INSTA 800 standard

Guidance for the cleaner training

Co-funded by the
Erasmus+ Programme
of the European Union

Table of contents

Introduction 4
What is the INSTA 800 standard? 4
Basics of quality assurance for cleaning services 6
Stages of training: 6
Table 1: Mapping soiling, following INSTA800 principles 9
Example of completed Table 1 10
Table 2: Mapping agents and equipment used for soiling removal 11
Example of completed Table 2 12
Appendix 1 Object groups 13
Finding the soiling 14
Appendix 2 Types of soiling group 1 (waste/loose dirt, stains) 14
Types of soiling group 2 (surface soiling) 15
Appendix 3 Accumulation of soiling 16
Appendix 4 Accessible and not immediately accessible areas 16
Appendix 5 Methods (dry, damp, moist, wet) 18
Appendix 6 Cleaning agents and equipment 19
Main benefits of INSTA 800-based cleaning 2

The material has been compiled as part of the project Cost Effective, Needed Base Cleaning – INSTA 800.

Published in 2022.

Co-funded by the
Erasmus+ Programme
of the European Union

Project partners:
Estonia - Puhastusekspert OÜ (Helge Alt, Veronika Kahre)
Finland - SSTL Puhtausala ry (Tarja Valkosalo, Sari Mattila)
Sweden - Borago Konsult AB (Thomas Andersson, Karl Henriksson)
Denmark - Glad Consulting A/S (Klara Marie Mikkelsen, Lonnie Eickworth)
Iceland- Solar ehf (Ingunn Agustsdottir)
Latvia - SOL Baltcs (Tiina Vinkmann, Ieva Karklina, Kurmet Vasser)

Introduction

The actions of the cleaner are key in achieving a high-quality cleaning service.
The following aspects are important:
1. The cleaner notices the soiling in the room.
2. The cleaner understands the desired level of cleanliness and what kind of soiling needs to be removed during the cleaning procedure.
3. The cleaner uses optimal methods to remove soiling, e.g. dampens the cleaning cloth according to the soiling type, chooses the appropriate agent and equipment.
4. The cleaner evaluates the result of their work and understands whether the desired result has been achieved.

This manual is intended for the training of cleaning staff of facilities. The length of the training session is recommended to be two to four hours and the size of the group up to six people. With the training, cleaning staff are taught to notice soiling, understand the principles of INSTA800, skilfully use different moisture levels for cleaning textiles and use the equipment and cleaning agents on any given object to remove soiling. The person conducting the training must have knowledge corresponding to at least level 3 according to INSTA800.

Common quality problems for objects are:
- harder to reach surfaces that are more difficult to clean; and
- as a result of incorrect cleaning methods, the appearance of layers and patches on the surface, i.e. surface soiling.

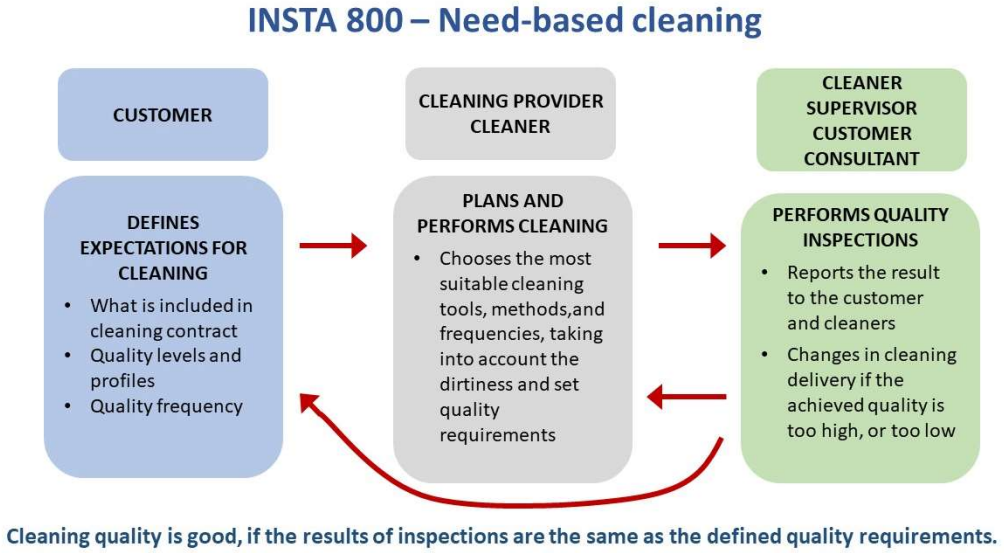
This training aims to explain and analyse the activities of the cleaners in order to achieve the required cleaning quality.

