



Cleanliness & Service

sector 2014

Professional cleaning in Finland



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CLEANING IN TOMORROW'S WORLD

4th International Congress on Professional Cleaning in Tampere, Finland, September 29–30, 2014

The theme of the Congress on Professional Cleaning is
Cleaning Today - Challenges and Solutions

The Finnish Association of Cleaning Technology is pleased to welcome you to this congress to get information of the newest researches and best practices to be able to improve the quality of your own work community and professional cleaning. The congress is held in English but the presentations will be translated into Finnish.



Jochen Wirsching



Ilham Kadri



Alf Rehn

Program

Keynote speakers

Science of Cleaning – are Controlled Environment surfaces really clean?

Dr. Jochen Wirsching, Vileda Professional, Weinheim/D

Challenges in Cleaning & Hygiene - The roles of Technology and Sustainability

Dr. Ilham Kadri, President, Vice President and Officer Diversey Care, a Division of Sealed Air Corp

Cleaning Up The Future? Challenges And Opportunities In Futures Thinking – For The Industry And Beyond...

Professor Alf Rehn, Åbo Akademi University

Presentations

Cleaning and disinfection in healthcare as part of the infection control program

Thea Daha, Bronovo Hospital The Hague

Who wins the race - microbes, new infections or more developed hygiene practices

Kirsi Laitinen, KiiltoClean Oy

Different standards in cleaning sector in EU countries

Helge Alt, Puhastusekspert

Control or dialog?

Jesper Borrfors, Fairdealgroup Sverige

Young immigrant and cleaning work - how to support young immigrants' health and work ability at workplaces?

Merja Turpeinen, Finnish Institute of Occupational Health

The Zero Accident Forum – 10 Years of Promoting Vision Zero in Finland

Maija-Leena Merivirta, Finnish Institute of Occupational Health

Working conditions and risk assessment of cleaning
Marko Hyttinen, University of Eastern Finland, Department of Environmental Science

Development of a web-site to improving working conditions for cleaners

Lisa Schmidt, IVL Svenska Miljöinstitutet

Developing Workplace Learning. Adult learners crossing boundaries between school and work

Marja Samppala, Helsinki University

Home economics services in Finland: Quality management and education

Sirpa Nyysönen, Suomen Kotityöpalveluyhdistys

The program will be completed in a few weeks.

For more information please visit www.cleaningcongress.fi



Professional cleaning in Finland

– systematic development for many years

In the end of 1960's, the Finnish Ministry of Finance noticed that the cleaning costs varied considerably between real properties. A workgroup was founded, and in 1972, the State Administration Method and Time Standards in Cleaning Work and the Guide for Planning Cleaning Work were published. These publications laid the foundations for systematic planning of cleaning work. By using method and time standards it became possible to calculate the cleaning needs exactly and to compare cleaning times and costs. Dimensioning also realises a fair division of cleaning areas; equal areas and as even load as possible. The need for new method and time standards is continuous. Since 2009, the Finnish Association of Cleaning Technology has in cooperation with machine and tools producers devised new method and time standards and published them on web sites.

In 1965, the first courses for cleaners and managers were arranged. The training for cleaners lasted for nine months. In 1969 began the education in Home Technology at the University of Helsinki. Today it is possible to complete the training of Site Facility Operative, cleaner, in two vocational qualifications and in two further qualifications. It is also possible to complete supervisor-level qualifications in three different specialist qualifications. The studies lasts from 1 to 3 years.

Cleaning is a physical job with its own special demands on the worker. The research of ergonomics and working ability among cleaners started in 1980's. The results of these researches have made it possible to lighten the work load and to improve the health and physical condition of cleaners. Today we use machines whenever possible. If not, damp or moist cleaning cloths and mops are used, water is not carried in cleaning trolleys, but cloths and mops are placed in clean vessels with lids. Washing machines are used for moistening the cloths and mops.

Today we have good machines, cleaning agents and machines, efficient and ergonomic cleaning methods and much knowledge to base the management and planning of cleaning work. The challenge is the image of the profession and the lack of employees. Along the years, many campaigns have been arranged for highlighting the branch by enterprises, educational establishments, trade unions and Finnish Associations of Cleaning Technology. More of these subjects you can read on this magazine. I hope you will enjoy reading the articles and will get an idea of professional cleaning in Finland.

With kind regards
Tarja Valkosalo

The Finnish Association of Cleaning Technology (SSTL Puhtausala ry)

The Finnish Association of Cleaning Technology (SSTL) was founded in 1970 as an advisory and training organisation for the cleaning profession. The main tasks of the association include maintaining professional cleaning skills, development and producing training material, as well as providing information, advice and training. SSTL operates in the cleaning sector as an impartial representative organisation and provides expertise in the field.

The union has 17 member associations from around the country, as well as about 80 community and business members. Union representatives provide expertise in a variety of development projects throughout the cleaning sector.

The union

- produces a cleaning trade journal (PUHTAUS& PALVELU sektori)
- produces cleaning textbooks, guides, videos and e-learning materials
- organises the FinnClean fair and miniClean events
- organises the annual Cleanliness Week campaign, when attention is paid to a clean working environment and factors contributing to cleanliness
- grants Clean Card certificates indicating that cleaning service organisations can clearly provide quality service
- organises the INSTA 800 standard personal certification for people in Finland
- participates in children's education with the Sipi Frog Cleaning School (Sipi Sammakon siivouskoulu)
- selects cleaning sector representatives and professionals together with partners
- develops working and time standards for cleaning work
- gathers together parties and people interested in the cleaning field to promote skills and appreciation.

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Photo: Vileda Professional

Cleaning service

– innovations and diligence

WRITER: Lotta Jordberg-Hietanen

By using several criteria, cleaning in Finland today may be classified as real high tech. Finnish cleaning services have reached their current high level mainly thanks to the innovative approach of the pioneers and their habit of questioning earlier usages. Credit must also be given to the developers of devices and machines. Modern ergonomic cleaning devices intensify the use of working time and produce good results.

It was especially the introduction of dimensioning in cleaning work more than 40 years ago that gave a solid basis for the continuous development of the sector. Training started simultaneously with calculation of the amount of work. Quality training provides professionalism needed in cleaning. Supervisors and employees

alike may obtain qualifications at different levels, which make it possible for them to advance in the cleaning sector. The current high level of the sector is also a proof of the determinedness and diligence of Finnish people.



Agreed level of cleanliness as a goal

Use of the planning and dimensioning system in cleaning work presumes both systematic carrying out of the dimensioning process and professionalism from the employees. However, the starting point is always the relevant levels of cleanliness agreed for different types of space.

▼ *Whenever possible, using machine is the goal.*



▼ *Professional cleaners never carry water; they moisten the necessary cloths and mops in the cleaning space.*



Photo: Vileda Professional

The levels of cleanliness and the average frequency of cleaning at a particular site are recorded in the service agreement. For instance, the hygiene demands of hospitals and places with foodstuffs call for a higher level of cleanliness and more work than offices and lobbies, where safety and comfort are the aim. Jobs are reduced everywhere in order to cut costs. Consequently, individual cleaners become responsible of vaster areas as cleaning frequencies vary considerably. The number of cleaning times for a site may vary from occasional to once a year.

Water is not carried along

Professional cleaners never carry water; they moisten the necessary cloths and mops in the cleaning space. Whenever possible, a washing machine is used for the preparations. The necessary amount of cleaning agent is applied to the rinsing agent box. By adjusting the spin speed, the remaining moisture will be correct. The laundry is left in the machine or moist cloths and mops are placed in clean vessels with lids. Using cloths and mops immediately after taking them from the washing machine produces biggest time savings for the employees and cuts down the electricity bill.

Dry washed cloths and mops need specific handling, for which a moistening vessel is used. The correct amount of cleaning agent solution per mop or cloth is applied to it. Several moistening techniques exist, and manufacturers have dosing tables of their own. Various dosimeters are also available. They provide optimal dosing of cleaning chemicals. The commonest material in cleaning textiles is micro fibre, which can be moistened with water.

Constant availability of clean devices for the workers improves the quality of cleaning. Measurements of surface cleanliness show that the amount of organic dirt and the growth of microbes on surfaces have been reduced by using machine washed cleaning cloths in micro fibre, moistened according to the type of dirt to be removed. An additional advantage therein is that building structures do not collect noxious moisture that dilutes the quality of indoor air and may lead to mould problems.

No cleaner without a cleaning trolley

The purpose of use of the space to be cleaned largely determines the kind of dirt there is and how often and using which method it must be removed. A movable cleaning trolley contains devices for appropriate removal of different types of dirt. If the main emphasis of the work lies on maintaining the hygiene level, it is important to remove invisible dirt, especially from the surfaces that are touched. Micro fibre cloths are suitable for removing microbial dirt. Litter and dust on the



Photo: Vileda Professional

▲ *The employee chooses the best possible methods for situations faced during the working hours.*

floor are removed with manual devices with a shaft, and surfaces are wiped with furnishing or surface mops with a shaft. In addition to moistened tools, a well-equipped cleaning trolley contains dry cleaning cloths and mops. The necessary moisture is provided by a portable moistening bottle.

The employee chooses the best possible methods for situations faced during the working hours, in order to be able to carry out the work at one go. Among manual methods, the dry and damp cleaning methods are recommended, but machines are needed for very dirty floors. Machines are also used for weekly and less frequent cleaning and maintenance of floors. They make working easier, prevent dirt from sticking and lighten the use of manual methods.

New floor materials do not generally need special protection. Heavy basic washing and removal of wax is becoming rare today, which improves work safety and helps to preserve nature.

A group with multiple skills

Depending on the work site, a cleaner may have several additional duties besides daily and temporary cleaning. They include lobby service and mailing, care of house plants, food and meal service, measurement of cleanliness levels, device maintenance and waste management. Besides cleaning skills, the employee must have special skills, such as customer service skills, and knowledge of special diets, hospital hygiene, infection prevention and the Finnish Waste Act.

