

Safety Weight Enforcement Facility Maintenance Program

Quality Assurance Guidelines

SWEFM Service Providers are responsible for implementing a quality assurance program which will ensure that all contract sites maintained by the service provider reflect a level of quality that is equal to or greater than the SWEFM Program cleaning and maintenance standards. These items should be in place prior to contracting with WisDOT and State Patrol to perform custodial care and landscape maintenance at any SWEFM site and should be reviewed/updated as necessary.

The quality assurance program should include the following components:

A. Management Components

1. A copy of the WisDOT/State Patrol/Service Provider agreed upon work specifications.
2. An annual work plan which includes the following:
 - cost analyses
 - work specifications
 - workloads
3. A training program for supervisory personnel to assure that all have janitorial experience prior to placement at contract work sites.
4. A plan to make certain that employees understand and follow state and federal health and safety requirements and use standard operating procedures.
5. A commitment to inspect each site at least once every three months to help set future directions and to ensure that quality goals are consistently achieved.

B. Site Supervisory/Program Manager Components

1. Post cleaning site inspections:
 - check quality of the work performed
 - address items that have not been completed

(A daily report could be used as documentation.)
2. Maintain an adequate inventory of:
 - cleaning materials and supplies
 - needed equipment
3. Provide for an equipment preventative maintenance program to eliminate down time.
4. Participate in joint inspections between Service Provider, WisDOT, and Program Manager.
5. Ensure that employees present a professional image at all work sites by wearing appropriate uniforms at all times during working hours and treat visitors/occupants with respect.

The necessary components in creating a successful Quality Assurance Program are listed above and will help you to create a Quality Assurance Program that allows your organization to **consistently** meet program requirements.