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 Nordic countries 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 standard provides the principles on the basis of which to agree on cleanliness objectively and unambiguously, i.e. a quality profile. A reliable basis is defined for conducting quality controls by inspecting a small number of randomly selected rooms. The standard is like a language that allows several parties to have a clear understanding of cleanliness.

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 methods, 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 applying 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.



Basics of quality assurance for cleaning services

The INSTA 800 standard does not solve any problems, but it is a system that helps implement need-based cleaning. To ensure quality, it is necessary to work every day so that the agreed quality profile is achieved.

During training, it is important to teach the cleaners to notice soiling according to the INSTA 800 standard and to remove the soiling in an efficient manner and at an efficient frequency. This way, it is possible to achieve need-based cleaning and consistent quality at optimal costs.

Stages of training:

Please note! When training, use the appendixes supplied here. It is recommended to print them out and laminate them so that they are convenient to use when conducting training on site.

1. Find the soiling

- Find all soiling in the room, including all touch surfaces.

2. Mark the soiling

- Mark the discovered soiling in the table under the corresponding object group, in the corresponding column – dust, stains, loose dirt and surface soiling. Please note! Mark each soiling on a separate line.
- Mark the touch surfaces in the table because they need to be cleaned every day.
- In the comment's column, note everything important that is noticed during the inspection/cleaning (dirty surfaces not included in the contract, broken objects on the site, etc.).

	Activities of cleaner	Activities of cleaning manager
1	Searches for soiling in the room	Directs to look, if necessary. If there is surface soiling, explains how it occurs – usually as a result of poor-quality work by the cleaner, paint with soiling. It needs immediate attention as it is a worthless job. If the cleaner notices surface soiling in their work areas and is unable to deal with it, they immediately ask the cleaning manager for advice.
2	Defines the found soiling as one of four types of soiling: waste/loose dirt, dust, stain, surface soiling	Marks the detected soiling in the corresponding cell in Table 1 – type of dirt (dust, stain, waste/loose dirt, surface soiling), under the corresponding object group (furniture and fixtures, walls, floor, ceiling). If a surface/object is dirty and does not have to be cleaned according to the contract, then the contractual limits are explained to the cleaner and

		this topic is discussed with the customer. The feeling of cleanliness is formed from the overall cleanliness of the room.
3	Finds all touch surfaces	INSTA 800 does not stipulate the cleaning of touch surfaces separately; however, considering the importance of the cleanliness of touch surfaces, in most cases they should be cleaned at every cleaning or with another frequency. Explanation to the cleaner as to which surfaces are touch surfaces and how often they must be cleaned. Marks all detected touch surfaces in a table.
4	If all the soiling has been discovered, their quantity is determined according to the difficulty of cleaning. Whether the soiling is located in an accessible or not immediately accessible area.	Explains which surfaces are accessible, which are not immediately accessible, how the quantity of soiling accumulations is defined. Explains in which cases a lot of soiling accumulates, for example, when there are several chairs and the legs of all of them are dirty.
5	Determines what needs to be cleaned on this occasion	Based on the quality profile of the given room and the detected soiling, it is determined which soiling and should be removed during this cleaning procedure and why. Explains to the cleaner. Based on this, the cleaning manager prepares work instructions for the cleaners. It is rarely realistic that on a daily basis the cleaner independently determines what needs to be cleaned and what does not. It is important that the instructions are need-based and based on data collected from real life.
6	Supplementary requirements	Explains the specific requirements included in the contract that should be done by cleaners.

