

## Cost Effective, Need Based Cleaning – INSTA 800

### Cleaning based on INSTA 800 quality levels - Factors affecting cleaning time

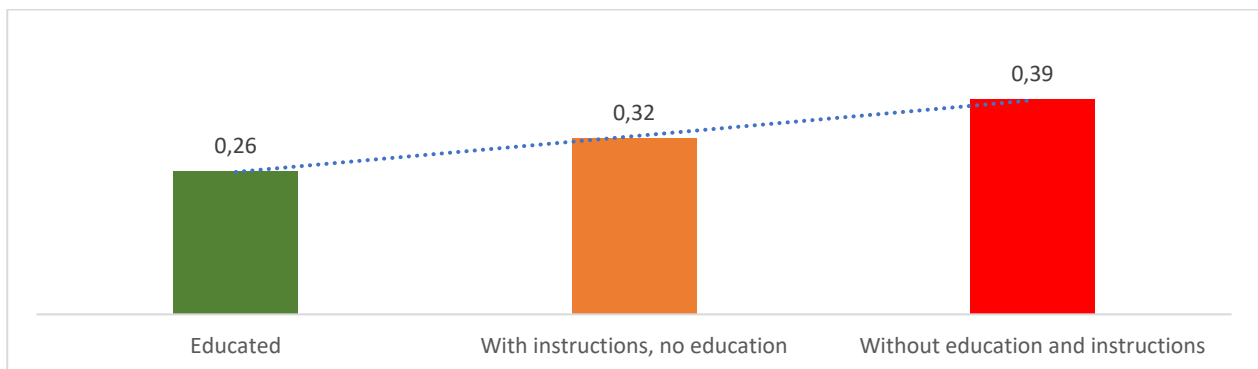
#### Summary

The INSTA 800 standard describes a system to specify the desired cleaning quality and how to inspect it. The standard describes six quality levels. The aim of the project was to determine how dirtiness and the desired level of cleanliness affect cleaning time.

Time measurements were made in five standard rooms: office, toilet, classroom, corridor, and staircase. Office room measurements were conducted in both hard and textile floor rooms. Over 800 time measurements were made in Estonia, Finland, Latvia and Sweden.

As a result, the measurements not only highlighted the effects of soiling and desired quality level on cleaning time, but also revealed the importance of understanding the core of the standard, identifying dirt, and the value of cleaning expertise.

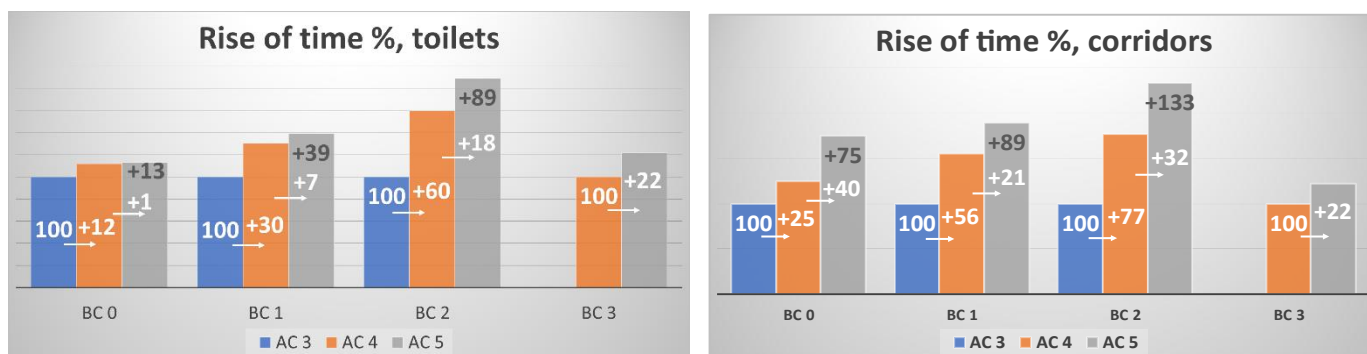
#### Example 1. The effect of education and given instructions on cleaning time when cleaning from quality level 3 to quality level 5.



Time measurements showed the numerous factors affecting cleaning and cleaning time. It is obvious that both soiling and the quality requirements are of great importance, but the effect on cleaning and cleaning time varies by room type. Also, the skills of the cleaner and the know-how of the cleaning company have a big impact.

Based on the measurements and combining all the results, it could be concluded as an estimate that 10–30% more time is needed for cleaning if the set quality level increases by one, depending on soiling and type of premises. This requires that cleaning is optimised by taking into account the amount and quality of soiling before cleaning and the desired quality level. As a result, under- and overcleaning will not happen.

**Example 2. Rise of time as percentages in two room types and at different soiling levels before cleaning (BC) and quality levels after cleaning (AC).** The number after BC and AC refers to INSTA 800 standard quality levels. Percentages in white font represent the rise as the quality level increases by one. Percentages in black font represent the rise compared to quality level 3 after cleaning.



All the time measurements were made in real-life situations. It is evident that this caused variation in the results. But as such, this corresponds to real situations in daily work in the cleaning industry. Cleaning services are not a standard product, but the research results show that with the INSTA 800 standard, it is possible to develop cleaning services and the industry.

The obtained data can be used as guidance when planning quality requirements and as the basis for analysing how much raising the quality level increases the cost of cleaning, however, keeping in mind that every case is unique.

The measurements also revealed factors that can reduce cleaning costs from both the customer and supplier perspective.

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