Finnish cleaning professionals both plan and carry out the tasks that occur in their work areas. In addition, they master customer service, take care of the environment, learn new things and contribute to the development of the cleaning sector. For employers, training employees is an important factor in maintaining competitiveness. Enterprises, organisations and workplaces develop Finnish know-how in cooperation with training organisations. ■



From measuring tapes to tablets

- Birth and history of the method and time standards

WRITER: Aino-Maija Lahtela

The dimensioning of cleaning work has long traditions in Finland. The best known calculation criterion was 1000 m²/cleaner/day, according to the criteria for state subsidy. This method for calculating the amount of work employed in the 1960's was easy to use but neither fair nor equal toward the workers. The cleaning costs and work methods also varied a lot between real properties.

According to the Guide for Planning Cleaning Work published by the Organising Department of the Finnish Ministry of Finance, "Economical organisation of cleaning work calls for systematic approach and use of relevant machines that lighten the work." The Organising Department founded a work group with the task of drawing up standards of economic efficiency for the cleaning sector. The State Administration Method and Time Standards in Cleaning Work drawn up by a workgroup and published in 1972 lay the foundations for systematic planning of cleaning work.

By using the method and time standards for cleaning work it became possible to calculate the cleaning needs of various facilities exactly and to compare cleaning times and costs by real property types. The big differences in costs noticed led to an increase in the dimensioning of cleaning, even if unnecessary prejudices and the fear of conflicts between employers and employees slowed down its realization.

In 1982, the responsibility for maintaining the method and time standards and revising the Cleaning Manual was transferred to the Finnish National Board

of Building, which also bore the responsibility for other guidance and control of cleaning in public administration. When the Finnish National Board of Building was abolished, the responsibility for maintaining the method and time standards in cleaning work and the copyright and publishing rights of the Cleaning Manual were transferred to the Finnish Association of Cleaning Technology in 1994.

From 1995 to 2009, standards have been drawn up by the City of Helsinki, tool and machine manufacturers and importers and one software enterprise. Since 2009, the Finnish Association of Cleaning Technology has in cooperation with machine and tool producers devised new method and time standards, published on their web sites.

Method and time standards in cleaning work and work analysis

The time standards in cleaning work have been drawn up by using the timer clock study. The training of an operations developer (earlier 'work analyst'), gives one the right to perform work analyses and draw up time standards.

One of the starting points of the study is that the method under study must provide a high level of cleanliness. Standards have been drawn up for methods, tools and machines. In the study, the time is taken for tens of time samples, and the method is studied in 12 different circumstances (variables) at most. Variables affecting the time of performing the work include the amount of

obstacles on the surface to be cleaned and the size, dirtiness and furnishing degree of the surface in question. A specific time value is defined for all dirtiness and furnishing degrees.

As regards floor works, spaces are usually divided in three groups according to the dirtiness degree: some dirt, a lot of dirt and very much dirt. As regards furnishings, the space may be divided in two or three degrees of dirtiness as above.

The furnishing degree gives the proportion of furnishing in relation to the floor area. Generally four furnishing degrees are used.

Testees have been cleaning professionals of varying ages. The testees' shop stewards are allowed to be present in the work analysis situations. Work performances are realized according to the job description in the method standard, and since 1987 some of the work performances have been videotaped. Work analysis diaries are also drawn up for the study situations.

The time standard gives the time required by each method either per piece, square metre or linear metre. The result units are one minute and centiminutes.

The method standard is the job description for the method under analysis. It specifies the aims of the method, the necessary tools, machines and agents, preparatory work and the starting point, the work performance and the issues to be noted.

The standard time emerges when each work is studied for the amount of time specified in the work analysis instructions. The speed for each work performance is defined. The time spent on a particular work is multiplied by the speed coefficient obtained from the definition process. The obtained time is called normal time, and the recovery time demanded by the work is added to it before it becomes the time standard.

By **recovery time** is implied the time needed to remove the strain caused by the work. In cleaning methods the time needed for recovery from mainly physical strain is used.

The degree of strain is obtained from the system devised by the Finnish Rationalisation Committee (RANK). The table gives seven degrees of strain and the following two alternative definitions for each

degree: recovery from physical strain and recovery from psychic strain. In defining physical strain, static and dynamic strains are taken into account separately, when necessary. When assessing the psychic strain caused by a specific work, the monotony and binding character of the work are observed, in addition to the degree of alertness presumed by the work.

The time values of the time standards include the additional recovery per method. The percentage of additional recovery varies between 10–27% of efficient working hours and it has been given in connection with the time standard tables.

Cleaning of tools, servicing measures and other corresponding tasks connected with the auxiliary operations for the work, such as starting and finishing work, that cannot be included in the actual time of performance, must be taken into account in the daily constant (auxiliary time). In practice, the auxiliary time for maintenance cleaning varies between 10–20%. It is always defined by case and depends on the specific features of the real property in question, the number, location and scope of the spaces to be cleaned, the cleaning time and the available tools and machines.

Comprehensive standards

A comprehensive standard is a work entity obtained by combining individual standards for certain types of space, e.g. an office. The comprehensive standard times have been calculated on the basis of method and time standards. The comprehensive cleaning standard includes the floor and furnishings standard and gives the need of daily working time (without auxiliary time) per one square metre for cleaning the space.





▲ *One of the starting points of the study is that the method under study must provide a high level of cleanliness.*

The city of Helsinki was the first to start system development work in the 1970's. The aim was to create a calculation system that was as easy as possible to use but yet relatively exact. It had namely been observed that the size, furnishing degree and cleaning programme (tidiness level) of facilities are variables depending on the type of facility, which had to be taken into account when drawing up standards.

According to their purpose of use, facilities were divided into types of real property (office, school, day care centre etc.). The size and furnishings of facilities were standardized. A tidiness level classification was devised on the basis of demands on the use of the facilities. A comprehensive standard (daily working time/floor square metre) was calculated for each facility using the methods and time standards.

The time needed for cleaning is obtained by multiplying the square metres in the facility by the comprehensive standard. Every comprehensive standard is based on the work instructions containing the surfaces to be cleaned and the cleaning methods and frequencies for both the furnishings and the floor.

Planning cleaning by using the comprehensive standard system

The most important tools in the comprehensive standard system were facility type schemas, the floor plan of the space to be calculated and a working time calculation form.

When using comprehensive standards, pictures of facility types were compared to the room space, and cleaning times were calculated by multiplication. The result was the time needed for the work, i.e. for providing the cleanliness level agreed for each space. The advantages of this method were speed and exactitude.

With the help of dimensioning, cleaning came to meet the needs of the users of the facilities and correspond to the degree of use of the facilities. Dimensioning of cleaning guaranteed fair division of the amount of work between employees, and it was also thanks to it that it became possible to make the duties similar as regards their work load. Dimensioning was performed by manual calculation and using the comprehensive standards mainly from 1976 to 1989.

Various organisations have developed planning systems and comprehensive standards of their own. The starting point of the work group studying dimensioning in the municipal sector was to achieve cleaning that could compete with private cleaning services. There was also a wish to update the cleanliness levels, cleaning tools, work methods, work guidance, training and the cleaners' social facilities. In the spring of 1989 cleaning planners got uniform standards for calculating the amount of work.

Information technology for cleaning planification

In the 1980's, the first computer programmes for cleaning planning, based on method time and comprehensive standards, appeared on the market. Information technology made calculation rapid and allowed comparison of working times and tariffs for various cleanliness levels and cleaning methods. It was easy to make alterations in the data collected. Planning of cleaning became negotiating the cleanliness levels and cleaning methods and organising cleaning work demanded by the use of the facilities.

Charting circumstances is always important, no matter if the working time demanded by the cleaning site is calculated manually or using a computer programme. The criterion for dimensioning cleaning work

must be correct information on the types of facility, degree of furnishing, floor materials, number of users per facility and other factors affecting the need for cleaning.

Tool for work welfare and maintaining the condition of a specific real property

One of the prime challenges in planning cleaning work is to make the cleanliness level correspond to the accepted idea of hygiene and cleaning. The condition of any particular real property must not be endangered either.

The amount of cleaning work has been calculated many times for all the real properties with professional work supervision. The productivity of cleaning services has improved, and cost control has become more accurate. Comparable parameters for work amounts and costs have also been obtained.

When competitive bidding is used for cleaning service acquisitions, the one requesting a tender knows exactly the time and costs demanded by the cleaning work. Cleaning enterprisers often have to contend themselves with a competition area the size of the margin, if competition is not waged with the auxiliary and recovery times demanded by cleaning work. Dimensioning of cleaning work that was the original impetus for the development of the whole cleaning sector has become a competitive tool.

Cleaning work is stressful both physically and mentally. When the sites are dimensioned well and correctly, preconditions exist for the welfare of employees, and the price/quality ratio is correct. The most important things in planning cleaning work are content customers, cleaning service providers and, above all, cleaners themselves. ■

Information technology allows e.g. comparison of working times and work instructions for various cleanliness levels and cleaning methods.

The image shows three overlapping documents from Atop-Tieto Oy, featuring a 'TOP 25 YEARS' logo. The documents are:

- ROOM MODEL SUMMARY:** A table listing cleaning tasks for different office areas.

