



Chapter 02: FBO Services

11. Facility Maintenance and Cleaning

Maintain facility cleanliness and operational condition to ensure professional appearance, equipment reliability, and quality client experience through systematic maintenance and cleaning procedures.

Purpose

This process establishes procedures for facility maintenance and cleaning to ensure professional facility appearance, equipment reliability, and quality client experience while maintaining regulatory compliance and operational efficiency.

Roles and Responsibilities

Operations Leader:

- Oversee daily operations and coordinate between departments
- Authorize emergency response procedures and resource allocation
- Monitor safety compliance and operational excellence
- Coordinate scheduling across departments for operational coverage
- Review billing disputes and approve service adjustments
- Ensure regulatory compliance across all operations

Process Steps

Daily Assessment Phase

- **Assess facility condition** - Conduct comprehensive inspection of interior and exterior areas to identify maintenance and cleaning needs
- **Review maintenance schedules** - Check scheduled maintenance requirements and coordinate with team for timely completion
- **Establish cleaning priorities** - Set daily cleaning priorities based on client activity, facility usage, and cleanliness standards
- **Verify equipment operation** - Test facility systems including HVAC, lighting, plumbing, and electrical systems for proper performance

Cleaning and Maintenance Phase

- **Clean client areas** - Service lounges, restrooms, conference rooms, and reception areas to maintain professional appearance
- **Maintain operational areas** - Service hangars, ramp areas, and equipment storage while ensuring safety and functionality
- **Maintain exterior facilities** - Care for landscaping, signage, parking areas, and building exterior cleanliness
- **Perform equipment maintenance** - Execute scheduled maintenance including lubrication, filter changes, and system calibration

Supply and Repair Coordination Phase

- **Manage supply inventory** - Monitor maintenance and cleaning supplies and coordinate with vendors for timely replenishment
- **Coordinate repair services** - Arrange repair services for equipment malfunctions and facility issues while minimizing disruption
- **Coordinate vendor services** - Manage specialized maintenance services with qualified vendors ensuring quality and compliance
- **Document maintenance activities** - Maintain detailed maintenance and cleaning records for regulatory compliance and warranties

Quality Assurance Phase

- **Conduct quality inspections** - Review completed maintenance and cleaning work to ensure standards compliance
- **Integrate client feedback** - Incorporate client feedback regarding facility condition and coordinate improvements
- **Implement continuous improvement** - Execute facility improvements based on usage patterns, feedback, and efficiency opportunities
- **Update maintenance procedures** - Review and update procedures based on operational experience and best practices

Process Mapping

Flowchart showing facility assessment, maintenance scheduling, cleaning operations, and quality control with decision points for priority management and vendor coordination.

Tools and Resources

- Maintenance equipment and tools for facility system servicing
- Cleaning supplies and equipment for comprehensive facility cleaning
- Preventive maintenance scheduling system and equipment manuals
- Vendor contact directory for specialized maintenance services
- Facility condition assessment forms and maintenance tracking systems
- Quality control inspection checklists and client feedback forms

Success Metrics

- **Completion Time:** Daily facility maintenance and cleaning completed within scheduled timeframes.
- **Quality Standard:** 95% facility cleanliness and maintenance standards compliance with client satisfaction.
- **Safety Standard:** 100% compliance with maintenance safety procedures and equipment operation standards.
- **Client Satisfaction:** 96% client satisfaction with facility appearance and condition.

Common Issues and Solutions

- **Issue:** Equipment malfunction during peak operational periods affecting client services
- **Solution:** Implement backup systems where possible, coordinate immediate repair response, and communicate with clients regarding alternative arrangements


Issue: Cleaning activities interfering with client operations and facility usage

Solution: Coordinate cleaning schedules with operations team and implement flexible cleaning procedures during client activity periods

Issue: Supply shortages affecting maintenance and cleaning quality

Solution: Maintain adequate supply inventory, establish relationships with multiple suppliers, and implement emergency procurement procedures

Safety Considerations

-  **BEST PRACTICE:** Conduct regular facility condition assessments and maintain current equipment maintenance schedules

Regulatory References

- OSHA 29 CFR 1910 - General Industry Standards for Facility Maintenance
- EPA regulations for chemical storage and waste disposal
- Local building codes and facility maintenance requirements
- Manufacturer equipment maintenance and warranty requirements
- Company facility management and safety procedures