3. Clean effectively

- ✓ Choose the right method, agent and equipment for cleaning.

Use Table 2, transfer to it the soiling shown in the yellow part of Table 1 that need to be removed during this cleaning procedure.

	Activities of cleaner	Activities of cleaning manager
1	According to the mapped soiling that needs to be removed during this cleaning, thinks about which method, agent, equipment will be the most effective and easiest choice	Shows and, if necessary, explains why to clean this way. Choices regarding agents and equipment are made within the range used in the company. Please note! It is important to keep the focus on what needs to be cleaned. Often, for example, floors are cleaned out of the habit that the floor must be cleaned every time. If there is no visible soiling every time, in some cases, cleaning can be limited to removing soiling only in places where soiling occurs. You need to clean the entire floor with a certain frequency because, for example, dust may not be visible.

		Cleaning methods – dry, damp, moist, wet – are of great importance. It is important to show them and explain them. The cleaner needs to understand the specifics of the different methods. There is different soiling on different days, so cleaning textiles may have a different degree of moisture every day.
2	Cleans the surfaces	Provides feedback about the result.

4. Perform a follow-up inspection

✓ After cleaning, the cleanliness of the room and compliance with the agreed quality profile are checked together.

	Activities of cleaner	Activities of cleaning manager
1	Determines what soiling is still in the room. Checks whether they caused surface soiling with incorrect methods.	Checks the compliance of the result with the agreed quality profile. Explains why certain soiling may not be removed during this cleaning procedure or why some cleaning work is done after the agreed period.

Table 1: Mapping soiling, following INSTA 800 principles

The table is indicative; it can be changed as needed. For example, adding rows.
Please note! Each soiling is marked on a separate line!

Room number……

Dust	Amount		Stain	Amount		Waste/loose dirt	Amount		Surface soiling	NEEDS CLEANING	TOUCH SURFACES	NOT in the contract	Comments
Spotted soiling	**A**	**NA**	**Spotted soiling**	**A**	**NA**	**Spotted soiling**	**A**	**NA**	**Spotted soiling**				
Furniture and fixtures											**Furniture and fixtures**		
Total													
Walls											**Walls**		
Total													
Floor											**Floor**		
Total													
Ceiling											**Ceiling**		
Total													

Example of completed Table 1

1- Dust was discovered on the table (1), stains on the windowsill (2) and pieces of paper in the corner of the floor (3), traces of wiping with a cloth on the dispenser (4), on the floor traces of wiping (5), some stripes on the wall (6). It was marked in the column of the corresponding soiling, under the corresponding object group, on a separate line. It was marked in the column of the corresponding soiling, under the corresponding object group, on a separate line.
2- All touch surfaces are mapped in the touch surfaces column.
3- If something was dirty but not subject to cleaning according to the contract, it is marked in the "not in the contract" column. The cleaning manager will discuss this with the customer.
4- If something is broken etc., it is noted in the comment's column.
5- Either in an accessible or not immediately accessible area and how many accumulations of soiling – the corresponding numbers are written in the K or R cells. Finally, the soiling incidents detected in object groups are added together, K and R separately.
6- Depending on the quality profile, it is determined which soiling needs to be removed during the given cleaning procedure and this is marked with an X in the yellow column. The yellow area needs cleaning. According to the profile, what kind of soiling cannot be + contact surfaces.

