



PM CLEANING

Professional B2B cleaning

5S Method

PM Cleaning Standard

How we deliver consistent quality, every visit, every site.

5

principles

proven in industry

100%

of sites

follow the same standard

48h

window

for contractual claims

Downloadable document - pmcleaning.be

Version 1.0 - April 2026 - ISSA EMEA member

Why a standard in cleaning?

In B2B cleaning, the first problem is not a lack of effort - it is variability. Same team, same site, same duration: the result differs from one visit to the next. This inconsistency is what erodes trust and triggers complaints.

Three root causes

● Turnover

Team members change. Each has their own way of doing things. Without a written standard, know-how is lost every time someone leaves.

● No protocol

No one officially knows the order in which zones should be handled, or which products to use on which surface.

● Subjective assessment

"It looks clean" is not measurable. Without a clear criterion, the client and the provider do not speak the same language.

THE PM CLEANING RESPONSE

Apply the 5S method - an organisational framework proven since the 1960s in industry and adapted to professional cleaning through standards such as ISSA's CIMS. The goal: turn a variable service into a predictable, measurable and auditable standard.

The 5 S applied to cleaning

Each S answers a specific operational question. Here is what we do, and what you see.

1

S

Seiri - Sort

AT PM: Equipment strictly dedicated by zone. Each product has a defined use, no mixing from one site to another.

WHAT YOU SEE: No chemical product misused, no equipment left lying around on site.

2

S

Seiton - Set in order

AT PM: Colour-coded microfibres (toilets / sanitary / offices / kitchen). Standardised kit per visit.

WHAT YOU SEE: No cross-contamination, equipment immediately available.

3

S

Seiso - Shine

AT PM: Zone-by-zone protocol, in a defined order: top to bottom, clean to dirty.

WHAT YOU SEE: No zone overlooked, no unnecessary rework.

4

S

Seiketsu - Standardize

AT PM: Per-site checklist. What is expected is documented and visible to the team member.

WHAT YOU SEE: Same result regardless of which team member is on site.

5

S

Shitsuke - Sustain

AT PM: Regular inspection rounds by the operations manager. Client feedback integrated into the standard.

WHAT YOU SEE: No drift over time - the standard is maintained.

A typical day at PM Cleaning

Each site has its own protocol. But the execution framework is identical - that is what guarantees continuity when a team member changes.

1

BEFORE

Preparation

Equipment loaded according to the site checklist. Products checked, microfibres assigned by zone.

2

ARRIVAL

Visual check

Quick site review. Adjustment if anything unusual (meeting, move, added zone).

3

EXECUTION

Zone-by-zone pass

Defined order, defined protocol. The team member follows the standard - they do not invent it.

4

CLOSING

Control and traceability

Checklist signed off. Closing photo if required. Report sent as per contract.

5

FEEDBACK

Quality loop

Feedback on any unusual item. The standard evolves when the site evolves.

KEY PRINCIPLE

If team member A replaces team member B, you should see no difference. That is what a standard is - not an individual effort, but a shared framework.

What this method changes for you

The effect of a properly applied 5S standard is not visible on day one. It is visible after three months, when you notice the absence of bad surprises.

WITHOUT A STANDARD

- × Recurring complaints on the same zones
- × Quality varies with the team member of the day
- × Zones forgotten, fixes done after the fact
- × No traceability of what has been done
- × Subjective assessment, endless debates
- × Loss of know-how with every rotation

WITH PM CLEANING

- + 48h claim window, defined in the T&Cs;
- + Archived checklist, with evidence on file
- + Managed rotation - the team member changes, not the standard
- + Regular inspection by the operations manager
- + Written, measurable, shared criteria
- + Know-how captured in a written protocol

WHAT IS MEASURABLE

48h

claim window

contracted in the T&Cs

100%

of visits

backed by a written checklist

1 team

per site

managed rotation, shared standard

Who applies this standard at PM Cleaning

A method is worthless without the people who carry it. Here is how responsibility is shared.

Operations management

The operations manager leads the field: team training, regular inspections, protocol adjustments as the site evolves.

Commercial management

Quality sign-off, client interface, checklist updates when the contract changes. The standard is never fixed - it follows the site.

Team members

Onboarding training before starting. Access to the site checklist. Feedback loop whenever an adjustment is needed.



PM CLEANING - ISSA EMEA MEMBER

PM Cleaning is a member of ISSA EMEA, the European federation of the cleaning industry. This affiliation provides access to the CIMS (Cleaning Industry Management Standard) framework and to sector training resources. Verification available on request.

Would you like a standard like this at your site?

Start with an online estimate, then book a visit. No commitment.

pmcleaning.be/estimation/

WhatsApp: +32 493 63 61 53

References: ISSA CIMS (cims.issa.com) - Historical origin of 5S: Toyota Production System.
PM Cleaning SNC document - BE1016.130.824 - Chaussée de Waterloo 200/8, 1640 Rhode-Saint-Genese.