Descr	Freq	M	Qty
151.154.00 Office room - Office 500 m ² 40 pcs	2x/week	M	40.00 pcs
Empty and clean the trash cans	1x/week	M	54.00 m ²
Dampwipe empty workplace surfaces with microfibre cloth	1x/week	M	40.00 pcs
Dampwipe empty surfaces of IT equipment with microfibre cloth	1x/week	M	21.00 m ²
Dampwipe empty surfaces of shelves and cupboards with microfibre cloth	1x/week	M	21.00 m ²
Dampwipe windowsills with microfibre cloth	1x/month	M	40.00 pcs
Dampwipe dirty spots off doors and doorposts with microfibre cloth	2x/year	M	40.00 pcs
Moistwipe recycled paper containers	2x/week	M	100.00 m ²
Empty the recycled paper containers	2x/week	M	100.00 m ²
Dampwipe/brush seats	2x/week	M	40.00 pcs
Dampwipe/Vacuum seats	2x/week	M	40.00 pcs
Moistwipe the floor with a Sweep Classic Microtech mop 50 cm	2x/week	M	40.00 m ²
Dampwipe the floor with a Sweep Classic Microtech mop 50 cm	2x/week	M	40.00 m ²
Moistwipe the floor with a Sweep Classic Microtech mop 50 cm	2x/week	M	40.00 m ²
Total			
- WORK INSTRUCTIONS:** Detailed cleaning instructions for an office room.
 - 2x/week (104 x year):** Empty and clean the trash cans; Dampwipe the floor with a Sweep Classic Microtech mop 50 cm; Moistwipe the floor with a Sweep Classic Microtech mop 50 cm.
 - 1x/week (52 x year):** Dampwipe empty workplace surfaces with microfibre cloth; Dampwipe empty surfaces of IT equipment with microfibre cloth; Dampwipe empty surfaces of shelves and cupboards with microfibre cloth; Dampwipe windowsills with microfibre cloth; Moistwipe dirty spots off doors and doorposts with microfibre cloth; Empty the recycled paper containers.
 - 1x/month (12 x year):** Dampwipe/brush seats.
 - 2x/year (2 x year):** Moistwipe/Vacuum seats.
- INSTRUCTIONS:** Cleaning instructions for a toilet and a breakroom.
 - 151.002.00 Toilet, women - Office 10 m² 1 pcs:** Empty and clean the trash cans; Dampwipe mirrors with microfibre cloth; Refill the soap dispensers; Refill the back walls of wash basins with a Duo Mic; Dampwipe doors and separating glass surfaces using a Duo Mic; Fill the handpaper-toilet paper dispenser; Refill the Ultrasonic toilet paper dispenser; Clean washbasins with brush/sponge; Clean toilet bowls; Moistwipe the floor with a Sweep Classic Microtech mop 50 cm; Wash the floor with a Sweep Classic Microtech mop 50 cm.
 - 8.4.2014**
 - INSTRUCTIONS:** Clean Basic oy; Mikko; Jaakko Laiho; x.
 - 8.4.2014**
 - Office building**
 - Target no:** Office building
 - Address:**
 - Zip code:**
 - Cost P.:**
 - Area:**
 - Notice: Breakroom / lunchroom**
 - FUP:**
 - 5 x w.** Empty and clean the bins; Clean the mirrors; Clean the wash basins; Clean the surfaces around the wash basin; Clean the tables; Wipe the window sills; Wipe the surfaces that are reachable; Clean the surfaces on the doors and the door frames; Clean dirty spots on the doors and the door frames; Check and wipe the seats.
 - 1 x w.** Empty and clean the bins; Clean the mirrors; Clean the wash basins; Clean the surfaces around the wash basin; Clean the tables; Wipe the window sills; Clean the surfaces that are reachable; Clean dirty spots on the doors and the door frames; Check and wipe the seats.
 - 1 x w.** Dust mop with a micro-fiber mop
 - 1 x m.** Damp wipe
 - 1 x w.** Vacuum

Campaigns and themes

for highlighting the cleaning branch

Actors in the cleaning branch have along the years created several events for highlighting the branch and the achievements of those involved. Enterprises, educational establishments, the Finnish Association of Cleaning Technology, trade unions and several other interest groups have jointly and separately built models for action that remain viable from one year to another.



Sustainable tidiness for the living environment

“Sustainable tidiness for the living environment” is a tidiness education project for children and adolescents launched by the Finnish Association of Cleaning Technology over 15 years ago. One of the parts of the project, **Sipi Sammakon siivouskoulu** (the Sipi Frog Cleaning School) is targeted at kindergarten-aged children.

During the Sipi Week in February, regional cleaning technology associations organise events at day care centres and elementary schools. In between singing and playing, the green Sipi the Frog instructs the children how to wash their hands properly, wipe their shoes when entering a house, fold the cleaning cloths, mop, sort out waste and put playthings in their places after play etc.

Cleanness, tidiness and good order are values worth focusing on. When everybody learns to take care of the cleanness and tidiness of the immediate environment when still a child, there will be a decrease in society’s cleaning and reparation costs and an increase in energy savings. Orderliness diminishes the risk of hazards. Among the project partners worth mentioning is the Finnish Ministry for the Environment. The Sipi Week has been annually noticed in local papers, which have published articles with photos of enthusiastic children.



Cleanliness Week

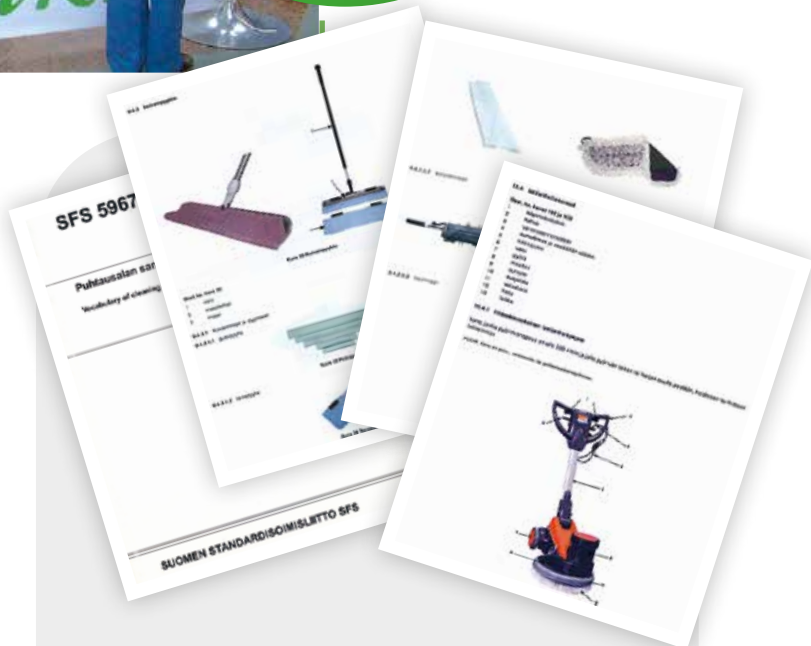
The Cleanliness Week is a nationwide themed week allowing all actors in the cleaning branch to organise events of their own or cooperate with a cleaning technology association. The Cleanliness Week takes place in week 15 every year. The theme for 2014 was **Tidiness of Sanitary Facilities**, drawing attention to the cleanliness and easy cleanability of toilets.

The theme of the first themed week in 2010 was **Tidiness does not emerge by itself**. Cleaning technology associations organised such happenings as washing the cup seats of a football stadium and the display windows of a shopping centre, info events at markets and schools and offering people an opportunity to try professional tools. The aim of the campaigns was to highlight those who clean, i.e. the cleaners.

The 2011 Cleanliness Week was opened by Pekka Sauri, Deputy Mayor in charge of the Helsinki Building and Environmental Department. Its theme, **Everybody likes cleanliness**, made many people wonder what would happen if facilities were not cleaned at all.

The theme for the following year was **How big is your dirt footprint?** During the week, training and info events were organised on such themes as the amount, sorting out and recycling of waste and the right amount of cleaning.

The theme for 2013 was **Cleaning break rooms**. The use and cleanness of common facilities and the responsibility for cleanness were discussed in many break rooms, at the urge of enterprises and local cleaning technology associations. It is a well-known fact that people use break rooms in varying ways – some seem to think that rules and prohibitions do not apply to them, whereas others voluntarily take turns in taking care of the micro oven or throwing away food gone bad.



Glossary for the cleaning branch

A glossary for the cleaning branch, SFS Standard 5969, was published in 2010. It includes terms and definitions for cleaning services, dimensioning of cleaning work, cleaning methods, substances and machines as well as names for manual cleaning tools and their parts. There are also drawings of cleaning tools and machines. The glossary is restricted to machines and devices used in professional cleaning.

The glossary has contributed to unifying the vocabulary of vocational literature, training, catalogues and brochures. Those employed in the cleaning branch are proud of their work and use relevant concepts and terms unequivocally, but the media sometimes try to invent juicy and slightly depreciatory headlines by using old home cleaning terms for professional cleaning tools and methods.



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FinnClean Fair, miniClean exhibitions and CITW

The **FinnClean Fair** dates back to the early 1980's. The bi or triannual event – the frequency has varied along the decades – has grown into an entity of training and exhibitions of international bearing. Thanks to international and Finnish enterprises and organisations, the fairs have offered people a three-day opportunity to see the latest novelties in machines and tools, the most efficient cleaning substances and anything else connected with the branch. The training occasions have had topical themes, and there has been a varied offering of parallel programmes.

Enterprises have wanted to present new products and latest information on the development of the branch also in the years without fairs. Professionals, for their part, wish to see innovations and get information on them. The solution has been the **miniClean exhibitions**. Cleaning technology associations have, in cooperation with relevant enterprises and the Finnish Association of Cleaning Technology, annually

organised 2–3 exhibitions and a one-day training occasion. The choice of exhibition localities has been determined bearing in mind easy access for those interested that live in different parts of Finland.

The first international congress on professional cleaning, **Cleaning in Tomorrow's World**, was organised in 1995. In addition to eminent Finnish lecturers, the participants have included international researchers and professors, who have presented latest findings of research and their conclusions. An uninterrupted series of cleaning congresses open for all those employed in the branch has continued until the autumn of 2014.

The FinnClean Fairs, miniClean exhibitions and the congress **Cleaning in Tomorrow's World** are organised by the Finnish Association of Cleaning Technology (STTL Puhtausala ry), together with its member associations and partners. ■





Photo: Arkea

Diversified training supply

WRITER: Tarja Valkosalo

The cleaning sector needs skilful workforce also in Finland. According to estimates, approx. 30 000 cleaners will retire from 2014 to 2025. 7 500 among them now work in the Uusimaa province. In the future years, the cleaning sector will need the amount of the reduction of cleaning professionals in order to keep the level of competence at the current level. This means almost 3 000 trained workers a year. Young people are not interested in cleaning training. In recent years, approx. 150 young people have completed the Vocational Qualification of Site Facility Operative. Annually 1 600 adults have completed a competence-based qualification.





▲ Everyone who has a vocational, further or specialist qualification in cleaning can have the Golden Broom as a sign of training.



