

## Eight Questions to Consider When Selecting a Cleaning Provider

Outsourcing to a cleaning company that prioritizes the health of the people in the space while improving operational efficiency is vital. Whether you're a first-time outsourcer or simply shopping for a new provider, the selection process can be daunting. According to IBIS World, more than one million businesses are currently active in the US cleaning industry.<sup>1</sup> With so many companies to choose from, it can be a challenge to narrow down to a provider that fits your business's needs.

On average, cleaning expenses can consume up to 30 percent of a facility's operating expenditure.<sup>2</sup> As such a large portion of your operational budget, you want to ensure occupant comfort and satisfaction. Throughout the provider selection process, it is important to consider key criteria that make up a quality cleaning services company.

Use our worksheet below to help guide you through the provider search, determine vendor qualifications, and ultimately develop a lasting cleaning partnership.

Key Point	ABM Cleaning Services	Current or Prospective Cleaning Provider
1. Does the company mirror your company in terms of scope, locations, objectives?	<b>YES</b> Smaller scale cleaning providers can have a hard time adapting to industry advancements and responding to changing staffing needs. ABM's cleaning team serves businesses of all sizes, from neighborhood banks and schools to corporate office parks and airports.	<input type="checkbox"/> YES <input type="checkbox"/> NO
2. Does the company offer an extensive list of valid references?	<b>YES</b> With over 100 years of custodial services innovation, ABM has established countless thriving cleaning partnerships. As the leading provider of facility solutions, ABM has the processes, resources, and innovation to keep your facility sparkling.	<input type="checkbox"/> YES <input type="checkbox"/> NO
3. Does the company have a low employee turnover rate?	<b>YES</b> A high cleaning turnover rate can hurt your facility through poor quality work, security issues, and diminished relationships between frontline workers and clients. ABM has a lower-than-average industry turnover due to a focus on recruiting, training, retention, and a path to career advancement.	<input type="checkbox"/> YES <input type="checkbox"/> NO
4. Does the company offer a cleaning walkthrough?	<b>YES</b> Cleaning walkthroughs can take time but are essential in delivering an accurate bid package. ABM doesn't cut corners. In order to provide the services that best fit your facility's needs, we take factors into account like supplies, square footage, flooring surfaces, building density, and more.	<input type="checkbox"/> YES <input type="checkbox"/> NO

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5. Is the company willing to fully explain their pricing model and answer any questions about their custodial services and pricing methods?	<b>YES</b> An unclear pricing model can be a big red flag when it comes to selecting a cleaning provider. ABM makes the pricing stage fully transparent, and considers labor, direct operating costs, and overhead and profit when calculating best value estimates.	<input type="checkbox"/> YES <input type="checkbox"/> NO
6. Does the company have high standards for employee performance?	<b>YES</b> Through standardized operation practices, ABM frontline team members uphold a standard of excellence that may be unattainable for other companies. Our cleaning program emphasizes accountability and results through training and selective hiring of loyal, engaged team members for consistent cleaning to the highest standards.	<input type="checkbox"/> YES <input type="checkbox"/> NO
7. Does the company offer emergency support services?	<b>YES</b> Businesses unprepared for accidents can face devastating consequences. As facility managers, it's important to plan for any circumstance imaginable. ABM offers 10 emergency specialty service options, like graffiti removal and floodwater extraction, to ensure clients are equipped to handle any accident.	<input type="checkbox"/> YES <input type="checkbox"/> NO
8. Does the company have a quality assurance program?	<b>YES</b> The average cleaning industry contractor loses more than half of their total customers in any given year because of non-performance, poor implementation, or cost-savings measures implemented by their client. <sup>3</sup> ABM offers Service Level Agreements (SLA) for work order management, inspections, and even corrective training for the occasional mishap.	<input type="checkbox"/> YES <input type="checkbox"/> NO

As you consider your needs in an expert cleaning provider, we hope your search ends in a partnership that will benefit your facility and its occupants for years to come.

**Sources:**

1. [Janitorial Services in the US - Industry Data, Trends, Stats | IBISWorld](#)
2. [Janitorial - System 1 Inc.](#)
3. [27 Janitorial Services Industry Statistics and Trends - BrandonGaille.com](#)