

# SOP Template: Post-cleaning Inspection, Client Sign-off, and Reporting Documentation

This SOP details the procedures for **post-cleaning inspection, client sign-off, and reporting documentation**. It ensures thorough inspection after cleaning tasks are completed to verify quality and compliance with standards. The process includes obtaining client approval through formal sign-off to confirm satisfaction. Additionally, accurate and comprehensive reporting documentation is maintained to record inspection results, client feedback, and any corrective actions taken. This SOP aims to guarantee transparency, accountability, and continuous improvement in cleaning services.

## 1. Purpose

To ensure effective verification of completed cleaning services, formal client sign-off, and comprehensive documentation for quality control and ongoing improvement.

## 2. Scope

This SOP applies to all post-cleaning activities, including inspection, approval, and reporting by cleaning staff and supervisors, and encompasses all client facilities serviced.

## 3. Responsibilities

- **Cleaning Staff:** Complete cleaning tasks as per checklist.
- **Supervisor/Inspector:** Conduct inspection and document results.
- **Client Representative:** Review cleaning outcome and provide sign-off.
- **Quality Manager:** Review reports and oversee corrective actions if necessary.

## 4. Procedure

1. **Completion of Cleaning Tasks:**
  - Crew completes all assigned cleaning tasks according to schedule and checklist.
2. **Post-cleaning Inspection:**
  - Supervisor inspects all cleaned areas using the **Post-cleaning Inspection Checklist** (see below).
  - Records any deficiencies, oversights, or areas needing rework.
3. **Rectification:**
  - If deficiencies detected, cleaning team addresses issues promptly.
  - Supervisor re-inspects to ensure corrective actions have been taken.
4. **Client Walkthrough & Sign-off:**
  - Supervisor conducts a walkthrough with client representative.
  - Client completes the **Sign-off Sheet** to confirm satisfaction.
5. **Reporting Documentation:**
  - Supervisor compiles **Inspection Report** including results, client feedback, and any actions taken.
  - Report is filed and shared with quality management and other designated stakeholders.

## 5. Post-cleaning Inspection Checklist (Sample)

Area	Standard Met? (Y/N)	Comments/Deficiencies
Floors		
Restrooms		
Common Areas		
Windows		
Kitchen/Break Room		
Other (specify):		

## 6. Client Sign-off Sheet (Sample)

Inspection Date	
Client Representative Name	
Supervisor Name	
Satisfaction Confirmed?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Client Comments/Feedback	

Client Signature	_____
Date	_____

## 7. Reporting & Documentation

- Maintain all inspection records, sign-off sheets, and corrective actions for audit purposes.
- Reports to be reviewed periodically by Quality Manager for ongoing improvements.
- Feedback and lessons learned should be incorporated into future cleaning procedures and training.

## 8. Revision History

Version	Date	Description of Change	Approved By
1.0	2024-06-05	Initial template release	