Photo: Arkea / Rauno Johansson

Qualifications in the field

Since 2010, it has been possible to complete the training of Site Facility Operative in two vocational qualifications: *Vocational Qualification in Property Services* and *Vocational Qualification in Household and Cleaning Services*. Since 1 August 2013, the situation has been similar for further vocational qualifications: in addition to Site Facility Operative and Specialisation in Household Services, the specialisation in cleaning has been included in the Further Qualification for Property Maintenance Operatives. The revised Specialist Qualification for Property Management Operatives completes the selection of supervisor-level qualifications.

Which qualification to choose?

– The qualification to be completed is determined through personalisation, emphasizes **Lea Lakio**, Counsellor of Education in charge of the cleaning qualifications for adults at the Finnish Board of Education. Personalisation is the right of everyone planning taking a qualification. In it, the qualification best suited for the person in question is defined on the basis of earlier training and work experience. Personalisation is the responsibility of the educational establishment in question.

– In principle, vocational qualifications are intended for newcomers and further vocational qualifications for people with earlier experience in the field, but the latter may also be completed without the former, if this is the conclusion from personalisation, **Arto Pekkala**, Chief Engineer in charge of the property service qualifications for adults at the Finnish Board of Education.

In vocational qualifications there are titles for those who complete the qualification, e.g. Site Facility Operative, Housekeeper and Property Maintenance Operative. Qualification titles are not used for further vocational qualifications. In the requirements for the further vocational qualification of Site Facility Operative, such titles as Plumbing Service Man, Property Maintenance Operative or Site Facility Operative have been used for specialisations.

Optionality in qualifications allows for niche studies, as does the opportunity to include modules from other further vocational and specialist qualifications in further vocational qualifications. Consequently, employers should familiarize themselves with the qualification certificate that shows the modules taken by the applicant.

The quality of training is monitored by the qualification committees

Organising and monitoring of competence-based qualifications as well as confirmation of the assessment of accomplishments is the responsibility of qualification committees. When organising the Vocational Further Qualification in Property Services educational establishments have business with the Qualification Committee for Property Services and when organising the Specialisation in Household Services or the Specialisation of Site Facility Operative with the Qualification Committee for Cleaning Services. The term of each qualification committee is three years. The term of the new qualification committees appointed by the Finnish Board of Education began on 1 August 2013. ■

Vocational qualifications including cleaning studies

	Vocational Qualification in Property Services	Vocational Qualification in Household and Cleaning Services
Valid since	1.8.2010	1.8.2010
Specialisations and titles	Specialisation in Property Maintenance, Property Maintenance Operative Specialisation in Site Facility Services, Site Facility Operative	Specialisation in Household Services, Housekeeper Specialisation in Cleaning Services, Site Facility Operative
Competences	A Property Maintenance Operative who has completed the Specialisation in Property Maintenance conducts routine and intensive cleaning tasks according to the property service agreements.	A Housekeeper and a Site Facilities Operative are able to undertake cleaning, cooking and textile-care duties and help customers with day-to-day activities. A Site Facility Operative's duties may also include tasks related to meal and meeting services.
Composition of the qualification	One compulsory module for all, two compulsory modules in the specialisation and four optional modules	Two compulsory modules for all, 2–3 compulsory modules in the specialisation and three optional modules
Compulsory qualification modules	<p><i>Compulsory modules for all</i></p> <ul style="list-style-type: none"> Provision of customer-focused property maintenance services <p><i>Specialisation in Property Maintenance, Property Maintenance Operative</i></p> <ul style="list-style-type: none"> General maintenance and supervision of properties Maintenance of heating, plumbing and ventilation systems <p><i>Specialisation in Site Facility Services, Site Facilities Operative</i></p> <ul style="list-style-type: none"> Maintenance cleaning Thorough cleaning 	<p><i>Compulsory modules for all</i></p> <ul style="list-style-type: none"> Food and refreshment services Routine cleaning <p><i>Specialisation in Household Services, Housekeeper, compulsory</i></p> <ul style="list-style-type: none"> Helping customers Intensive home cleaning and textile-care services Home meal services <p><i>Specialisation in Cleaning Services, Site Facility Operative, compulsory</i></p> <ul style="list-style-type: none"> Maintenance cleaning Site facility services
Optional qualification modules	<ul style="list-style-type: none"> Servicing ventilation machinery Assessment of property condition Cleaning buildings under construction Office services Using property automation Structural repairs Cleaning residential buildings Maintenance of outdoor areas Handling of machinery Cleaning of moist areas Cleaning industrial establishments Servicing heating and plumbing systems Sweeping Vehicle cleaning Cleaning of commercial facilities Cleaning of ventilation systems Module from a vocational qualification Module from a further vocational qualification Module from a specialist qualification 	<ul style="list-style-type: none"> Errand services and helping special-needs groups Hotel housekeeping services Home cleaning in special circumstances Instruction in the use of technical household equipment Working in a multicultural customer site Assistance with caring for small pets Family-party services Gardening and indoor-plant care Cleaning services for special sites Cleaning services for social-service and healthcare institutions Care for clothing and textiles Module from another Specialisation in the Vocational Qualification in Household and Cleaning Services Modules from vocational qualifications Module from further vocational qualifications Module from specialist qualifications

Further vocational qualifications including cleaning studies

Further Qualification for Property Maintenance Operatives	
Valid since	1.8.2013
Skills	The objective of the qualification is to show the practical competence to independently conduct work tasks related to property services, through which the good functioning of heating, plumbing and ventilation systems of properties is ensured and the general property condition is maintained or which are included in site facility maintenance.
Specialisations	<ul style="list-style-type: none"> • Service man oriented to ensuring the condition of heating, plumbing and ventilation systems • Property maintenance operative oriented to general maintenance of properties • Site facility operative oriented to cleaning duties
Composition of the qualification	One compulsory module for all, one compulsory module in the specialisation and two optional modules
Compulsory qualification modules	<p><i>Compulsory module for all</i></p> <ul style="list-style-type: none"> • Provision of property management services and mastering service situations <p><i>Compulsory module, Specialisation in Heating, Plumbing and Ventilation Systems</i></p> <ul style="list-style-type: none"> • Maintenance of heating, plumbing and ventilation systems <p><i>Compulsory module, Specialisation in Property Maintenance</i></p> <ul style="list-style-type: none"> • Maintenance of property condition <p><i>Compulsory module, Specialisation in Site Facility Maintenance</i></p> <ul style="list-style-type: none"> • Maintenance and thorough cleaning
Optional modules in the qualification	<ul style="list-style-type: none"> • Servicing and maintenance of ventilation machinery • Maintenance of heating, plumbing and ventilation systems • Maintenance of pool systems • Adjustment of and guidance in property automation • Structural repairs • Maintenance of outdoor areas • Property greenery planting • Use and servicing of environment maintenance machinery • Use and servicing of cleaning machinery • Cleaning of wet areas • Planning and implementation of service provision for residential buildings • Planning and implementation of service provision for commercial facilities • Planning and implementation of service provision for educational establishments • Planning and implementation of service provision for hotel and accommodation facilities • Planning and implementation of service provision for health-care facilities • Planning and implementation of service provision for vehicles • Planning and implementation of service provision for food factories • Planning and implementation of service provision for factories • Building cleaning • Being in charge of office services • Entrepreneurship • Provision of home cleaning services (Vocational Qualification in Household and Cleaning Services) • Module from another specialisation • Module from another vocational further vocational qualification or Specialist Qualification

Further Qualification in Household Services

1.8.2013

A professional in household services works in customers' homes or home-like institutions. His/her work tasks may include home cleaning, care for clothing and home textiles, helping customers and performing errand services, cooking or gardening.

Further Qualification in Institutional Cleaning

1.8.2013

A person who has completed the Further Qualification in Institutional Cleaning has multiple skills for independently conducting maintenance and thorough cleaning tasks at various customer sites and facilities. His/her work may also include other service tasks or sets of tasks, such as meal services, helping and caring for customers, special cleaning services, care of indoor plants, institutional care services, textile care or environment care services.

One compulsory module and two optional modules

- Provision of home cleaning services

Two compulsory and two optional modules

- Cleaning services
- Thorough cleaning services

- Provision of assistance and errand services
- Provision of home textile and clothing care services
- Provision of home meal services
- Provision of gardening services
- Entrepreneurship
- Module from another further vocational or specialist qualification

- Customer-focused provision of services
- Meal services
- Assistance and care
- Special cleaning services
- Care of indoor plants
- Institutional care services
- Care of textiles
- Instruction to the work area
- Environment care services
- Entrepreneurship
- Module from another further vocational or specialist qualification



Specialist qualifications

	Specialist Qualification for Property Management Operatives	Specialist Qualification for Cleaning Supervisors	Specialist Qualification for Cleaning Technicians
Valid since	1.8.2013	1.11.2005	1.11.2005
Competence/ Skills/ Job description	The objective of the qualification is to show practical competence in independently conducting service tasks or sets of tasks related to property or site facility maintenance according to agreements, when necessary. The competence to be shown also involves quality and customership control for services provided.	A cleaning supervisor is an expert in cleaning, work instruction and guidance. He/she conducts tasks related to instruction, organisation and development of work as well cleaning and other service tasks independently and in a high-quality and customer-focused manner.	A cleaning technician is an expert in cleaning management. He/she acts as a supervisor, plans and develops services needed by customers and participates in the marketing, expert and consultation tasks of his/her organisation. He/she sees to it that customers get service in accordance with the agreement in a comprehensive and efficient manner.
Composition of the qualification	Four compulsory modules and one optional module	Two compulsory modules and one optional module	Two compulsory modules and one optional module
Compulsory qualification modules	<ul style="list-style-type: none"> Ensuring the quality of property services Guidance of provision of property services Organising tasks in property services Management of economy in property services 	<ul style="list-style-type: none"> Cleaning work instruction Organising cleaning services 	<ul style="list-style-type: none"> Management of site facility services Planning and development of site facility services
Optional qualification modules	<ul style="list-style-type: none"> Supervising Entrepreneurship Instruction and assessment at the workplace Module from another vocational further or specialist qualification 	<ul style="list-style-type: none"> Language proficiency in instruction situations Multiculturality in cleaning work instruction Instruction and guidance in environment care services Entrepreneurship in the cleaning sector Module from another specialist qualification 	<ul style="list-style-type: none"> Language proficiency in supervisory duties Marketing of site facility services Management and development of environment care services Entrepreneurship in the cleaning sector Qualification module from another specialist qualification



Choice of the Year

WRITER: Arja Wilkman



Photo: Silja Lindqvist

The "Vuoden valinta" distinction (Choice of the Year) highlights skilful people in the cleaning sector. Good and encouraging activity that contributes to the development of the sector can never receive too much recognition.