Room……	Amount			Amount			Amount			**NEEDS CLEANINIG**	**TOUCH SURFACES**	NOT in the contract	Comments
Dust			**Stain**			**Waste / loose dirt**			**Surface soiling**				
Spotted soiling	**A**	**NA**	**Spotted soiling**	**A**	**NA**	**Spotted soiling**	**A**	**NA**	**Spotted soiling**				
Furniture and fixtures											**Furniture and fixtures**		
Table is dusty (1)	1										Backrests of chairs	Dirty coffee cups on the table (3)	Chair wheel broken (4)
			On the windowsill (2)	2						X	Table edges		
			Traces of wiping with a cloth on the dispenser (4)	1						X	Kitchen appliances		
Total	1			3							Underside of the dispensers		
Walls											**Walls**		
			Stripes from boots (6)	2							Door edge		
Total				2									
Floor											**Floor**		
						Near the door in the corner (3)	1						
									Traces of mopping almost all over the floor (5)	X			
Total							1		80%				
Ceiling											**Ceiling**		
Total													

Table 2: Mapping agents and equipment used for soiling removal

DUST	STAIN	WASTE AND LOOSE DIRT	SURFACE SOILING	TOUCH SURFACES	METHOD	AGENT	EQUIPMENT
Furniture and fixtures	**Furniture and fixtures**	**Furniture and fixtures**	**Furniture and fixtures**				
Wall	**Wall**	**Wall**	**Wall**				
Floor	**Floor**	**Floor**	**Floor**				
Ceiling	**Ceiling**	**Ceiling**	**Ceiling**				

Mark each soiling on a separate line so that it is possible to define the method, agent, equipment.

Example of completed Table 2

DUST	STAIN	WASTE AND LOOSE DIRT	SURFACE SOILING		TOUCH SURFACES	METHOD	AGENT	EQUIPMENT
Furniture and fixtures	**Furniture and fixtures**	**Furniture and fixtures**	**Furniture and fixtures**					
	On the windowsill					Moist	Water	Microfiber cloth
			Traces of wiping with a cloth on the dispenser			Wet + drying the surface	Water	Microfiber cloth
					Backrests of chairs	Moist	Water	Microfiber cloth
					Table edges	Moist	Water	Microfiber cloth
					Kitchen appliances	Moist	Water	Microfiber cloth
					Underside of dispensers	Moist	Water	Microfiber cloth
Wall	**Wall**	**Wall**	**Wall**				Water	Microfiber cloth
					Door edge	Moist	Water	Microfiber cloth
Floor	**Floor**	**Floor**	**Floor**					
			Traces of mopping			Wet + drying the floor or machine cleaning (scrubber drier)	Water	Microfiber cloth or mop
Ceiling	**Ceiling**	**Ceiling**	**Ceiling**					

