

23. Customer Follow-Up

For quality-related customer issues:

Customer:

Job:

Issue:

Contact Date:

Resolution:

Reclean Required: ☐ Yes ☐ No

Follow-Up Completed: ☐ Yes ☐ No

Customer Confirmed Resolution: ☐ Yes ☐ No

24. Management Action Plan

Quality Problem #1

Problem:

Evidence:

Likely Cause:

Action:

Owner:

Due Date:

Success Measure:

Quality Problem #2

Problem:

Action:

Owner:

Due Date:

25. Monthly Quality Review

At the end of each reporting period, ask:

Did overall quality improve?

What was the most common defect?

Which service generated the most problems?

Which properties generated recurring issues?

Which training issue appeared most often?

Were jobs given enough labor time?

Are checklist or SOP changes needed?

Were corrective actions actually effective?

26. Important Context Rule

Quality data should be interpreted in context.

A cleaner with three defects on 100 inspected jobs is not equivalent to a cleaner with three defects on five inspected jobs.

Likewise, comparisons can be distorted by:

Inspection frequency

Job difficulty

Service type

Property condition

Crew composition

Training assignments

Scheduled labor

Customer expectations

Inspection consistency

The scorecard should therefore display volume alongside rates.

27. Minimum Sample Warning

The XLSX should flag scorecards with insufficient data.

Example:

LOW SAMPLE SIZE

when:

Inspections < [Configurable Minimum]

This prevents a cleaner from being labeled "100% quality" based on one inspection—or poorly based on one difficult job.

28. Performance-Management Notice

Cleaner and team quality metrics can support coaching, training, process improvement, and management review.

They should not automatically determine discipline, compensation, scheduling opportunities, promotion, termination, or other employment decisions.

Consider documented job expectations, job difficulty, training, applicable policies, protected activity, accommodations, and other relevant context.

29. Quality Score Interpretation

The score is meant to answer:

Are we consistently delivering the cleaning standard we promised?

It should not become an incentive to hide defects, discourage customer complaints, avoid inspecting difficult jobs, or manipulate inspection scores.

A healthy quality system should make problems easier to identify and correct.

30. Recommended XLSX Workbook

I'd build the downloadable workbook with five primary tabs:

Quality Dashboard — company-level KPIs, balanced quality score, targets, trends, top defects, service comparison, and management flags.

Inspection Log — the underlying inspection/job dataset.

Cleaner & Team Scorecards — quality results by cleaner and crew, including sample-size warnings.

Customer & Property Scorecards — recurring quality issues by account/property and service type.

Setup & Targets — editable weights, quality targets, thresholds, service types, teams, defect categories, areas, and minimum sample sizes.

I would also strongly consider a sixth Defects & Corrective Actions tab because that makes the workbook far more operationally useful.

Template Library Metadata

This is also a particularly important TidyOps product feature, not merely a downloadable spreadsheet. The long-term system should connect:

Job → Checklist → Inspection → Defect → Cleaner/Team → Photo → Corrective Action → Reinspection → Quality Trend

That would let an owner discover things like “bathroom detail defects have increased 38% over the last 60 days,” “Team B's move-out cleans are producing twice the normal reclean rate,” or “this customer's recurring quality problems started after scheduled labor was reduced.”

That kind of analysis is much more valuable than simply assigning every cleaner a score out of 100.

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Legal Review Flag: General management / employee-performance caution

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