



INSTA 800 standard

Guidance for the customer



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What is the INSTA 800 standard?

The INSTA 800 standard provides a cleaning quality-level measurement and quality control system. INSTA 800 is based on the EN 13549 standard. The standard was created by the Nordic countries in 2000 in Denmark. The updated version of the standard was published in 2018. The standard has been translated into seven languages (English, Norwegian, Swedish, Estonian, Finnish, Icelandic, Latvian).

The INSTA 800 standard describes the application of the measurement system to determine the required quality level and to inspect the quality of the cleaning achieved.

INSTA 800 can be used in all types of buildings and areas, such as administrative buildings, hospitals, schools, nurseries, supermarkets, shops, production halls, trains, etc., regardless of cleaning method, frequency or system.

In practice, the INSTA 800 standard is also called ‘Cleaning with your eyes’, which is the main idea of INSTA 800. When using this standard, cleaners (cleanliness specialists), managers and customers must have the same understanding of the required results and the acceptable (set) quality level. The model is oriented towards the results of the cleaning services, not the cleaning process itself.

INSTA 800 – Need-based cleaning



Cleaning quality is good if the results of inspections are the same as the defined quality requirements.

INTRODUCTION – Quality assurance of cleaning

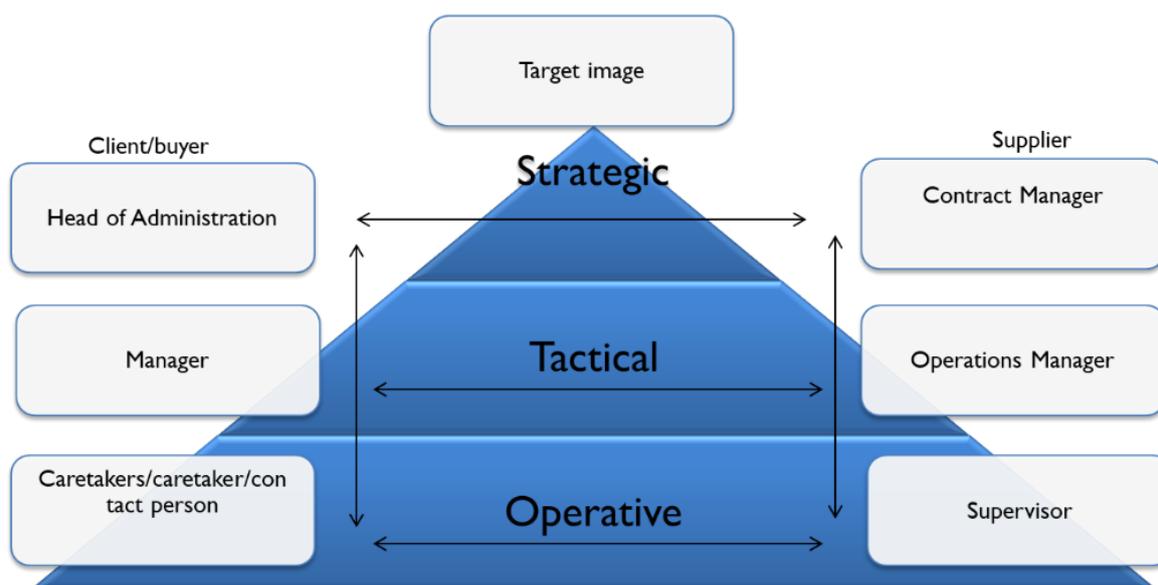
Quality assurance basics of cleaning services

When ensuring quality assurance of cleaning services, these areas are important to work proactively:

- **Contract, agreements and cleaning descriptions**
Including requirements specifications, service descriptions, (cleaning instructions), object lists, drawings.
- **Organisation, competence**
Do the customer and the supplier have the right skills and the right organisation to ensure that the contract is complied with? Do both parties have knowledge of what the contract entails?
- **Resources**
Does the supplier have sufficient and reasonable working hours to deliver contracted services? Does the customer have the resources to follow up on the agreement?
(Use the commonly used Key performance index to produce cleaning times)
- **Cleaning technology and logistics**
What cleaning equipment and what machines are required to clean professionally and sustainably? Adapted to different activities, schools, offices, hospitals, etc.
How is this ensured with the right logistics flows?
- **Operation, quality assurance and follow-up**

Basic organisation for contract management

Ensure that there are people at all levels, both clients and suppliers. Also ensure clear and well-known communication channels.