◀ The Taitaja Event 2014 was held in Lahti.

The Taitaja Event

The "Taitaja" (Skills Finland) event is a showcase for and developer of vocational training. It has been a meeting place for the world of work, schools and students since 1988. Its operations are the responsibility of Skills Finland and its partners.

Cleaning services are an official competition class. The jury is composed of representatives of employers and employees and teachers of various educational establishments. Eight skilful cleaning workers compete in the finals. Tens of thousands of spectators follow the competition on the spot.

The biannual EuroSkills Competition and the WorldSkills Competition (WSC) are European and World Championships in professional skills. Together with the preparations, they contribute to the internationalisation of secondary level vocational training. A Finnish cleaning service team has participated in the EuroSkills competition twice.

A Cleaning Professional

"It feels like I won yesterday. I have a vivid recollection of my prize trip to Italy. There have been interviews for the radio and magazines, and I have also given lectures. In addition, I have presented innovations that we have designed jointly with our partners. At the FinnClean Fair I even introduced suggestions for improvement in English. In the meantime, I have qualified as a cleaning supervisor, and my job assignments are more and more in instruction, even if I still do clean regularly." These are the words of **Milla Nissinen**, Cleaning Professional 2008, three years after her victory. The winner of 2011 was **Teija Lahtinen**. The following Cleaning Professional of the Year will be chosen at the FinnClean 2014 Fair.





▲ The Cleaning Professional of the Year will be chosen at the FinnClean Fair.

▲ The winner 2013, Service Supervisor Päivi Karinsivu.

The title "Cleaning Professional" replaced the old one, "Cleaner of the Year", in 2008. The first "Cleaner of the Year" had been chosen at the FinnClean Fair as early as 1997. The winner was **Heidi Soinen**. After her, the title has been awarded to **Johanna Kuusirati**, **Mira Peltonen** and **Paula Rantanen**.

The Cleaning Professional is chosen primarily from among worker level persons in the cleaning branch.

The competition includes both practical and written assignments. In order to be successful, cleaning professionals must have a wide know-how in the basics of their work, such as planning, economical working, quality demands and customer service.

The competition is organised by the Trade Union for the Public and Welfare Sectors JHL, the Real Estate Employers, PAM (Trade union for people working in the private services sector), Service Sector Employers PALTA and the Finnish Association of Cleaning Technology SSTL with its local associations.





▲ *Candidates for the Supervisor of the Year 2012 and the Judges.*

A Cleaning Supervisor

A competent supervisor masters entities and planning of tasks and spaces, organises work and delegates tasks in a fair, economical and equal manner and knows customer service, interaction and networking. Supervisors never leave the personnel on its own; instead, they encourage people to train themselves and participate in developing the branch and take care of occupational well-being without forgetting the importance of rewards.

Candidates for the Supervisor of the Year may be proposed by anybody – another supervisor, a colleague, a customer or a partner. On the basis of the entries, five finalists are chosen. The winner is nominated by a jury appointed by the organisers, after interviewing the candidates as well as their supervisors and customers. Through the distinction the competition organisers wish to underline the significance of high-quality supervisory work for the operations and the well-being of the personnel. The competition organisers include SSTL, Trade Union Pro, JHL and the Real Estate Employers.

The first Cleaning Supervisor was chosen in 2011. There were 19 entries. The winner, Service Manager **Outi Saxberg** from ISS Services Oy, Jyväskylä, describes her work history as follows: "My first supervisor was

very particular about the final result and demanded that we do the work again if defects were found. That supervisor also taught me the principle that work must be done properly at one go. When meeting employees face to face I can see how they are really doing, which is not possible when just talking on the phone." Outi started as a cleaner, was gradually promoted and is now a service manager.

Pirjo-Liisa Raula from the town of Rauma was chosen Cleaning Supervisor 2012. The recognition brought new appreciation for cleaning work and the professional skills of those involved. Pirjo-Liisa is an experienced professional, who has continuously developed her skills e.g. by cooperating with several quarters, even outside her own unit and home town.

The winner of the Cleaning Supervisor Competition 2013 was publicized at the Supervisor Occasion in February 2014. The winner, Service Supervisor **Päivi Karinsivu** is employed by Turun Seudun Kiinteistöpalvelu Oy, Arkea. She has worked as a supervisor only for one year, but her solid knowhow of cleaning in the health service and work instruction as well as her activity in work development, together with colleagues, have prepared her for the victorious supervisor work. Her prize is a trip to the InterClean Fair in Amsterdam in May 2014. ■



Photo: Kalle-Petter Wilkman

Office cleaning on an ordinary workday

WRITER: Arja Wilkman

Cleaner **Hanna-Leena Paasimaa**'s alarm clock rings at 4.15 in the morning. She has breakfast, walks the dog and performs the rest of her morning routines. At 6 a.m., the equipped cleaning trolley waits for her at the workplace. She finds it very important; only towels and mops are moistened in the morning. "I want to arrange cleaning devices and other equipment in the cleaning trolley in a certain manner. If there has been a substitute, I have to rearrange things before I can go on my round. I have my own ways that my family has also pointed out. However, morning hours at the workplace are so busy that there is no time for looking for things and loading the trolley," Hanna-Leena says.

A cleaner's workdays are never similar, even if the tasks repeat themselves and the site remains the same. Weather conditions and customers lead, jointly and separately, to unexpected situations that even a professional cannot prepare for in advance. They make work interesting, however. The same holds for Service Supervisor **Anita Jalonen**'s work.

Office building as cleaning site

The site to be cleaned is the Turku City Office Building. In addition to the ordinary offices it houses the work and conference rooms for the leading officials. Customer safety and representative use of facilities cause some extra work, even if cleaning frequencies and the work methods themselves do not differ from those of ordinary office cleaning. The building has an area of approx. 8500 m², and three cleaners work there. Some of the facilities are cleaned daily, some three times a week and others only once a week. The relevant level of cleanness has been agreed upon on the scale A–C. A signifies the highest level of cleanness/representativeness/hygiene, and C means a sufficient functional level of cleanness for office work.

The cleanness of the facilities is the responsibility of Arkea, limited company formed by combining the Turku City Cleaning, Real Estate Management and Meal Service Units in 2012. According to Quality and Development Manager **Elina Isomaa**, office sites stand for approx. 15 per cent of the turnover of the company's cleaning services.

◀ *Hanna-Leena Paasimaa,
Anita Jalonen and Elina
Isomaa.*

"In the morning I clean the conference and break rooms and part of the sanitary facilities. Out of pure interest I calculated that my work area includes 23 toilet seats among other things. After cleaning the Mayor's office I take a coffee break," Hanna-Leena tells us. "Thereafter I clean the offices, corridors and lobbies. After lunch it is time to clean the stairs, the elevators and the entrance hall." The afternoon is reserved for periodic tasks according to plan, filling in missing equipment and servicing devices for the following day. The workday ends at 2.09 p.m.

Surface mop – a big help

Hanna-Leena is responsible for the cleanness of more than 100 posts. In her opinion, wiping surfaces is heavier and takes more time than e.g. mopping floors but she still finds it important. The surface mop in particular has made working easier and improved work ergonomics. An exacting person, Hanna-Leena also likes removing litter from dark sofas and chairs.

Regardless of product development and device acquisitions, cleaners themselves invent methods for making their work easier. "I take rolls of hand towels to cleaning cabinets in shopping carriages. I am too weak to carry 26 rolls of cloth to four places without an auxiliary device. Some customers have commented on my driving a shopping carriage in the corridors," Hanna-Leena Paasimaa laughs.

Service supervisor's busy days

A service supervisor's workday usually begins with a visit to a work site. Many kinds of work-related issues are discussed with the cleaners, occasionally also personal troubles. "The morning is often spent talking on the phone. The rest of a supervisor's workday includes meeting customers, quality checks, development talks, training and, when necessary, instruction, even it is partly the duty of service instructors," Anita describes her work. She is the supervisor of 40 cleaners. At the office she is supported by her supervisor (service manager), a planner and an expert.

Professionalism as a goal

Today few job seekers are professionals. That is why many enterprises invest in training their personnel. Arkea also encourages its employees to start objective-oriented study. "When the theme was work safety, almost a hundred per cent of the cleaning service personnel took the work safety card," Elina Isomaa rejoices.



Photo: Arkea / Rauno Johansson

▲ *Wiping surfaces is heavier and takes more time than e.g. mopping floors, but the cleaners of Arkea still find it important.*

Hanna-Leena has interrupted training for a qualification. Even if she was well motivated, training beside work proved heavy, due to long workdays. "A half-year study and a long work experience are a good basis for obtaining a competence-based qualification. At least one's self-esteem and professional identity improve," Elina encourages Hanna-Leena during the interview.

Last year, 60 cleaners obtained the Further Qualification in Institutional Cleaning. This year, 33 Arkea cleaners have started apprenticeship training, and several workers are training for the Specialist Qualification for Cleaning Supervisors or Cleaning Technicians. At the end of 2013, 265 people were employed by the Cleaning Services.

Appreciation for the branch starts with us people

"When scrubber-driers were introduced at my workplace, I took one for my work area. It made work easier and gave good results. Yet, my colleagues thought that I was just playing with the machine," Hanna-Leena remembers. "It is another situation now. I still like using machines. Other employees and visitors greet me and sometimes ask for tips for cleaning devices for home use. They then step politely aside to let me finish my work. Our new work gear was also noticed. We are held in esteem and like working here. I do enjoy my work." Service Supervisor Anita Jalonen and Quality and Development Manager Elina Isomaa assure that an increase in appreciation is a widely spread phenomenon. ■



▲ The Finnish Defence Forces the conscripts are given instructions how to clean their dormitories.

