

otuvy^{QM} Inspections

Overview

Inspections are extremely important for cleaning teams to measure performance. Otuvy QM makes it easy to record how you measure up to cleanliness requirements. With each customizable aspect of surveys, you're able to measure performance however your company would like.

The Facts

from recent studies



64%

of customers
choose to do
business with a
company that has
clean restrooms



63%

of customers
consider clean
restrooms number
one element of
customer service



55%

of customers
won't return to a
business after a
bad restroom
experience

Problem

In 2019, building patrons said that having clean bathrooms is the most important element of customer service they consider when entering a building. The problem, however, is that for the past four years, the complaint cleaning teams receive most often are dirty restrooms.

In addition, poorly maintained facilities can cost money. 64 percent of customers choose to do business with a company that has clean restrooms. When patrons have a bad restroom experience, 55 percent likely won't return to that business ever again. That means that if your facilities have poorly maintained restrooms, patrons may choose to leave, losing your clients' business.

Inspections Are the Solution

Since maintained facilities influence the way patrons view a business, you must have an effective way to make sure your employees are cleaning to the standards set by your clients. Having a trackable history of inspection scores allows you to see where your problem areas are and make quick corrections to ensure you meet expectations in the future.

Otuvy QM makes completing inspections easier and more effective. In the mobile app you can easily record your team's cleaning history. Each inspection can be tailored to fit your company standards, allows you to add notes and photos, and customize your own inspection grading scale.

Inspections are also one of the many ways to hold employees accountable. When scores are marked as deficient, work orders are automatically created so employees must fix where they performed poorly.

Regular inspections that are tailored to the expectations of you and your clients ensures that you maintain high standards. Maintaining high standards leads to productivity. And when you can prove how high your standards are from past inspection scores, you can win new business.