Contract, agreement – Constituent documents, with and without INSTA 800

This table shows which documents and supporting documents are needed in a cleaning contract. It also shows what is important when using INSTA 800 as the basis for the contract.

Traditional contract and procurement	Specific to Insta 800
1. Procurement regulations	No differences
2. Contract, commercial terms	Refer to the INSTA 800 standard
3. Overall service requirements	Refer exclusively to the INSTA 800 standard
4. Service description (Frequency)	Quality profiles, INSTA 800 Additional requirements
5. Description of properties and premises to be cleaned	List of quantities Architectural drawings Room listings
6. Other documents (e.g. tender and price forms)	Other documents (e.g. tender and price forms)

When working with INSTA 800

Contract – Client of INSTA 800

- In order for the INSTA 800 to work, the standard specifies what the agreement should cover.
- It is important that it fully complies with INSTA 800 so the agreement is easy to interpret.
- Remember to describe requirements that are not covered by INSTA 800.
- Additional requirements – other services such as loading and emptying the dishwasher, emptying wastepaper bins, dealing with recyclable articles and the like.

Contract management

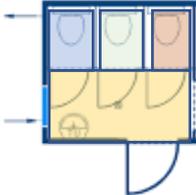
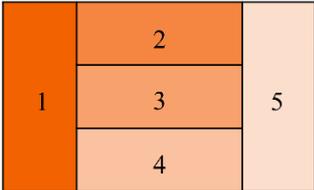
- How does the start-up take place, does a calibrating quality inspection take place during the first month or before the start of the new contract?
- When are the quality measurements done (who is indicated in the contract)?
- How and to whom should the quality reports be reported?
- How is the result of the quality measurement used to coach the cleaning staff?

How INSTA 800 differs from the traditional procurement of cleaning services

The INSTA 800 standard and the traditional procurement of cleaning services have some differences in the process and the quality control.

Procurement process for cleaning services

1. List of buildings, rooms and room types

Traditionally	When using INSTA 800
<ul style="list-style-type: none"> List of buildings, rooms and room types (floorplans) 	<p>List of buildings, rooms and room types (floorplans) and division into inspection units.</p> <p>When the rooms are up to 100 m², the room is the inspection unit. In some cases, you have to specify those inspection units.</p> <p>Example: Toilet with several units - You can divide the space into natural entities, e.g. this toilet into four inspection units.</p>  <ul style="list-style-type: none"> Division into inspection units when the area is larger than 100 m²: Example: Sports centre, 500 m² - According to the standard, you'll divide it into five inspection units, all around the same size (100 m²). 
<ul style="list-style-type: none"> Upper limit of cleaning height. There are a lot of different ways, for example; cleaning height 1.8 metres, as high as the cleaning staff can reach. 	<ul style="list-style-type: none"> There is no upper limit of cleaning height according to the standard. But it is common for you to specify this in the contract, for example a cleaning height of up to 3 or 4 meters.
<ul style="list-style-type: none"> List of surfaces, furniture and fixtures included in cleaning 	<ul style="list-style-type: none"> Adjustments to ready-made object group categories can be specified Objects groups are - furniture and fixtures

