APPA GUIDELINES AND BUILDING INSPECTIONS

Purdue University Building Services

PURDUE UNIVERSITY® | Administrative Operations

APPA / ISSA

Building Services operations are guided by APPA work time study matrices, developed from more than 35 years of data collected from custodial and maintenance operations in educational facilities nationwide. These APPA standards closely align with those of ISSA (The Worldwide Cleaning Industry Association) and provide valuable benchmarks for cleaning times and procedures. While APPA guidelines serve as a helpful framework, they are intended to assist facility professionals in effectively managing custodial operations—not as rigid rules, but as adaptable tools.

In today's operational landscape, having clear cleaning guidelines is essential, along with a structured process to assess and determine appropriate staffing needs. As the frequency of cleaning tasks increases, so do the associated staffing requirements and the overall quality of the cleaning outcomes. The APPA matrices are based on 420 productive minutes per shift and vary based on cleaning frequencies and space types. Building Services uses these matrices to inform and structure staffing levels that meet the university's cleaning expectations.

Building Inspections

Things to Consider

- "Clean" is a subjective term.

- No two buildings are the same.

- Due to the nature of APPA inspections, and the role that the building age and condition play, an APPA 1 or 2 average is usually unrealistic.

- Inspectors may see things differently from you, but they offer a consistent set of eyes, using basic APPA guidelines, to complete the inspection process.

- Inspections are meant to serve as a snapshot of the state of the building on the day they occur, not taking into account external factors such as staffing, weather conditions or renovation/construction.

Building Inspections

What types of inspections are conducted, who performs them and how often are they carried out?

- New Employee Initial Inspections (30/60/90 day) - Inspections given to new employees to gauge their knowledge and performance. These are performed by the crew chief or supervisor.

- Quality Control Inspection (QC) - A full building assessment including a sampling of all room types in the building. They are generally performed by the Quality Assurance team to gauge quality of work. QC inspections are completed bi-annually in academic spaces and quarterly in residential areas.

- Building Services Custodial Maintenance (BSCM) - Assessment of high visibility spaces including only public entryways, public restrooms and lactation room spaces. BSCM inspections are completed on these spaces by the supervisor group on a quarterly basis.

- Random Inspections - Crew chiefs, supervisors, senior managers or quality assurance inspectors may conduct inspections as needed to support operations based on:
  - Individual performance
  - Chronic problem areas
  - Operational assessments
  - Customer requests

Custodial Priorities of Work

1. Public Safety / Damage Control

2. Restrooms

3. Classrooms / Residential Lobbies

4. Entrances / Elevators

5. Hallways / Lobbies

6. Steps / Stairwells

7. Laboratories

8. Offices

9. All other area types

It's critical that we all understand the importance of the Custodial Priorities of Work and how they can affect the daily operations of the department. *Employees are trained to work in order of priority room types to get the results expected from prioritizing.*

Building Inspection Reports

What is done with the information obtained?

From the individual inspection reports, information is compiled to reflect a consistent image, based on the use of APPA guidelines. **The inspection information is not meant to be used as the only reporting of our results, but as a contributing piece to the overall picture of Building Services results.** This information can be broken down from building level to supervisor and is shared with Administrative Operations leadership.
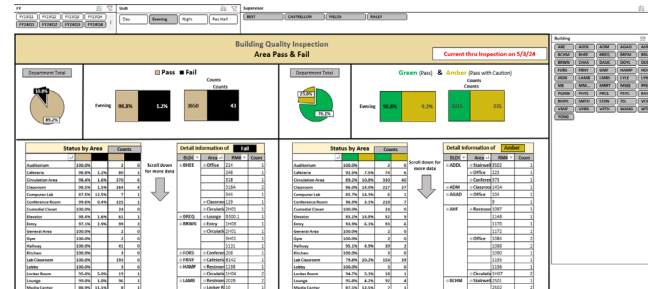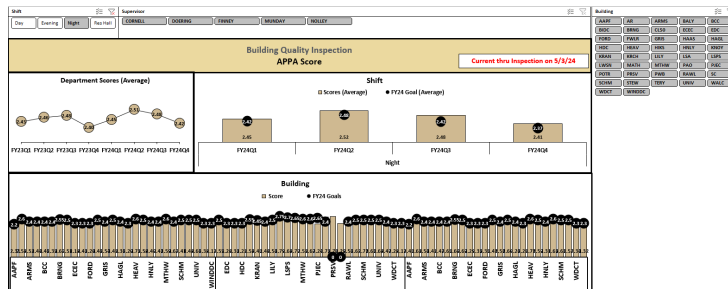
Ultimately, you can begin to see scoring trends that can be attributed to various things such as new buildings added to our inventory, hiring additions or losses, additional tasks, etc. All of this information goes into telling the Building Service story.