COMMERCIAL CLEANING PROVIDER CHANGE DECISION REVIEW

Part 1 - Current Relationship Profile • Version 1.1 CERTIFIED

1. FACILITY AND RELATIONSHIP PROFILE

Field	Current condition / evidence	Field	Current condition / evidence	Notes
Facility / site		Facility type		
Assessment date		Prepared by		
Current cleaning provider		Relationship start date		
Visits per week		Current service days		
Written scope current?		Contract / notice terms reviewed?		
Primary decision-maker		Other stakeholders		
High-priority spaces / risks		Current decision timeframe		

2. CURRENT CONCERNS AND CONTEXT

Review area	Current condition / evidence	Status	Owner	Notes
Recurring service-quality concerns		Clear / Needs review / Unknown		
Communication concerns		Clear / Needs review / Unknown		
Staffing or reliability concerns		Clear / Needs review / Unknown		
Scope or expectation uncertainty		Clear / Needs review / Unknown		
Safety, security, or integrity concerns		None / Possible / Confirmed		
Provider improvement efforts		Strong / Limited / None / Unknown		
Relationship confidence		Strong / Mixed / Low / Unknown		

RELATIONSHIP HISTORY AND RECENT CHANGES

Record positive history, recent performance changes, staffing or economic context, building-use changes, complaints, inspections, major communications, or other facts that may affect the decision.

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Part 2 - Evidence and Communication • Version 1.1 CERTIFIED

3. EVIDENCE AND COMMUNICATION RECORD

Concern / area	Date / timing	Expected result	Observed condition	Communicated when?	Provider response	Corrective action	Verification / recurrence

EVIDENCE AND COMMUNICATION SUMMARY

Summarize recurring patterns, material isolated events, communications completed, provider responses, improvement evidence, and important gaps. Distinguish documented evidence from assumptions.

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Part 3 - Cost and Risk Comparison • Version 1.1 CERTIFIED

4. COST AND RISK COMPARISON

Decision path	Potential benefit	Primary risk	Management / financial impact	Evidence supporting path	Evidence against path
Continue current relationship					
Continue with defined improvement expectations					
Begin evaluating alternatives					
Change providers					

5. HIDDEN COST AND DELAY REVIEW

Question	Answer / evidence	Status	Owner	Follow-up date	Notes
Would a new provider face unclear expectations or weak oversight that also affect the current relationship?		Open			
What management time will be required for procurement, walkthroughs, onboarding, and stabilization?		Open			
What building knowledge, routines, access information, or communication history may be lost?		Open			
What contract notice, payment, equipment, supply, key, security, or data obligations apply?		Open			
What is the risk of remaining if material concerns continue?		Open			
What is the risk of delaying after the evidence becomes clear?		Open			

COMPARATIVE RISK SUMMARY

State which path appears most likely to improve the program over the next twelve months and why. Identify any cost or risk that could materially change the conclusion.

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Part 4 - Executive Decision Summary • Version 1.1 CERTIFIED

6. DECISION FOUNDATION

Decision factor	Strong evidence / strengths	Concern / evidence gap	Current assessment	Owner	Review date
Evidence quality			Strong / Adequate / Needs review / Unknown		
Communication completed			Strong / Adequate / Needs review / Unknown		
Provider accountability			Strong / Adequate / Needs review / Unknown		
Measurable improvement			Strong / Adequate / Needs review / Unknown		
Relationship confidence			Strong / Adequate / Needs review / Unknown		
Cost / risk comparison			Strong / Adequate / Needs review / Unknown		

7. EXECUTIVE DECISION

Decision path	Select one	Evidence / rationale	Owner	Approval date	Next review date
Continue current relationship					
Continue with defined improvement expectations					
Begin evaluating alternatives					
Change providers					
Additional evidence required before decision					

EXECUTIVE DECISION SUMMARY

Document the approved decision, evidence supporting it, alternatives considered, improvement or transition conditions, responsible parties, and why this path is expected to better serve the organization over the next twelve months.