Appendix 1 Object groups

Dividing the room into object groups using the INSTA800 standard

Ceiling

Walls

Furniture and fixtures

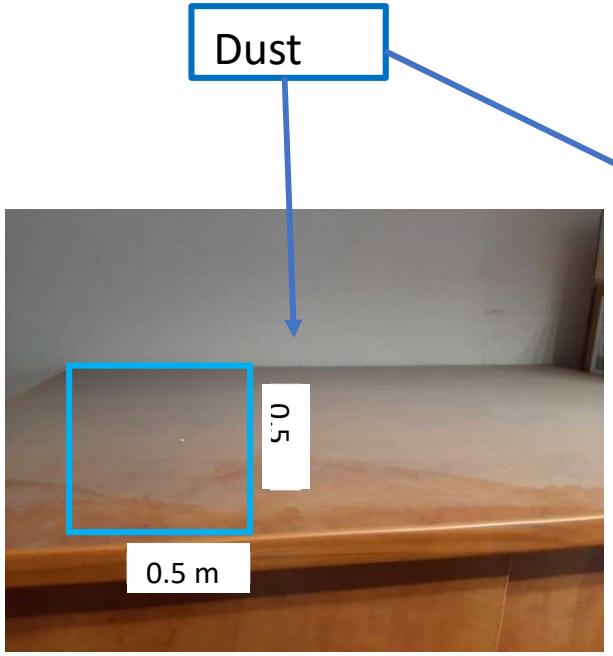
Floors

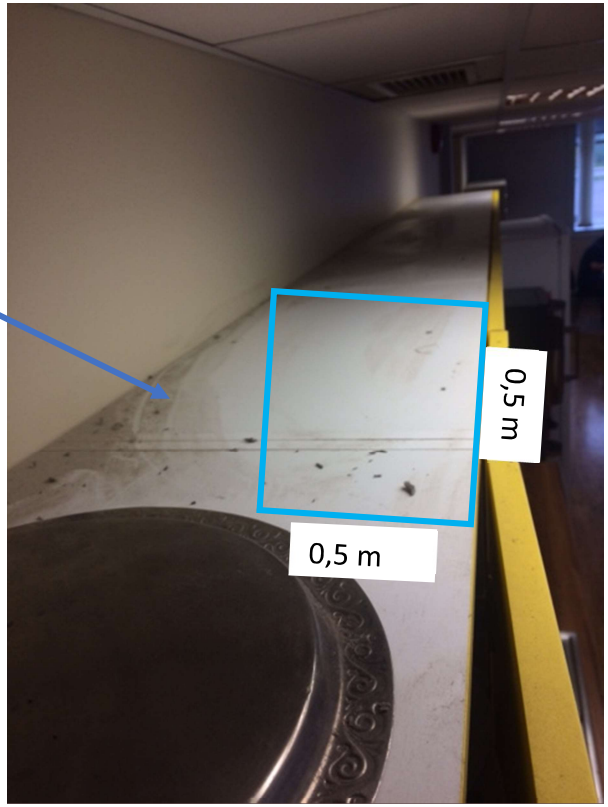
Image:

Finding the soiling

The main principle of visual inspection is to find the soiling in the room. Soiling is divided into two groups and four types of dirt: waste and loose dirt, dust, stains (wet and dry) and surface soiling (wet and dry).

Appendix 2 Types of soiling group 1 (waste/loose dirt, stains)





Types of soiling group 2 (surface soiling)