Turbulent reorganisation

WRITER: ARJA WILKMAN

The EU and national legislation, demands for intensifying operations, emphasis on customer orientation and the market economy have driven the Finnish public and municipal sector to sometimes forceful reorganisation measures. It is no doubt also the introduction of new theories and management models that has lead to reorganising operations in public administration. So far, it is impossible to know if the solutions taken are favourable for the future of the cleaning sector.

Commentators

Cleanness Service Coordinator

Tuulia Haavisto (THa),

City of Oulu, Oulun Tilakeskus Corporation.

The total area of the real property under the responsibility of the cleaning service is in approx. 850 000 m². The widest types of space are schools, day care centres and multi-purpose centres that contain school, day care centre, youth and library facilities.

Senior Adviser **Tuula Koskinen (TKo),**

Construction Establishment of

the Finnish Defence Administration.

The area to be cleaned is 1.45 million m², the share of barracks is approx. 1/3. Other spaces to be cleaned are repair shops and maintenance buildings, social buildings and restaurants for conscripts, special spaces and offices. For approx. 500 buildings the cleaning is outsourced. The biggest group among them is barracks.

Service Manager **Kirsti Liljeroos (KLi),**

Senate Properties, Strategy,

Development and Information Management.

The Senate Properties administration administers 10 800 buildings with a total area of approx. 6.5 million m². The spaces to be cleaned include mainly office facilities, slightly less than one million m².

Service Supervisor **Kati Myllymaa (KMy),**

Social Insurance Institution of Finland,

Service Department.

The total area to be cleaned is 108 300 m².

Cleaning primarily involves office spaces, incl. office rooms, open offices, corridors, toilets, social facilities, conference rooms and restaurants. In addition, there are e.g. representative and sauna facilities.

Service Manager (retired)

Arja Wilkman (AWi), *City of Turku,*

Turku Municipal Property Corporation.

Different branches have facilities to be cleaned of approx. 600 000 m², the need of the Training Department counting for almost 50%.

The Welfare sector is the second biggest user of facilities.

Concentrating benefits several quarters

Long-term development work began in the middle of the 1960's, as the municipal and governmental sector started to concentrate cleaning in separate units. A cleaning manager was usually in charge. Concentrating cleaning services in one office and renouncing own cleaners for real property created the basis for relevant and economically effective activities. Uniform levels of cleanliness have been defined for each type of space, and the cleaners' amount of work has been calculated. As operations become more professional, cost awareness increased.

TKo: *The Finnish Defence Administration Building Department was founded in 1994. A cleaning manager was aided by two cleaning planners. The regional units employed some twenty cleaning managers as well as cleaning instructors and institutional and other cleaners. The amount of cleaning was calculated for all the sites. The cleaning sector employed over 500 persons (calculated in full-time work).*

The first national outsourcing of cleaning services, based on the Government productivity programme, was realized in the Finnish Defence Administration in 2009. The work of approx. a hundred cleaners was outsourced.

Along the years, competitive bidding has been used for operations that do not presume public decision-making. The impetus for outsourcing is often the need to compare the quality of own operations with that of purchased services. Testing the competitiveness of tariffs is also often mentioned as criterion, even if own production is considered more high-quality and having comparable tariffs. Factual information on the results of experiments is scarce.

THa: *The majority of cleaning services is provided by Oulun Serviisi. Enterprises chosen by competitive bidding are responsible for the cleanliness of approx. 100 000 m².*



Photo: Arkea / Timo Jakonen

KMy: *The biggest change in the Social Insurance Institution of Finland has absolutely been the introduction of purchased services. It is true that this has happened gradually with people retiring and continues on the same lines.*

From producers to business actors

In recent years, several production units have been transformed into limited companies. An intermediate form are corporations, even if public corporations operating on the private market were stated as contrary to the Finnish Competition Act as early as the 1990's. Among other things, bankruptcy legislation does not apply to corporations, and they do not pay community taxes in the same manner as companies do. Consequently, in a competition situation the operations of corporations

have a "distorting influence on competition". Corporations that provide services only for their owners are "in-house" corporations. These enterprises are not allowed to offer their services on the free market.

AWi: *In 2009 the Turku City Cleaning and Property Management Unit was reorganised as Turku Municipal Property Corporation. After three years it was corporatized. Besides cleaning services, the limited company, known by the marketing name Arkea, is responsible for property management and meal services in approx. 70% of the sites owned by the city. Other enterprises are responsible for the rest of the sites. Day care centres and some nursing establishments still have cleaners of their own.*

Reorganisation of cleaning services is currently under way in several Finnish municipalities. In public administration the change took place as early as 1994, as the service production, i.e. the building administration units responsible for cleanliness, property management and building in government offices and establishments, was organised as a company, without going through the corporative phase.

In September 2013, amendments to the Municipality Act and the Competition Act entered into force. Both acts aim at increasing fairness in competition between municipalities and private service production. Service units offering their services also to others than their owner municipality, must be turned into companies. According to the new regulation in the Municipality Act, in a market situation pricing must correspond to the price level that a corresponding private service provider would use for defining its tariffs.

From commissioners to service acquisition units

The introduction of concentration and reorganisation has brought more clarity to defining the roles and duties of commissioners, providers and customers.

THa: *The commissioner-provider model was adopted in 2002, and the job of an expert was founded. In the beginning of the year 2008, the Oulun Serviisi Corporation combining cleanliness and meal services started operations. The commissioner-provider model has later been renounced. In the city of Oulu, cleaning services are purchased by administrative authorities. Competitive biddings have been concentrated in the group administration but experts from various sectors, such as cleaning service experts, participate in it.*

The commissioner may be a sector, an administration authority, an establishment or even a cleaning manager in charge of the institution's own service production. Today, the commissioner's duties are increasingly focused on the corporation responsible for the management of the facilities.

All those interviewed agree on that concentrating acquisitions is a recommendable development. The service level, quality control and cost and agreement management are appropriate and the responsibility of experts. Operations are efficient, bring advantages due to scale and save resources.

KMy: *The purchase of cleaning services for the whole of Finland has been concentrated at the acquisition and facility services groups of the service section of the central administration. By concentrating acquisitions the contents of agreements have been unified, among other things. The management of agreements is easier when the provision of acquisitions is concentrated. The current model has given good results.*

▼ *The purchase of cleaning services and quality follow-up will increase in the future. The Finnish Association of Cleaning Technology gathered two workgroups to discuss these issues. The first one, representing both buyers and cleaning service providers made guidelines for purchasing cleaning services and the second one made guidelines for competences required for using Insta 800 standard (photo). In 2014, the guidelines were published on web sites.*



The role of experts

Protecting the value of real property and the comprehensive development of cleaning services are important duties for the unit in charge of facility management and demand expertise in the cleaning sector. For instance in Turku the operations started in the form of projects, but as the need for experts became soon evident, the jobs of service manager and a planner were founded in the City Facility Corporation in 2007. Later, two new service planners were recruited for quality control and acquisitions preparation, among other things.

TKo: *In 2006, the cleaning manager was renamed the leading expert responsible for the development and guidance of operations of the entire Construction Establishment of the Finnish Defence Administration. The sphere of duties of aerial cleaning managers was extended. They are also responsible for e.g. managing the service production in their area, i.e. organising the purchase of services and quality control and for managing agreements.*

Today, the emphasis of the experts' work all over Finland lies on duties connected with acquisitions, whereas other development work regarding cleanliness receives less attention, at least for the moment. Cleaning experts know their work areas well and are competent to define service qualities and choice criteria. However, consultants may also be employed for all acquisitions.

KMy: *In cleaning service acquisitions the expert is the service supervisor of the cleaning team. In competitive bidding the cleaner in charge of the cleaning team is also involved.*

KLi: *For competitive bidding and charting services we use consultants with solid know-how in acquisitions, who know the user service well. We work in close cooperation with Hansel Ltd, the central procurement unit the Finnish Government.*

“We provide a space with solutions”

The above slogan for the Senate Properties reveals in a concise form the direction taken by the cleaning services. Several public administration organisations operate on similar principles. The aim is to offer the users of the facilities cleanliness as easily and cost-effectively as possible.

KLi: *The customer, i.e. a government office or establishment, may purchase the know-how connected with the spaces, as well as the lobby, guarding, office, cleaning, catering and conference services from one place. All service entities include agreement management, quality control and consultation.*

Predicting the future

Agreement management and quality follow-up will increase in the future. Acquisitions and quality control will use the services of professionals and consultants services, if the organisation lacks the necessary resources.

KMy: *The fact that the Social Insurance Institution of Finland will adopt a two-step model of administration at the beginning of 2015 will bring new challenges especially for the control of purchased cleaning services. No decision has been made so far as to how this matter will be arranged in the future.*

The reorganisation of the Finnish Defence Administration at the beginning of 2015 will involve abolition and combining of garrisons and both structural and operational changes. The municipal reorganisation under preparation will probably also bring different organisation models.

In connection with the corporatisation of the service operations of municipalities, personnel and service agreements of the transferral period have been concluded, with the aim of helping the new enterprise to adapt to the business world and give the personnel employment security. However, service agreements expire in no time. For instance in the Turku economic area, completely novel competitive bidding for approx. 200 000 m² in several consecutive years may even cause a market disturbance of a certain degree and change the status of enterprises in the competitive field in the middle of this decennium.

Rent calculation and recollection models must be developed, as more and more facility owners include cleaning costs in the rent. The functionality of arrangements for calculation and recollection of cleaning service costs must be improved, in order to allow for follow-up of expenses in real time at the space of normal alterations in cleaning services. ■

Selected statistical data



WRITER: Arja Wilkman

Occupational classification

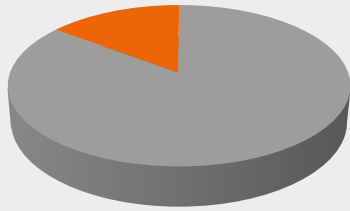
The Finnish occupational classification 2010 is based on the Occupational classification ISCO-08 drawn up by the International Labour Organisation (ILO) and confirmed by the UN. Using the same occupational classification in different statistics, studies and registers makes it possible to produce comparable statistics. At the moment, it is difficult, if not impossible, to select detailed data on the cleaning sector and compare them with the previous years. Occupational classification is also used in vocational guidance and employment service.