	<p>- floor - walls - ceiling</p> <p style="text-align: center;">Table 2 - Object groups</p> <table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 20%;">Object group</th> <th>Examples</th> </tr> </thead> <tbody> <tr> <td>Furniture & fixtures</td> <td>Tables, chairs, waste paper bins, lamps including pendant ceiling lamps, sanitary installations, white goods, lamella curtains, venetian blinds, radiators, blackboards and chalk grooves, movable partition walls, book cases, cupboards, pictures, loose mirrors and window sills</td> </tr> <tr> <td>Walls</td> <td>Wall surfaces, pipes on walls, doors (incl. kick plates), internal glass/interior glass walls, door frames, window frames, switches, ventilation grids, wall lamps, fillets, skirting boards, railings, hand rails, handles, panels and radiator cabinets</td> </tr> <tr> <td>Floors</td> <td>Floor surfaces, floor grates, convactor pits, doorsteps and stairs, both vertical and horizontal surfaces</td> </tr> <tr> <td>Ceilings</td> <td>Ceiling finishes, light shafts and frames in ceiling windows, rafters, exterior part of ventilation ducts, pipes below ceilings, sloping beams, ceiling grates, ceiling hatches, lamps in or on the ceiling and the underside of internal stairs</td> </tr> </tbody> </table>  <ul style="list-style-type: none"> • A list can be developed of either the objects included in the cleaning of the object groups or the objects not included. • Services connected to cleaning are not involved in INSTA 800 and they shall be defined separately in the contract: <ul style="list-style-type: none"> ○ e.g. emptying dustpans, replenishing lavatory articles, keeping toilet brushes clean <p>Benefits:</p> <ul style="list-style-type: none"> • Easy, fast • Many surfaces and fixtures are already listed in object groups (maybe fewer overlooked, 'forgotten' surfaces?) 	Object group	Examples	Furniture & fixtures	Tables, chairs, waste paper bins, lamps including pendant ceiling lamps, sanitary installations, white goods, lamella curtains, venetian blinds, radiators, blackboards and chalk grooves, movable partition walls, book cases, cupboards, pictures, loose mirrors and window sills	Walls	Wall surfaces, pipes on walls, doors (incl. kick plates), internal glass/interior glass walls, door frames, window frames, switches, ventilation grids, wall lamps, fillets, skirting boards, railings, hand rails, handles, panels and radiator cabinets	Floors	Floor surfaces, floor grates, convactor pits, doorsteps and stairs, both vertical and horizontal surfaces	Ceilings	Ceiling finishes, light shafts and frames in ceiling windows, rafters, exterior part of ventilation ducts, pipes below ceilings, sloping beams, ceiling grates, ceiling hatches, lamps in or on the ceiling and the underside of internal stairs
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<ul style="list-style-type: none"> • If a cleaning backlog exists, the quality requirements must be achieved before or immediately after the beginning of the new contract period e.g. by thorough cleaning. 	<ul style="list-style-type: none"> • If a cleaning backlog exists, the quality profiles must be achieved before or immediately after the beginning of the new contract period e.g. by thorough cleaning. 										

2. Specification of the desired quality of cleaning

Traditionally	When using INSTA 800
<ul style="list-style-type: none"> • Definitions of what should be cleaned in rooms and to what extent. 	<ul style="list-style-type: none"> • The desired quality is described in the quality profiles • A quality profile consists of quality levels • Quality levels are based on countable amounts of soiling on accessible and not immediately accessible areas • Different quality levels can be set for every object group and for soiling groups 1 and 2 • Supplementary requirements can be set

Example, cleaning instruction

Room: Toilets

Cleaning method	Frequency
Emptying rubbish bins	5 times/week
Mopping the floor	5 times/week
Cleaning the toilet seat, sink, wall behind the sink, mirror	5 times/week
Wiping door handles and contact surfaces	5 times/week
Filling up paper and soap	5 times/week
Removing stains on walls	1 times/week
Dusting free surfaces, skirting boards and radiators	1 times/week

- Verbal definitions
 - How clean it should be after cleaning: e.g. neat, clean or hygienic

Example:

Costumer	Gentofte Commune				November 2020										
Group of rooms	File Depot Hallway basement Crib/lounge Cold room Oven room Technical room Stairs, secondary Wash	Library Wardrobe Group room, school Class, teaching Office Copy Laboratory Teachers room/- preparation Music room Conference room Living room Reception City Hall Conversation room	Wardrobe Kindergarten classes Elevator Gang primary Gym/hall Canteen children wardrobe	Bathroom Cafe Toilet Foyer Puzzles Changing room Eating area small children Health care Kitchen	Sterile room Sterile room Dental clinics										
DESCRIPTION/PROFILE	K1		K2		K3		K4		K5						
QUALITY LEVEL	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
FURNITURE & FIXTURES															
Waste an loose dirt, dust and stains	X					X					X				
Surface soiling	X					X					X				
WALLS															
Waste an loose dirt, dust and stains					X					X					X
Surface soiling					X					X					X
FLOORS															
Waste an loose dirt, dust and stains	X					X					X				
Surface soiling	X					X					X				
CEILINGS															
Waste an loose dirt, dust and stains	X				X			X			X				X
Surface soiling	X				X			X			X				X
Supplementary requirements											human biological material				human biological material

Benefits:

- Precise, more objective way to define the desired quality of cleaning
- Helps to inspect quality

3. Frequencies

Traditionally	When using INSTA 800
<ul style="list-style-type: none"> Definitions by the buyer as to how often rooms and different surfaces, etc. shall be cleaned <ul style="list-style-type: none"> Needs good knowhow of cleaning Refer to 'Cleaning instructions' above 	<ul style="list-style-type: none"> Definition of quality frequency by the buyer Service provider decides how often different surfaces/furniture need to be cleaned <p>Benefits</p> <ul style="list-style-type: none"> Possibility to avoid over-cleaning or under-cleaning Possibility to buy and get need-based, cost-effective cleaning result