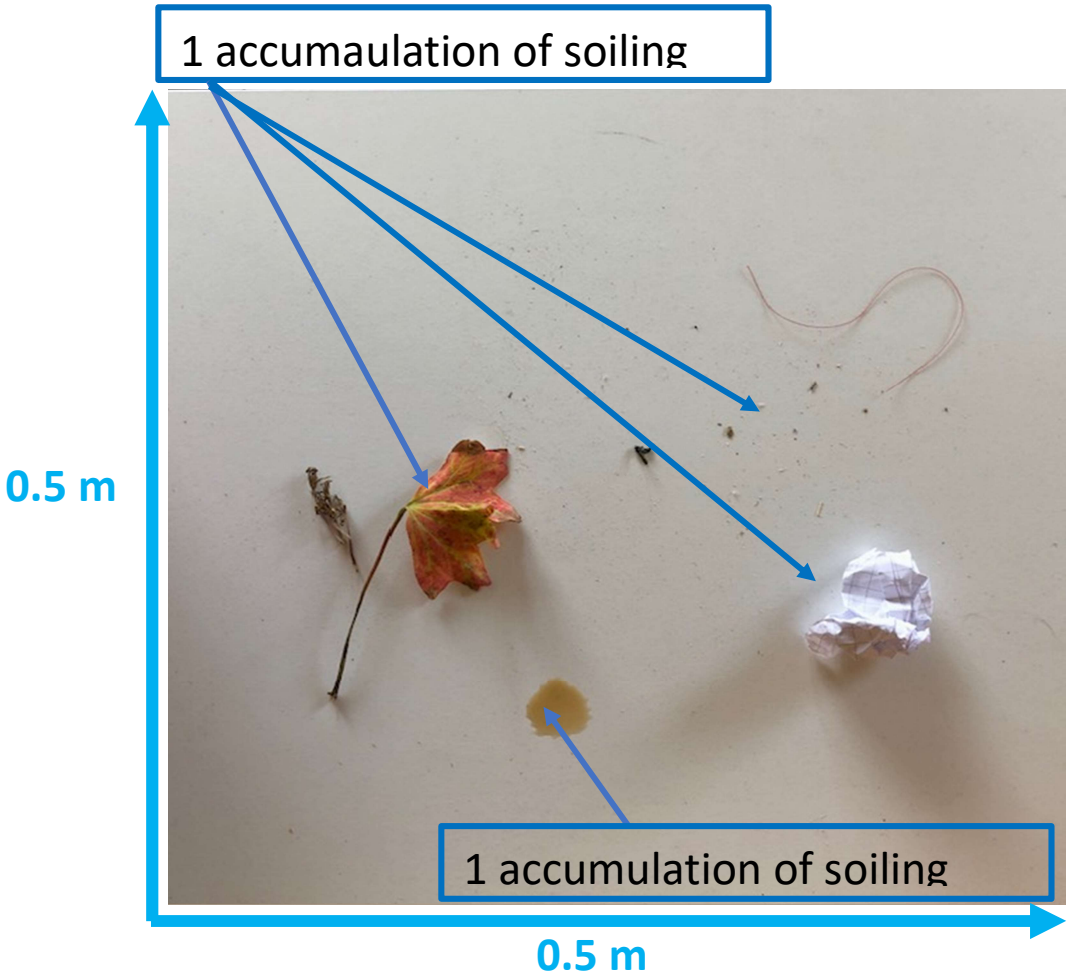
- **The second group is surface soiling. In the case of surface soiling, the extent to which the surface is covered with soiling is assessed as a percentage in the object group.**

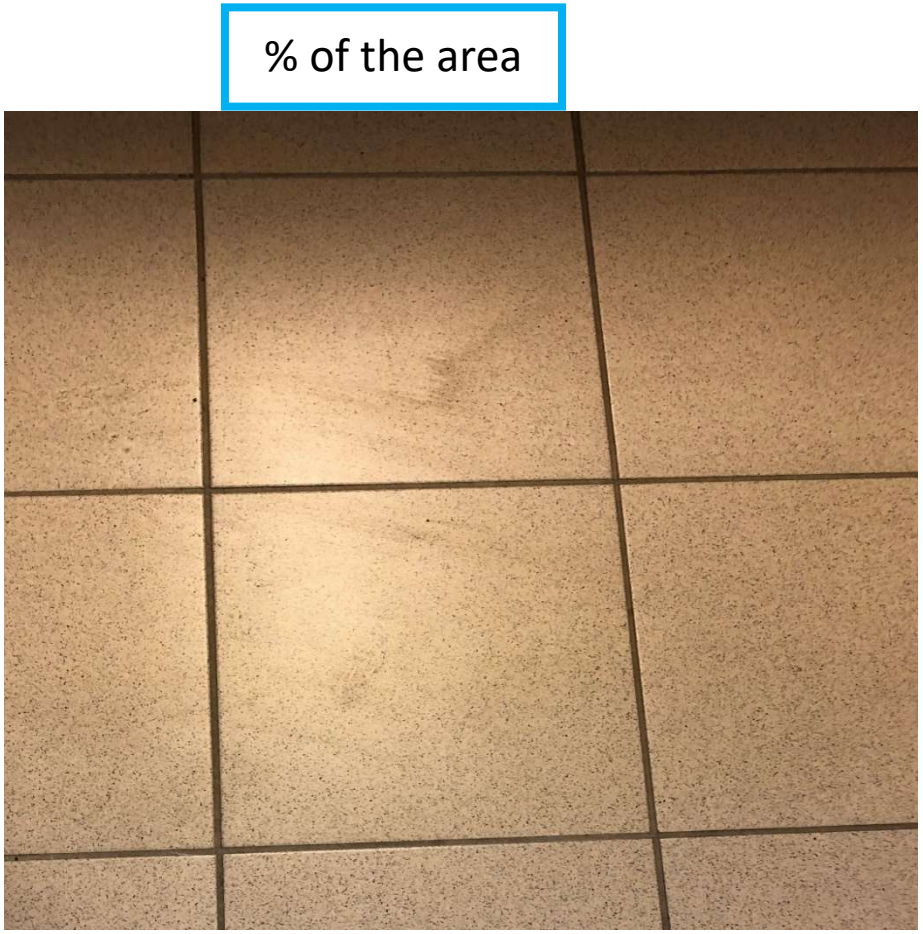
✓ Liquids and dust are not surface soiling but are considered stains.

