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Rengøringskvalitet – System til fastlæggelse og bedømmelse af rengøringskvalitet

Cleaning quality – System for establishing and assessing cleaning quality

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Preface

This standard consists of 2 parts respectively, INSTA 800-1 and INSTA 800-2. It is the result of a collaborative effort of representatives from cleaning contractors, consultants, public and private property owners, employers' associations, research institutes and trade unions in Denmark, Finland, Iceland, Norway and Sweden. The decision to develop a joint Nordic standard for a system to describe and evaluate cleaning quality arose after the European committee for standardization CEN/TC 328 "Standard Measurement System for Cleaning Performance", decided to prepare a framework standard.

Compared to the previous version of the standard, the primary changes in this fourth edition are:

- A table explaining the status and area of use of the different parts of the standard has been added in the introduction.
- The scope of the standard has been clarified.
- Some normative references have been changed to informative references and moved to a bibliography.
- New terms and definitions of "cleaning" and "quality frequency" have been added.
- The two soiling groups and how to evaluate them have been clarified in two Sub-clauses 5.1.1.1 and 5.1.1.2.
- The evaluation and inspection of soiling group 2 has been changed (no longer divided into accessible area (A) and not immediately accessible areas (NA)).
- The conduction of inspections has been clarified and "total sampling" has been explained (7.2).
- Requirements on the contract have been revised and moved from 7.2.1.1 to a new Clause 9; Requirements on the contract.
- Annex A and Annex B have been moved to Part 2.
- The former Annex A (now Part 2) has been revised; the requirements for following up on certificates have been specified and the validity period on company level has been changed.
- The knowledge level for teachers has been specified in Part 2.
- Reference on guidance on visiting the inspection site has been included in Annex C.
- Annex B has been revised. The number of objective measurement methods has been reduced from 6 to 3 and the numbering of the Annex has been changed accordingly.
- The frequency of measuring dust in Annex B.1 has been changed from twice a year to once a quarter.
- The assessment of gloss measurements in B.3.7 has been simplified.
- The registration forms have been improved.
- An Annex F providing an overview of national amendments has been added.

The standard is identical in Denmark, Finland, Iceland, Norway and Sweden.

In the event of dispute as to the interpretation of translations of the standard into other languages than English, the English version shall apply.

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Introduction

This standard describes a system for establishing cleaning quality and assessing cleaning quality in Part 1, and Part 2 gives requirements for certification of companies and persons using INSTA 800-1.

This standard provides a common basis for cleaning quality, facilitating the co-operation and communication between customers and suppliers within the field of cleaning. A common language minimises the risk of misunderstandings.

- The standard offers the prospect of unambiguous documentation of a predetermined level of quality.
- The standard provides suppliers with the opportunity to inspect that the agreed levels of quality have been reached.
- The standard makes it possible for employees to inspect their own work against predetermined quality profiles. Thus, the standard enables employees to assess their own work performance.
- The standard provides customers with the opportunity to unambiguously specify their quality requirements.
- The standard makes it possible to inform users of the facilities of the cleaning quality.
- The standard includes objective measuring criteria, leaving no room for doubt as to the quality selected.
- The standard makes it easier for customers to make comparisons between different tenders, and it makes it easier for suppliers to prepare tenders, as quality requirements are defined unambiguously.

The table below gives an overview of the parts of the standard, their use and the area of use.

Art of INSTA 800-series	Status	Comes into use	Comments
Part 1 (CL. 1 – 9)	Normative	When working out visual quality profiles and performing visual quality controls	The system shall be followed
Annex A	Informative	When performing quality control	Guidelines on how to perform inspections of cleaned surfaces before re-soiling occurs
Annex B	Informative	When assessing quality levels and using the measuring method	The quality levels and principles described shall be used. Other measuring methods giving comparable results can be used
Annex C	Informative	For assessment of quality profiles	Example of form for setting up quality profiles. Other forms may be used
Annex D	Informative	For performing quality controls	Example of registration form to be used during inspections. Other forms may be used
Annex E	Informative	For reporting results of quality controls	Example of report form to be used after inspections. Other templates for reports may be used
Annex F	Informative	For national use	Requirements shall be followed when the national version of the standard is used
Part 2 (former Annex A)	Normative	Only for certification purposes ¹⁾	The requirements in Clauses 1 to 4 shall be followed by the certification body when issuing personal or company certificates
Part 2 (former Annex B)	Normative	Only for certification purposes ¹⁾	The requirements in Clauses 5.1.4, 5.1.5, 6, 7 and 8 shall be followed by the certification body when issuing personal certificates for knowledge levels 3 and 4

¹⁾ Certification of companies or persons is not mandatory for using this standard.

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1 Scope

This standard describes a system for establishing and assessing cleaning quality. It is based on the general principles stipulated in EN 13549:2001.

The standard describes two main principles: visual inspection, see Clause 4 and inspection using measuring instruments, see Annex B. For a certain cleaning task, it may be preferable to use either visual inspection or inspection by using measuring instruments or a combination of both.

The instrument measuring methods may work as a supplement for special types of premises used for e.g. the production of electronics, pharmaceuticals or food, or for premises housing laboratories, etc. where customers will stipulate special quality requirements or in relation to which there are statutory requirements that shall be observed.

The indoor air quality is particularly affected by dust. In order to achieve an acceptable indoor air quality, it may become necessary to stipulate special requirements as regards dust. This is done by using dust measurements. Customers have the option to define dust measurements only, as described in Annex B.1, or as a supplement to the visual inspection. Customers have to specify when measurements shall be taken and the dust level acceptable in accordance with Table B.1.

The system can be used in various ways:

- to inspect the cleaning quality achieved;
- to assess the soiling level and/or the rate of re-soiling;
- as an outcome requirement in connection with conducting, ordering, offering, and/or tendering cleaning services, see INSTA 810 *Cleaning services – Requirements and recommendations for the provision of cleaning services*;
- to assess the cleaning activity necessary to achieve a given level of quality;
- to establish the cleaning quality achieved in relation to the cleaning activity.

The standard can be used to specify a required quality and to inspect the cleaning quality achieved in all types of buildings and localities, e.g. all types of premises in office buildings, hospitals, schools, nursery schools, shopping centres, shops, production halls, ships, buses, trains, aircraft, hotels and restaurants, irrespective of the cleaning methods, frequency or system used if it is possible to define a cleaned situation for performing inspection after cleaning. The standard describes the result achieved immediately after cleaning has been completed.

The standard does not comprise the measurement and control of cleaning related services, such as replenishing lavatory articles, emptying waste paper bins, dealing with recyclable articles, etc. If any such tasks are to be undertaken, it shall be stated specifically in the cleaning contract, including the system for assessing and rating the quality of this part of the services.

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2 Normative references

In this standard, references are made to the following standards:

EN 13549:2001, *Cleaning services – Basic requirements and recommendations for quality measuring systems*

ISO 2859-1:1999, *Sampling procedures for inspection by attributes – Part 1: Sampling schemes indexed by acceptable quality limit (AQL) for lot-by-lot inspection.*