Quality control

Traditionally	When using INSTA 800
<ul style="list-style-type: none"> Visual inspection Objective measurements <p>The system for both methods must be created</p>	<ul style="list-style-type: none"> Visual inspection Objective measurements <p>For both visual and objective measurements definitions on</p>

- What does neat, clean or hygienic cleaning result mean?
- What does little, fair amount of or some soiling mean?
- Limit values and number of tests for objective measurements need to be created (reliability of test results)

- how to choose rooms for inspection (sampling plan)
- how many rooms shall be inspected in each case
 - o statistically reliable number based on the size of the lot
- when the inspection is approved and when it is not
 - o statistically reliable result based on the size of inspected units

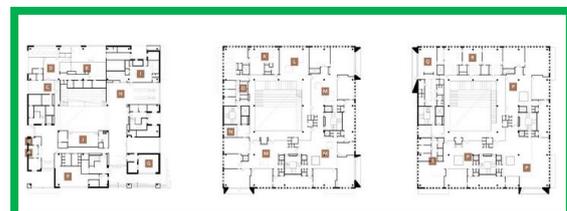
Table 4 – Sampling inspection. Single and double sampling plans for normal and additional inspection AQL = 4,0 %

Lot size	Single sampling plans				Double sampling plans							
	n	Ac	Re	n ₁	First sample		Second sample		Kertymä	Ac ₂	Re ₂	
					Ac ₁	Re ₁	n ₂					
1-15	5	1	2	3	0	2	3	6	1	2	¹⁾	
16-25	8	1	2	5	0	2	5	10	1	2	²⁾	
26-90	13	1	2	8	0	2	8	16	1	2		
91-150	20	2	3	13	0	3	13	26	3	4		
151-280	32	3	4	20	1	4	20	40	4	5		
281-500	50	5	6	32	2	5	32	64	6	7		
501-1200	80	7	8	50	3	7	50	100	8	9		
1201-3200	125	10	11	80	5	9	80	160	12	13		
3201-10000	200	14	15	125	7	11	125	250	18	19		
10001-35000	315	21	22	200	11	16	200	400	26	27		

NOTE ¹⁾ AQL = 10 %, ²⁾ AQL = 6.5 %.

- The person or persons performing the inspection
 - o INSTA 800 defines different knowledge levels; level 3 is recommended for performing inspections -> the same knowhow for all inspectors
- The extent and frequency of the inspection
 - o The buyer can decide the extent
 - o The frequency is every three months according to the standard
- Possibilities to define the lot (and affect workload and inspection costs). Three examples:

1. All rooms in the contract are included



2. Rooms of a certain quality profile form the lot or every quality profile form a different lot



3. Only rooms in one floor form the lot



According to the standard, there are different ways to define the lot. It is good to do research and make clear statements before procurement.

Number 1 is a common method used to define the lot. It is also possible to define the lot using each quality profile.

Something that is good to know when choosing the method to define the lot is that there will be a different number of control units depending on the method used.

Common to the above examples 2 and 3 is that there will be fewer control units compared to example 1. Of course, this means that it takes less time to perform the quality inspection.

- Specification of method for selection of inspection units

It is advantageous to describe which method of selection to use early on in the procurement documents.

- Actions to be taken if a lot is evaluated as either approved or rejected

- o A system described in the standard

- When instrumental methods are used for assessment of dust on surfaces and/or gloss on floors; state which method takes precedence (visual or instrumental).

The extent of cleaning-related service tasks and criteria for the measurement of the quality of these are agreed on separately.

	<p>Benefits</p> <ul style="list-style-type: none"> - Easy to follow the ready-made system to get reliable test results - Continuous and regular quality inspections will maintain consistent quality - Fair quality assessment for both the buyer and the service provider
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Key success factors in using INSTA 800-based contract

- Competence (and commitment) of clients/managers, managers and cleaners.
- Cooperation between customer and supplier.
- Well-thought-out contract that follows the standard all the way (without its own rewrites).
- Managers who train and supervise their cleaning staff and use quality measurements for quality development.
- Performance of all quarterly quality inspections; the first being informal and calibrating.
- Start-up work of contracts, demarcations, what is included, what is not included.
- Who will perform the inspections/quality measurement?