<table>
<thead>
<tr>
<th>Process Name:</th>
<th>Quality Assurance Inspections</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review Date:</td>
<td>June 2015</td>
</tr>
<tr>
<td>Responsible Unit:</td>
<td>Building Service Supervisors</td>
</tr>
<tr>
<td>Description:</td>
<td>Quality assurance evaluations of facilities, grounds and building services</td>
</tr>
<tr>
<td>Input Triggers:</td>
<td>Formal inspection schedule, informal routine visits, customer input</td>
</tr>
<tr>
<td>Finish Line:</td>
<td>Follow-up inspection to verify deficiencies have been corrected</td>
</tr>
<tr>
<td>Cycle Time:</td>
<td>One week from initial inspection to customer receipt of final report</td>
</tr>
<tr>
<td>Customer(s):</td>
<td>Principals, Building Service Managers, SPO Director</td>
</tr>
<tr>
<td>CTQ Standards:</td>
<td>Thorough timely reports, user friendly format</td>
</tr>
<tr>
<td>Performance Measures:</td>
<td>Percent of building inspections rated C or above</td>
</tr>
<tr>
<td>Performance Capability:</td>
<td>100% (All Measures)</td>
</tr>
<tr>
<td>Performance Period:</td>
<td>Annually</td>
</tr>
<tr>
<td>Results:</td>
<td>Goal</td>
</tr>
<tr>
<td>PM</td>
<td>99%</td>
</tr>
</tbody>
</table>
Quality Assurance Inspections

Building / Grounds       June 2015       Annually: Two Inspections/Facility

1. Start
2. BSS schedules an inspection
   2.1 Arrive at facility
   2.2 Inspect grounds
   2.3 Find Manager
   2.4 Inspect classrooms (selected at random)
   2.5 Inspect corridors and special areas
   2.6 Examine recordkeeping
   2.7 Examine mechanical systems
   2.8 Evaluate systematic Team Cleaning Plan
3. BSS performs the inspection
   3.1 Save Inspection in Online Inspection Application
4. Upload Inspection Results from Mobile Device
5. Distribute inspection report & Memo
6. Follow up
   6.1 Does the inspection exceed standards?
   6.2 Inspection report returned signed
   6.3 Does the inspection meet standards?
   6.4 Are there any Corrective Action Items?
   6.5 Conduct informal follow-up inspection for corrective action items
   6.6 Correction Action Items report is signed and returned
   6.7 Schedule meeting with Principal, Business Manager and BSM
   6.8 Develop remediation plan
   6.9 Remediation plan and outcomes are signed and returned

Principal
Business Manager
Building Service Manager
SPO Director
Community Superintendent

End
Process Steps – Building – Grounds

1. Building Services Supervisor (BSS) schedules two formal building inspections for schools and one for administrative locations. (Fall and Spring)

2. BSS performs the inspection
   2.1. Arrive to the school / administrative location.
   2.2. Inspect grounds
   2.3. Find Building Services Manager (BSM)
   2.4. Inspect classrooms (selected at random).
   2.5. Inspect corridors and special areas
   2.6. Examine recordkeeping.
   2.7. Examine mechanical systems.
   2.8. Evaluate systematic team cleaning plan (STC).

3. Save data in online software, upload from mobile device.

4. Generate inspection report and memo.

5. Distribute inspection report (Principal, Business Manager, Building Service Manager, SPO Director, and Community Superintendent).

6. Follow – up
   6.1. Does the inspection exceed standards? Yes go to 6.2; No go to 6.3
   6.2. Inspection report is returned signed by Principal, Business Manager and BSM to the BSS.
   6.3. Does the inspection meet standards? Yes go 6.4; No go to 6.7
   6.4. Are there any corrective action items? Yes go to 6.5; No go to 6.2
   6.5. Conduct an informal follow-up inspection for corrective action items.
   6.6. Correction action items report is signed and returned to BSS (to 6.2)
   6.7. Schedule a meeting with Principal, Business Manager and BSM.
   6.8. Develop a remediation plan.
   6.9. Remediation plan and outcomes are signed and returned to BSS (to 6.2)
Building Inspections Results

<table>
<thead>
<tr>
<th>Year</th>
<th>Actual</th>
<th>Goal</th>
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</thead>
<tbody>
<tr>
<td>FY 10</td>
<td>97%</td>
<td>99%</td>
</tr>
<tr>
<td>FY 11</td>
<td>99%</td>
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<tr>
<td>FY 12</td>
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<tr>
<td>FY 13</td>
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<tr>
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</tr>
<tr>
<td>FY 15</td>
<td>94%</td>
<td>99%</td>
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