Continental

PRINTABLE TEMPLATE

Facility Services SLA and KPI Scorecard

Use one sheet per inspection or reporting period. Write in the targets your contract sets, then record the result, whether it was met and any notes.

Building _____ **Area or room type** _____

Inspection date and time _____ **Inspector** _____

Contract or SLA reference _____

Inspection items

	ITEM CHECKED	TARGET	RESULT	MET?	APPA LEVEL (1-5, OPTIONAL)	NOTES
☐	Floors and bases					
☐	Carpets					
☐	Vertical surfaces					
☐	Horizontal surfaces					
☐	Light fixtures					
☐	Restrooms					
☐	Trash					
☐	Other item (write in)					
☐	Other item (write in)					

Corrective actions

	FINDING	ACTION REQUIRED	DEADLINE SET	DATE CORRECTED	RE-INSPECTION RESULT
☐					
☐					
☐					
☐					
☐					
☐					

Service calls this period

	MEASURE	TARGET	RESULT	MET?	NOTES
☐	Calls received				
☐	Calls completed				
☐	Time from call to answer				
☐	Calls deferred, with reason				

Customer feedback and verification

	MEASURE	TARGET	RESULT	MET?	NOTES
☐	Customer survey score				
☐	Complaints this period				
☐	Compliments this period				
☐	Verification readings (ATP or marker checks, if used)				

Review and sign-off

- ☐ Review meeting date (monthly or quarterly): _____
- ☐ Attendees: _____
- ☐ Inspector sign-off and date: _____
- ☐ Completion sign-off and date: _____

Notes