



# Cleaning Inspection and Handover SOP

Run a repeatable inspection, assign corrections, and record the decision to release a cleaned site.

Library resource updated 2026-10-28. Assign your own approved document version and effective date.

## Document control

**Organization and site** \_\_\_\_\_

**Document ID and approved version** \_\_\_\_\_ **Effective date** \_\_\_\_\_

**Process owner** Cleaning supervisor **Assigned person** \_\_\_\_\_

**Reviewer and approver** \_\_\_\_\_ **Next review** \_\_\_\_\_

## Purpose and boundary

Transfer a cleaned area from the cleaning crew to the responsible site contact with an explicit inspection result and ownership of unfinished work.

Begins when routine cleaning is declared complete and ends when the site contact receives the release decision. Covers visual checks against an approved scope; excludes infection-control validation, hazardous waste and technical safety certification.

## Responsibilities and preparation

- Crew lead: declares work complete and corrects defects.
- Reviewer: checks the agreed scope and records the release decision.
- Site contact: receives exceptions and confirms responsibility for follow-up.

**Have ready** Approved site scope and current room checklist; Reference photos approved by the client; Inspection record and authorized photo device

## Adapt before use

- Define the rooms and task list for this contract.
- Name who may approve release and who covers absences.
- Specify critical defects, response times and permitted photo locations.
- Choose the secure record location and retention period.

Pilot the adapted method with authorized personnel. Resolve gaps and record approval before independent use. This resource is not a certification or technical authorization.

## Worked example

Example only: Lobby glass needs rework. Crew lead removes visible marks; reviewer rechecks at 17:10. Store cupboard remains Not inspected because access was unavailable. The site contact accepts that exclusion and owns the return appointment. The record is Ready with accepted exceptions, not an unconditional pass.



## Procedure steps 1 to 4

### 01 Confirm the inspection boundary

Read the current job scope with the crew lead. Mark rooms that are inaccessible or outside the visit before scoring anything.

**Acceptance check:** Every room is checked or has a documented exclusion.

**Record:** Scope version, accessible rooms and exclusions.

### 02 Set the comparison standard

Open the approved reference photo or written standard for each task. Agree how to record Pass, Rework and Not applicable; an unchecked item is not a pass.

**Acceptance check:** Reviewer can explain the standard without relying on personal preference.

**Record:** Standard reference and inspection date.

### 03 Walk the completed route

Inspect the agreed areas in the same route each visit. Look for visible debris, missed surfaces, misplaced items and stock shortages; do not open private storage or handle unknown substances.

**Acceptance check:** Every applicable item has a result and location.

**Record:** Room, item and observed condition.

### 04 Record actionable defects

For each failed item, describe what is wrong and what correction is needed. Capture an authorized close-up without people, documents, access codes or personal belongings.

**Acceptance check:** A different crew member can locate and understand each defect.

**Record:** Defect reference, description and permitted photo reference.



## Complete the procedure

### 05 Assign and recheck corrections

Give each correction an owner and target time. Reinspect the failed item after the crew reports completion; keep the initial failure in the record.

**Acceptance check:** Every failed item is rechecked or remains explicitly open.

**Record:** Initial result, correction owner, recheck result and time.

### 06 Make the release decision

Record Ready, Ready with accepted exceptions, or Not ready. Only the designated reviewer may accept an exception; do not release while a critical defect remains unresolved.

**Acceptance check:** Decision matches the recorded findings and approval limits.

**Record:** Decision, approver, open items and next owner.

### 07 Deliver the handover

Send the decision through the approved channel. Ask the site contact to acknowledge any transferred action; if unavailable, use the named escalation contact.

**Acceptance check:** The receiving person is identified and open actions remain assigned.

**Record:** Recipient, sent time, acknowledgment or escalation.

## Exceptions and escalation

### An area cannot be accessed

Mark it Not inspected, notify the site contact and arrange a return or explicit exclusion; never count it as passed.

### A suspected hazardous spill or damage is found

Stop work in the affected area, follow the site escalation plan and keep the release on hold for that area.

### Client disputes a result

Compare the agreed scope and reference standard, record the disputed item and refer it to the authorized supervisor.



## Working record and review

Complete this record for an actual use. Keep supporting evidence in your approved system; exclude passwords, access codes and unnecessary personal details.

| RECORD FIELD                   | ENTRY |
|--------------------------------|-------|
| Job or session reference       |       |
| Date and location              |       |
| Outcome and limitations        |       |
| Open action and next owner     |       |
| Target date and recheck result |       |
| Prepared and reviewed by       |       |

## Final checks

- No blank applicable results.
- No critical open defect hidden by an overall percentage.
- Every accepted exception has an approver and follow-up owner.

## Show the approved method

- Film the inspection route in an empty demonstration room.
- Show one acceptable surface and one staged defect, then the correction and recheck.
- Narrate who can release the job; use a dummy handover record with no client details.

Record with permission, use dummy records and remove private details. Review any generated draft against the demonstration before team use. Check current access and video limits at [vid2sop.com](https://vid2sop.com).

Template source: <https://vid2sop.com/sop-templates/cleaning-inspection-handover-sop/>

Background references provide context, not endorsement: <https://www.osha.gov/cleaning-industry> ;  
<https://www.hse.gov.uk/coshh/industry/cleaning.htm>

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