

SERVICE  
POINT  
QUALITY  
AUDIT

## Wave goodbye to your paper-based audit system, saving not only on paper but on field management time and precious administration resource

With the Templa CMS Quality Audit module you remove the administrative burden so often associated with paper-based quality auditing. This module lets you centrally create the inspection requirements for each site which are then disseminated automatically to operations field staff for task completion. Variations in specification between buildings are taken care of at set-up stage and you define your company's own scoring mechanism. Faults found during the audit can be programmed to generate service requests featured in CMS Customer Service. CMS Quality Audit can be further enhanced with the Mobile CMS module which supports tablet integration to and from the central database.

### Typical challenges faced by contractors

- "Creating different score sheets for different types of building would involve a lot of work in re-designing our forms"
- "We want our Area Managers to be able to complete their quality inspections on their i-Pads"
- "Clients nowadays like to see the results of audits"
- "With paper audits, the process of ensuring that they're done on time and chasing up outstanding inspections is a nightmare"
- Some clients have particular hot spots and it would be useful to have a more rigorous inspection regime in those areas to check the small details"
- "We have to maintain lots of schedules for buildings with different inspection frequencies. In an ideal world, our managers would be able to see a schedule of planned audits on their laptop so they can plan the visits more effectively"
- "On our current electronic system, the client can't sign off the audit"
- "With our paper system, producing reports on spread sheets takes an age and by then the reports are out of date!"
- "It would be really useful to have a different inspection form for deep cleans or ad hoc cleans that reflected the one-off nature of the work"



**TEMPLACMS**

Fully integrated management software for cleaning contractors

## Templa CMS Quality Audit – features and benefits

### Feature

### Benefit

CMS Quality Audit allows you to build standard template score sheets or create a completely bespoke version for a particular building type

You can tailor your inspections to the peculiarities of your client's premises demonstrating your commitment to the relationship

Audits can be keyed into a laptop or, in conjunction with Mobile CMS, performed by your Area Manager on their tablet and transmitted back to the office as well as directly to the client if required

Your field management choose how to record the audit prior to the result being 'pulled back' to the central database next time they are online

Using the CMS Contracts configuration facility, site level quality audits can be scheduled to take place at regular intervals or at random intervals during a set period

You can set frequency according to the importance of the location. Area Managers can then view their schedule by simply accessing CMS on their laptop or tablet. There's no longer any excuse for missing an audit

CMS Quality Audit allows you to be as detailed as you want in specifying the required standard for a particular area, for example:

'Building A/Ground Floor/Reception/Front door/  
Brass name plate polished'

In today's market, cleaning is all about service. This feature allows you to focus in on the important details that matter to your clients

CMS Quality Audit lets you define the scoring system, e.g. 'red, amber, green' or '1-10' and vary the target by building, room or task

You can be as detailed as you like in determining what is an acceptable result and weight cleaning areas that are important

Results can be aggregated in various ways such as 'average score', 'total passes/failures', '% score versus maximum or average'

You can report the results from any angle and at any level, e.g. by site, client, area, region. You design your own reports using the simple QA Analyser report building tool

CMS Quality Audit lets you design separate audits for different elements of a contract, e.g. daily cleaning, periodics or one-offs

You need no longer force-fit your audit to a score sheet designed for a different purpose

With a single, streamlined system that takes control, but is under our control, we're fully confident of how we will manage new growth in the future.

Nicki Francis – Group Finance Director, Churchill Contract Services

### Why CMS Quality Audit?

Templa CMS Quality Audit eradicates the need for paper-based audits. Your existing system, where paper forms are posted to the office so that the results can be keyed into spreadsheets, is replaced by an electronic one where the results are available for immediate viewing by senior management or clients. Simple reports can be run analysing performance at any level of detail across your company.