

Cleaning services - Basic requirements and recommendations for quality measuring systems

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EESTI STANDARDI EESSÕNA

NATIONAL FOREWORD

Käesolev Eesti standard EVS-EN 13549:2002 sisaldab Euroopa standardi EN 13549:2001 ingliskeelset teksti.	This Estonian standard EVS-EN 13549:2002 consists of the English text of the European standard EN 13549:2001.
Käesolev dokument on jõustatud 16.01.2002 ja selle kohta on avaldatud teade Eesti standardiorganisatsiooni ametlikus väljaandes.	This document is endorsed on 16.01.2002 with the notification being published in the official publication of the Estonian national standardisation organisation.
Standard on kättesaadav Eesti standardiorganisatsioonist.	The standard is available from Estonian standardisation organisation.

Käsitlusala: This standard provides basic requirements and recommendations for quality measuring systems for cleaning performance.	Scope: This standard provides basic requirements and recommendations for quality measuring systems for cleaning performance.
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Võtmesõnad: management, output determination, performance, performance characteristics, quality, quality assurance, quality assurance progra, quality assurance systems, quality requirements, recommendation, services, specification (approval), specifications, testing system

ICS 03.080.30

English version

Cleaning services

Basic requirements and recommendations for quality
measuring systems

Services de nettoyage – Exigences
et recommandations fondamentales
pour les systèmes de mesurage de
la qualité

Reinigungsdienstleistungen –
Grundanforderungen und
Empfehlungen für
Qualitätsmesssysteme

This European Standard was approved by CEN on 2001-04-19.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration.

Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the Management Centre or to any CEN member.

The European Standards exist in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the Management Centre has the same status as the official versions.

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CEN

European Committee for Standardization
Comité Européen de Normalisation
Europäisches Komitee für Normung

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Foreword

This European Standard has been prepared by Technical Committee CEN/TC 328 "Standard measuring system for cleaning performance", the secretariat of which is held by NNI.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by November 2001, and conflicting national standards shall be withdrawn at the latest by November 2001.

According to the CEN/CENELEC Internal Regulations, the national standards organizations of the following countries are bound to implement this European Standard: Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland and the United Kingdom.

The annexes A, B and C are informative.

Introduction

With the help of a good control system cleaning services can be inspected for quality. This immediately creates questions of what should be inspected, how inspections should be carried out, and what measurement criteria should be used.

There has been, until now, no comprehensive view taken of the measuring devices and systems available that can be used easily in the work place for inspecting cleaning service activities and providing an objective view of the results achieved.

That is the purpose of this framework model for quality measuring systems. It provides a template of acknowledged best practice within which locally or nationally acceptable systems can continue to be used and developed.

This is the best way to proceed as the work of the Technical Committee has established the existence of a wide range of quality control systems for cleaning with a variety of features. These have been developed in response to specific needs or to fit local regulations and laws; in some cases they have a long history of successful use. With the help of this standardized framework model, all systems can be helped towards greater objectivity and completeness.

1 Scope

This standard provides basic requirements and recommendations for quality measurement systems for cleaning performance.

2 Normative references

This standard incorporates by dated or undated reference, provisions from other publications. These normative references are cited at the appropriate places in the text and the publications are listed hereafter. For dated references, subsequent amendments to or revisions of any of these publications apply to this European Standard only when incorporated in it by amendment or revision. For undated references the latest edition of the publications referred to applies (including amendments).

ISO 2859-1:1999

Sampling procedures for inspection by attributes – Part 1: Sampling schemes indexed by acceptance quality limit (AQL) for lot-by-lot inspection.

ISO 2859-2:1985

Sampling procedures for inspection by attributes – Part 2: Sampling plans indexed by limiting quality (LQ) for isolated lot inspection.

ISO 3534-1:1993

Statistics - Vocabulary and symbols – Part 1: Probability and general statistical terms.

ISO 3534-2:1993

Statistics - Vocabulary and symbols – Part 2: Statistical quality control.

ISO 8402:1994

Quality management and quality assurance - Vocabulary

3 Terms and definitions

For the purposes of this standard, the following terms and definitions apply:

3.1

quality measuring system

inspection system designed to assess whether the services defined and agreed between two parties meet the quality level that is intended to be present according to the requirements expressed explicitly or implicitly in that agreement

NOTE In this standard hereafter the quality measuring system is referred to as “the system”.

3.2

cleaning performance

result of cleaning services and cleaning related services according to requirements

NOTE Cleaning services are cleaning activities of a cleaning operative.

3.3

specification

document stating the requirements with which the service has to conform

NOTE The specification is the part of a contract or service level agreement, that will define the items covered by the system (see ISO 8402:1994, 3.14).