✓ Sediment and rust on an area larger than 0.25 m^2 is surface soiling, up to 0.25 m^2 is considered a stain.

Appendix 3 Accumulation of soiling

Soiling group 1:	Soiling group 2:
Occurrences of the same soiling type within limited areas of 0.5 m × 0.5 m on an object group. Therefore, if there are different types of soiling in the same area, they are defined as separate accumulations of soiling.	Occurrences of surface soiling are measured by estimating the extent in percent (%) of the area of the object group covered by the soiling.



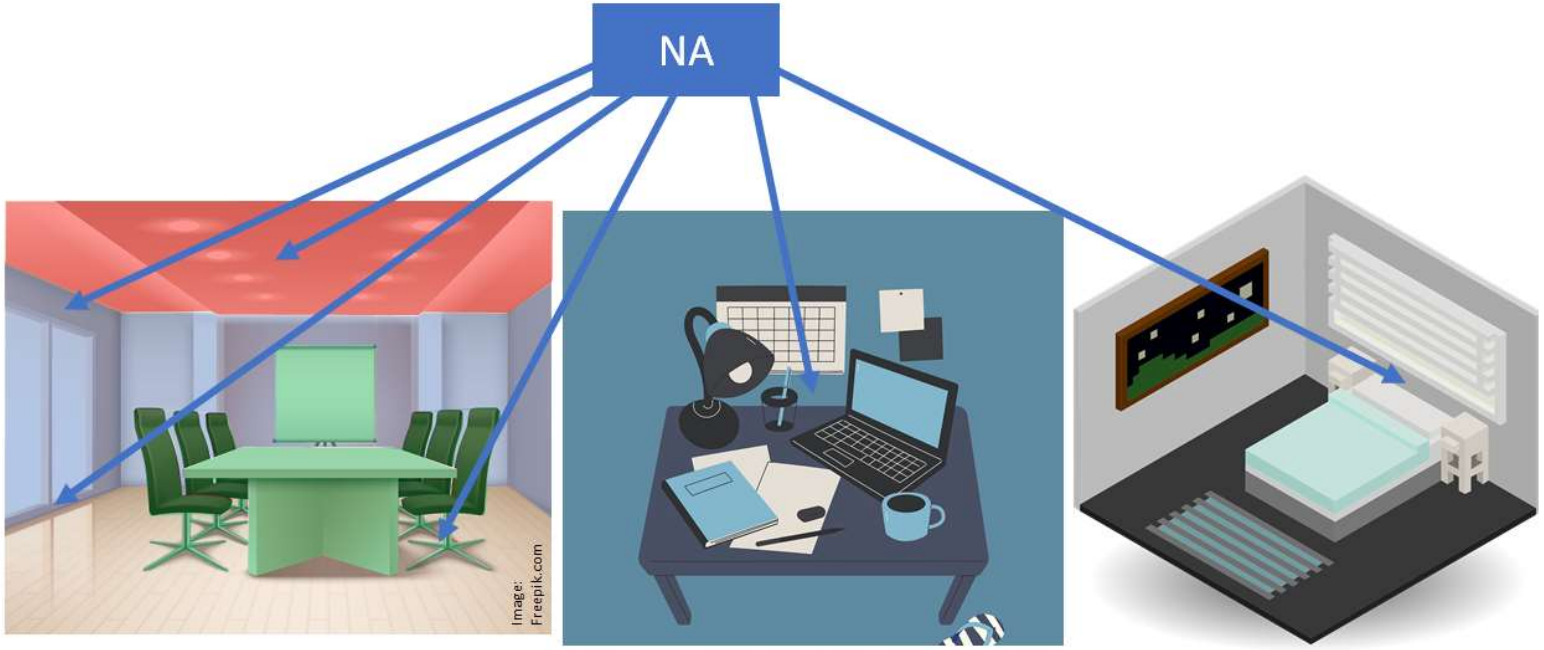


Appendix 4 Accessible and not immediately accessible areas

Accessible area is a surface, irrespective of size, which is immediately accessible.

Not immediately accessible areas are:

- ✓ Table and chair legs and wheels
- ✓ Surfaces 180 cm above the floor
- ✓ Furniture and fixtures that need to be cleaned in an awkward position or areas with a lot of furniture and fixtures
- ✓ Areas where cleaners are required to work at a distance of more than 1 m away from the body or with their backs bent forwards or in a twisted position
- ✓ Horizontal surfaces where the accessible surface is smaller than 20 cm × 30 cm
- ✓ Areas where, regardless of the method, the cleaner cannot clean without bending the knees and hips more than 90 degrees.
- ✓ Ceiling



Appendix 5 Methods (dry, damp, moist, wet)

Method	Method description	When to use
Dry	The equipment is dry.	To remove waste, dry, loose dirt and dust.
Damp	You can see a bit moisture on the surface, but it dries immediately.	To remove waste, loose dirt, dust and fresh stains.
Moist	The surface is moist after wiping or mopping. The surface dries in 30 seconds.	To remove dust and loose dirt and dry and wet stains.