Subsection 911 of Category 9, Other workers, of the new occupational classification includes domestic, hotel, office and institutional cleaners, domestics, day care centre, hospital and care assistants and other cleaners not classified elsewhere. Category 9 (912) also includes vehicle cleaners, pressers and window cleaners etc. Cleaning supervisors fall under Section 5151, Cleaning supervisors in offices, hotels and other establishments, of Category 5, Service and sales workers.

Personnel

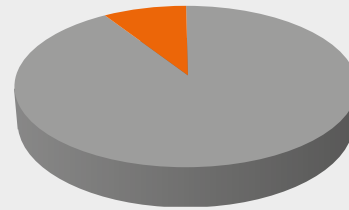
According to the employment statistics of Statistics Finland, in 2010 the cleaning sector employed a total of 78 000 persons (occupational category 911), of which 85% were women. The number of workers has not decreased considerably in this millennium. The municipal sector employed 21 146 cleaners, domestics and other cleaning workers (occupational category 911) on a monthly pay; the share of men was only 3%. Approx. 80% worked full-time. Due to changes in municipal organisation, the ratio of workplaces in municipal administration and the enterprises is undergoing a change, even if the total number of cleaners stays at the earlier level. The share of workers of foreign origin in the occupational category is 10%. Among office cleaners, five out of ten were of foreign origin.

Workers



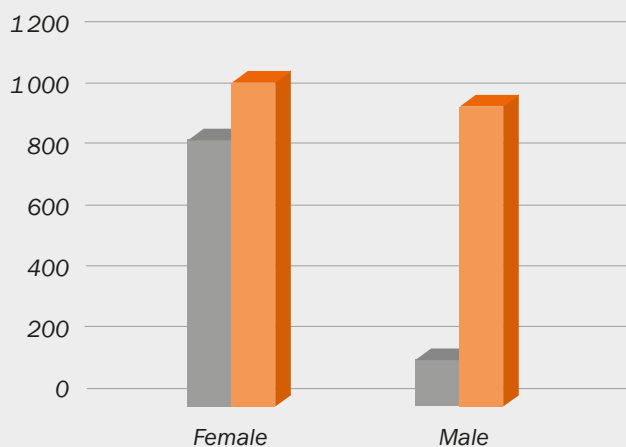
■ Workers of foreign origin

Workers



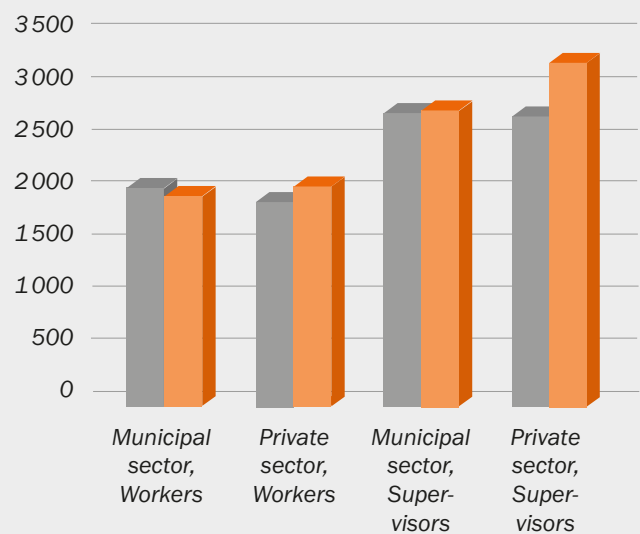
■ Female ■ Male

Supervisors



■ Municipal sector ■ Private sector

Earnings, €/month



■ Female ■ Male

Approx. 30% of the workers in the sector work as ward domestics or care assistants, more often for municipal than private employers. Available statistics do not show the number of workers in the sector that are mainly employed in cleaning and the number of people who besides cleaning work perform caring, preparation of food, caretaking or real property management tasks.

In the occupational category 5151, a total of 1012 persons, of which 866 were women, was employed in the municipal sector. The private sector employed a total of 2035 supervisors, among whom 1053 were women and 982 men.

Remuneration

In the municipal sector, the earnings for regular working hours of those on a monthly pay in the occupational category 911 was 2086 €/month (average in 2012). The average earnings for men were approx. 80 € lower.

In government employment the corresponding average earnings were 2283 €/month. Those employed by the government in cleaning works numbered almost 500, a few men included.

In the private sector, the ratio of monthly and hourly paid employees is the opposite of that in the public sector. The occupational category 911 included 28498 hourly and 8213 monthly paid employees. Among the hourly paid employees approx. 30% were men and among the monthly paid employees approx. 10%. In the private sector, earnings for regular full-time working hours for cleaners were 1950 €/month for women and 2100 €/month for men (the average being 1966 €/month). The average earnings for employees paid by the hour were 10.21 €/h (women 9.86 €/h, men 11.13 €/h). The differences in the wages between women and men are clearly evident in the private sector, both in monthly and hourly wages.



Photo: Kalle-Petter Wilkman

The average earnings for regular working hours for supervisors were 2 799 €/month in the municipal sector and 3 009 €/month in the private sector. The women's earnings were almost the same in public administration (average 2 794 €/month) and the private sector (average 2 764 €/month). The level of earnings for supervisor men was distinctly higher in the private sector (average 3 272 €/month) than in the municipal sector (2 825 €/month).

Sources: The web publications "Wages in the municipal sector in 2012", "Monthly pay in government employment in 2012" and "Wages in the private sector in 2012" of the Statistics Finland.

The enterprises

At the end of 2012 there was a total of 267 000 enterprises in Finland (Statistics Finland, Register of enterprises), agriculture, forestry and fishery omitted. Their employees (enterprisers and wage earners) totalled 1 471 000, and the total turnover was 390.2 billion euro.

Enterprises with

- fewer than 10 employees are micro enterprises; the share of all enterprises: 93.4 %.
- fewer than 50 employees are small enterprises; the share of all enterprises: 5.5 %.
- 50–249 employees are middle-sized enterprises; the share of all enterprises: 0.9 %.
- at least 250 employees are big enterprises; the share of all enterprises: 0.2 %.

According to the statistics of the Statistics Finland, the enterprises in the cleaning sector (branch code 81210) totalled 4 317 in 2011. The majority was small or micro enterprises, and only a few were big enterprises. As to the number of employees, ISS Palvelut

Oy, L&T Oyj and SOL Palvelut Oy are among the twenty biggest groups in Finland.

By small and middle-sized enterprises are implied enterprises with fewer than 250 employees. Especially since the middle of the previous decennium the majority of new employments were in these enterprises.

The number of employees considered, the cleaning organisations of bigger municipalities could be classified as middle-sized "enterprises". This category is almost non-existent among the enterprises.

In 2012, the turnover of cleaning enterprises totalled 2 188 million euro. There was a slight increase from the previous year. The turnover per enterprise was below 500 000 €.

The operations of enterprises in the cleaning sector have been organised in the same manner as those of many other service enterprises. Personnel and economic administration, marketing and sales as well as service production have been divided into relevant units. Differences are mainly caused by the extent of the geographical area of operations of enterprises and the number of units and posts into which it has paid to divide the operations. In micro enterprises one person may be in charge of all operations.

Cleaning services are a labour-intensive sector with a calculated ratio of work load/worker. New customer sites mean lead to an increase in personnel in proportion to square metres. The personnel includes full-time, part-time and temporary workers. The number of supervisors is largely dependent on whether the customer site forms a compact whole; if it does, the number of subordinates per supervisor may be over fifty. In general, a cleaning manager or service supervisor, or a corresponding person, is responsible, together with some 25–40 cleaners, of the cleanliness of approx. 100 000 square metres. ■

A photograph showing the hands of several people in business attire, holding pens and looking at documents, serving as a background for the title.

Ten tips for the acquisition of cleaning services

WRITER: Anne Kaukinen, Anne Rikala, Annika Viljakainen

In the private sector, an invitation for tenders and a tender signify opening of discussion, whereas in public acquisitions they are binding.

The risks of the multi-phase acquisition process of cleaning services include delays in acquisition, an unsatisfactory outcome and the involvement of the Market Court in the acquisition decision. The most important thing is to get a general idea of service acquisition and agreement management. Good results cannot be expected if entities are not perceived or understood.

1.

Own service production or purchased services

Should cleaning services be provided as own production or purchased from an external service provider? Has the acquisition unit obtained a permission for outsourcing, i.e. has a political decision been made on it?

The public sector completes its cleaning service production or acquires all the necessary services by competitive bidding. Competitive bidding brings out the complexities of the Finnish Public Procurement Act and agreement conditions concerning the EU threshold values, announcement procedure, deadlines and various formal matters. Acquisition of cleaning services demands a lot of preliminary work, expertise in the sector and knowledge of the legislation concerning acquisitions.

2.

Scheduling

When planning schedules it pays to start from the end, i.e. the date when the decision shall enter into force. In addition to the deadlines regulated in the Public Procurement Act, making the acquisition decision (correction and appeal periods considered), comparing tenders and drawing up the invitations for tenders, together with the preparations, take a surprisingly long time.

In the project plan for competitive bidding, a record is made of the documents needed for the competitive bidding and of the responsible persons. In extensive competitive bidding, the acquisition unit is usually a group that besides cleaning experts may comprise an acquisition lawyer and planners with experience of competitive bidding.

3.

The customer's wishes and cleaning needs

Customers are demanding, and everybody believes to know cleaning. These are two of the things that make organising cleaning services into a variable and very challenging work.

Customer charting includes finding out the customer's cleaning budget, defining the target levels and visiting the sites. The better acquainted with customer operations the acquisition unit, the better the acquisition supports the customer's operations.



4.

Collecting material

Drawing up an invitation for tenders demands patience and takes time. For instance, necessary basic data is not always available for old buildings that have been renovated several times.

