

# PROTECT+ makes the grade in protecting tomorrow's future

Our PROTECT+ cleaning and service offering far exceeds the benchmark for educational cleaning standards. In fact, it extends to every area of our operations, ensuring we consistently maintain the highest standards in cleaning, quality and performance.



## 1. On-site Satisfaction

KPI ID and Name	Purpose	Proposed Calculation Methodology
<b>1.1 Timeliness</b>	Measures consistency of cleaners to arrive on time and finish in an efficient manner	<b>0:</b> 3+ late arrivals or early departures monthly <b>2:</b> 1-3 late arrivals or early departures monthly <b>4:</b> <b>0 late arrivals or early departures monthly</b>
<b>1.2 Due Care</b>	Measures the quality of care taken in each job, completing all required tasks with care	<b>Site checklist:</b> <b>0:</b> >1 missed/incomplete items <b>2:</b> 1 missed/incomplete item <b>4:</b> <b>0 missed/incomplete items</b>
<b>1.3 Efficiency</b>	Measures the ability to complete all required tasks during each shift	<b>Scope of services per shift:</b> <b>0:</b> >1 items not completed during a shift <b>2:</b> 1 item not completed during a shift <b>4:</b> <b>All items completed during each shift</b>
<b>1.4 Overall Satisfaction</b>	Overall satisfaction from site manager (customer) perspective as to the site cleanliness	<b>Satisfaction Survey</b> <b>Low:</b> <6 <b>Med:</b> 7-8 <b>High:</b> <b>9-10</b>

## 2. Operations Management

KPI ID and Name	Purpose	Proposed Calculation Methodology
<b>2.1 Responsiveness (during daily operations and incidents)</b>	Measures the responsiveness and ability for the supplier to respond to queries and resolve any incidents (e.g. replacing staff who are not able to attend shifts)	<b>Communications response (both during and after business hours)</b> <b>0:</b> No/Slow Response <b>2:</b> Response and Resolution within 2 hours <b>4:</b> <b>Response and Resolution within 1 hour</b>
<b>2.2 Resource management</b>	Measures ability to provide alternate resources when required	<b>Resource replacement</b> <b>0:</b> Replacement within 48+ hours <b>2:</b> Replacement within 48 hours <b>4:</b> <b>Replacement within 24 hours</b>
<b>2.3 Account Management</b>	Measures commitment to account management	<b>0:</b> Rare meeting attendance and/or client generally unsatisfied <b>2:</b> Some meetings attended, client neutral <b>4:</b> <b>All meetings attended, client very satisfied</b>

## 3. Continuous Improvement

KPI ID and Name	Purpose	Proposed Calculation Methodology
<b>3.1 Invoice Accuracy</b>	To measure whether AMC is providing accurate invoices in a timely and efficient manner to allow financial exactness	<b>0:</b> 5+ inaccuracies <b>1:</b> 4 inaccuracies <b>2:</b> 3 inaccuracies <b>3:</b> 1-2 inaccuracies <b>4:</b> <b>No inaccuracies</b>
<b>3.2 Invoice Timeliness</b>		<b>0:</b> Rarely on-time <b>1:</b> Sometimes on-time <b>2:</b> Mostly on-time <b>4:</b> <b>Always on-time</b>
<b>3.3 Continuous Improvement</b>		<b>0:</b> No initiatives per year <b>2:</b> 1 new initiative per year <b>4:</b> <b>2+ new initiatives per year</b>

## 4. Risk Management

KPI ID and Name	Purpose	Proposed Calculation Methodology
<b>4.1 Compliance, Safety, WHS, Staff credentials verification</b>	Measures the responsiveness and ability for the supplier to respond to queries and resolve any incidents (e.g. replacing staff who are not able to attend shifts)	<b>0:</b> Any missing insurance certificates, test/tagged equipment, WHS policy break or missing on-boarding procedures <b>4:</b> <b>All insurance certificates up-to-date, equipment tested and tagged bi-annually, up-to-date safety data sheets, safe environment maintained, all personnel are on-boarded with criminal, right to work and other checks</b>
<b>4.2 TLIFR &amp; MTIFR</b>	Monitor trends of injury rates	<b>Number of injuries per million hours worked</b>
<b>4.3 Communication meetings</b>	Consult on WHS/OHS & quality issues with the workforce	<b>Number of toolbox meetings</b>

## 5. Environmental Aspects and Impacts

KPI ID and Name	Purpose	Proposed Calculation Methodology
<b>5.1 Environmental aspects and impacts</b>	Monitor chemical use, waste, water, energy	<b>Multiple measurements as per AMC Environment Management Plan</b>

Contact us to learn more about how we can start protecting tomorrow's future, today.

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