Wet	The surface is visibly wet after wiping or mopping. You'll need to dry the surface.	To remove dust, stains, and surface soiling.

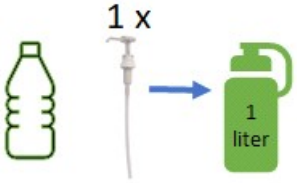
Suggestion: Test and find out how many millilitres water or cleaning agent solution per cleaning cloth or mop should be used to get a damp and moist method

The type of soiling determines the method used. Different soiling is present on different days. Therefore, it is important for cleaners to be able to dampen the cleaning textile properly.

Appendix 6 Cleaning agents and equipment

Please note! The equipment and agents table has to be made according to the equipment and agents used in the company!

Example of equipment, methods

Cleaning object	Equipment	Cleaning agent	Method	Note
Daily cleaning: Furniture and fixtures, contact surfaces and doors		Water	Damp or moist depending on the type and amount of soiling	Pre-prepare cleaning cloths in cleaning room.
Daily cleaning: Floors			Damp or moist depending on the type and amount of soiling	Pre-prepare mops in the cleaning room. Be careful not to exceed the recommended amount of detergent.
Twice a week: Floors				
Once a week: Toilet bowl			Wet	

Main benefits of INSTA 800-based cleaning

- The quality profile defines a single understanding of desired cleanliness for everyone.
- There is a systematic approach to cleaning.
- Cleaners know how to spot and classify soiling.
- Based on the type of soiling, suitable ways to remove it are chosen (method, agent, equipment).
- The results of quality controls provide feedback on the work done and training is need-based.
- A systematic, need-based approach helps avoid over-cleaning and focus on what is important.
- A need-based approach to cleaning helps save working time and resources used for cleaning.