An invitation for tenders contains site-specific service and operation descriptions, area images in colour, with cleanness categories and lists of facilities. Façade and area charts with furnishings, floor materials charts and instructions on the care of materials are attached to the invitation for tenders, whenever possible.

Among the choice criteria, quality factors merit attention, as price must not be the only criterion.

- What does quality mean for us? Good results, safe operations or something else?
- What kind of matters should be compared in order to find out the real differences among enterprises?
- How to get small and middle-sized service enterprises to participate, instead of frightening them away with demanding invitations for tenders?
- Are micro enterprises that only try their luck in the branch welcomed as service providers?
- Is there enough know-how of purchasing services in order to obtain a competent service provider?
- How shall the service needs be recorded in order that all parties understand them in the same manner? Should cleaning results be specified or cleaning instructions be drawn up for each site, or should the two be combined?

5.

Invitation for tenders on the Internet

Invitations for tenders must be published in the exactly correct form on Hilma (electronic procurement portal) and on the organisation's procurement website. After publishing the invitation for tenders, the acquisition unit had better arrange only one joint site showing. During the showing, tenders may make notes of their observations on the site and later make additions in their data in the manner agreed.

6.

Comparing tenders

The acquisition unit has an extensive discretionary power in defining criteria for comprehensive economic efficiency. The Finnish Public Procurement Act includes no specific regulations on deciding the weight of price and quality as criteria for comparison. Quality criteria may also be emphasized separately in the desired manner, in order to have the best possible final result.

In electronic tender service, service providers fill in their tenders on prepared templates. Scoring and focuses are available for the offerers at the moment when they are submitting their tenders. After the expiration of the tender period, comparison tables for figures appear automatically.

7.

Acquisition decision and start-up

Acquisition decisions are made according to the choice criteria, after the expiration of the period of appeal. The commissioner's cleaning expert has a significant role in starting the service production, even if enterprises also have professional starters. At the start-up meeting, parties must go through the matters important in service production and ensure the contents of the service entity, as the sale and production units unfortunately often act separately, without listening to each other.

8.

Agreement management

During the agreement period, there must be constant cooperation. The expert's role is to act as a "mediator" between the customer and the service provider and collect necessary information on the realization of the service. Quality control is a challenging job that presumes professional skills, although the main role and the reporting duty are with the service provider. If there are quality problems or differing views at the cleaning site, the commissioner's duty to control increases.



9.

Was it a good purchase?

Competitive bidding is a demanding process, and the outcome is often the result of work done before the first start-up.

Low cleaning tariffs usually imply a small amount of work, and the level of cleanness is affected by too short cleaning times per work area. We know from experience that people do not listen to cleaning experts' opinions on the unrealistic and dysfunctional nature of tenders, and a low price does not seem to be the right criterion for rejecting a tender for cleaning service.

Cancelling a temporary agreement demands a number of written documents and contacts. "Insisting over and over again" is not in the interests of any party. If the service does not correspond to what has been agreed, are sanctions, i.e. money, the factor that service providers respond to? The possibility of sanctions



10.

What is there to be learnt?

On the basis of the general agreement conditions of public acquisition, municipalities have drawn up their own agreement programmes, for the preparation of which it pays to give some time and to think of contradictions possibly arising and of their solutions. At its best, a well functioning agreement relationship means long-term cooperation, open discussion and providing feedback between parties.

The most widely spread assumption is that in competitive bidding of cleaning services quality factors are secondary and the lowest price is the decisive factor in decision-making. This is partly true for operations financed by public tax money.

Service enterprises often label competitive bidding in public administration as difficult and do not always understand the scoring and the choice criteria. These cases are most often filed with the Market Court for additional interpretations and precedents.

Competitive bidding presumes know-how, continuous updating of data and an effort to try to understand the conditions of the market. It is also important to network with colleagues purchasing cleaning services. In the market there are also skilful consultants whose know-how it is wise to use, as well as the Public Procurement Advisory Unit at www.hankinnat.fi. ■

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Supplier quality assurance hits cleaning services in Finland

WRITER: Kaj von Weissenberg

Clean Card® was introduced to the Cleaning services in 2008. The Finnish Association of Cleaning Technology (SSTL Puhtausala ry) wanted to know what technology industries did to create a common understanding of supplier auditing. Kaj von Weissenberg, moderator of the large buyers cluster was invited to help making this possible for the cleaning business.

The history

In technology industries, a cluster of large buyers was set up in 2006 to define a common model for supplier assessment. This Green Card® model was based on a voluntary commitment of suppliers that would strive for continuous improvement to gain trust and business from their largest customers. The cluster defined operational rules and a code of conduct. The chairman was elected moderator of this new professional community. The Green Card® cluster is still operating and covers tens of the largest buyers in Northern Europe.

The criterion from technology industries was modified to meet the most common requirements of cleaning business. Representatives from cleaning service suppliers and buyers participated in a work group and commented the results. Finally cleaning service buyers were invited to the founding meeting of the Clean Card® “Buyers Forum” January 16th, 2009. In the beginning of 2014, there were 20 members in this active group. ▶▶



Training helps getting started

Cleaning companies wanted to get benefits of Clean Card®, but they wondered what to do and where to start. This was resolved back in 2009, as Keuda, a Finnish vocational education and training organisation delivered the first Clean Card® training together with Inspecta and SSTL. This training was aimed at managers, business developers and quality responsables who needed to know what the organisation should do to get recognition on the quality road.

Today, Clean Card® training includes two courses: Clean Card® quality coach for managers and Clean Card® professional for team leaders. More than 100 people have already taken these courses in any of the eight licensed vocational training organisations around the country. All trainers have been trained by Inspecta and certified by SSTL.

A third party statement is a key, certificate is a bonus

By taking the quality road, companies make a promise to their customers. There are tens of cleaning companies who are working hard to fulfill their promise as we speak. A third party reports their progress on the quality road. This means that an objective audit is being performed and a trustworthy statement is given by an authorized organisation.

The biggest reason for the “wanna be excellent” companies to take an audit is to get a report. This helps find out what to improve next. The audit report means also improved business opportunities and visibility to buyers of cleaning services. Buyers look at these companies as potential suppliers in the future.

All companies aim to be certified, but this is seen mostly as a bonus for good results. As always, you need to prepare your meal first, then you can sit down and enjoy of the outcome – in continuous improvement, you do not take credit from someone else’s catering.

Certificates are published

Inspecta, the authorized third party auditor recommends companies for Clean Card® certification. The board of the SSTL then decides if this is acceptable. So far 10 organisations have been certified to Clean Card®. Companies can also lose their status and there is one example of that already. Failure to fulfill e.g. legal obligations may cause investigation. Repetitive failure to launch corrective actions shall lead to suspension.

Method

Clean Card® method includes a detailed Audit report that describes the maturity of the audited company for the next 12 months. The audit report shows the adherence to each criterion. In accordance with the Green Card principles, non-conformities and discrepancies are documented in separate non-conformity (NC) reports. Minor lacks of conformance are written out in observations or recommendations.

Suppliers can use Clean Card® in their offers while buyers seek for organisations that have capability to deliver. Clean Card® is used as bases for supplier selection. Benefits go both ways as they look for cleaning service organisations that have required maturity in quality, environmental responsibility and occupational health and safety. Also, corporate governance, financial status and ethical principles may be of buyer’s concern.

◀ Clean Card No 8 was presented to Lahden Siivouspalvelu in 2012.



Visibility

SSTL awards all companies that fulfil the requirements with a Clean Card® certificate and keeps a public list of certificates on their website. It is easy to spot capable organisations from there. To make the quality road visible even before this milestone, Inspecta keeps a protected web portal for buyers. All organisations that have made the commitment to quality are visible in the shared audit plan. This way suppliers benefit from the good work already before they reach the certificate.

Audits and Certification

A desired outcome can be expected only from an organisation that adheres to agreed principles. With luck you may succeed once or twice, but not every day. Quality of operations is result from good leadership, right working methods, adequate skills, preparation and proper equipment. Clean Card® is a good way to prove that a cleaning service organisation meets the expected capability to produce quality. There are more than 50 different criteria in the method.

The audit is based on pre-delivered material and an assessment. An independent and authorized auditor carries out the event and delivers a detailed report. This report acts as a quality reference to customers and stakeholders. Each criterion will be assessed and evidence is reported accordingly. This is a chance for the auditee to show their maturity and strengths. In traditional ISO 9001 certification, it is impossible to bring up any details or examples that are particular to the auditee.

If there are opportunities for improvement, the auditor files in corrective action requests (CAR) or recommendations. Both need to be addressed, but the CARs shall be corrected within a given time frame. Organisations that pass all of the criteria at an acceptable level, will be rewarded with a certificate. First the auditor recommends certification to the board of the association, then after acceptance the certificate will be granted. Certification is valid for 3 years at a time.

Certified organisations shall host a re-audit annually and a follow up audit every 6 months. Audits are carried out by Inspecta Sertifiointi Ltd., which is the approved and authorized auditing organisation for Clean Card®. Inspecta is the leading provider of inspection, testing and certification services in the Nordic area. The group has more than 1400 employees in Sweden, Finland and the Baltic States. ■

Summary

Clean Card® is an effective tool to find and select safe and capable partners. The method was originally designed (2006) by large multi-national companies in the Technology Industries to be a “work permit” – a licence to deliver goods and services to the buyers. The base concept, Green Card®, is supported by more than 50 large buyers and it measures capabilities of subcontractors and brings their strengths to the attention their potential customers. The method supports subcontractors in continuous improvement and introduces viewpoints necessary for the value chain.

The method can also be used as a step on the way towards quality management system certification. In Clean Card®, large buyers have picked the elements of ISO 9001 they find most important to start with. Some areas are deliberately aimed for cleaning services. Clean Card® certification is also a good base for building your own quality system. Companies that are certified by Inspecta enjoy maximized synergy in the ISO 9001 certification audits.

Benefits

- Objective and independent proof of capabilities to deliver quality
- Quality report works as a reference
- Improves possibilities to get contracts with large buyers
- Helps to develop operations effectively and in a customer-oriented way

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