



# Vendor & System Snapshot

From patchwork providers to a clear  
picture of your facilities' function.

|                  |                                             |          |
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## SECTION ONE

# Vendor Inventory

**Goal:** List everyone currently touching your facilities.

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## CRITICAL SPACES

List every vendor or provider currently touching your facilities, and for each one note what they own, which facilities they impact, your primary contact or owner, and the contract term.

**Examples:**

- **What they own:** janitorial, floor care, exterior & grounds, construction cleaning & space readiness, disinfection & emergency response, critical environment cleaning
- **Facilities Like Yours impacted:** corp, medical, industrial, gov, higher ed, K-12, etc.

| VENDOR / PROVIDER              |  |
|--------------------------------|--|
| WHAT DO THEY OWN?              |  |
| FACILITIES LIKE YOURS IMPACTED |  |
| PRIMARY CONTACT / OWNER        |  |
| CONTRACT TERM                  |  |

| VENDOR / PROVIDER              |  |
|--------------------------------|--|
| WHAT DO THEY OWN?              |  |
| FACILITIES LIKE YOURS IMPACTED |  |
| PRIMARY CONTACT / OWNER        |  |
| CONTRACT TERM                  |  |

|                                       |  |
|---------------------------------------|--|
| <b>VENDOR / PROVIDER</b>              |  |
| <b>WHAT DO THEY OWN?</b>              |  |
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| <b>CONTRACT TERM</b>                  |  |

|                                       |  |
|---------------------------------------|--|
| <b>VENDOR / PROVIDER</b>              |  |
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|                                       |  |
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| <b>VENDOR / PROVIDER</b>              |  |
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| <b>PRIMARY CONTACT / OWNER</b>        |  |
| <b>CONTRACT TERM</b>                  |  |

## SECTION TWO

# Responsibility Map

**Goal:** See where ownership is clear, overlapping, or missing.

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### TOP COMPLAINT SOURCES IN THE LAST 90 DAYS

Complete the table below for all listed Facility Systems to answer:

- Which vendor(s) are responsible?
- How clear is that responsibility on a scale of 1–5?
- Where do you see overlap or finger-pointing risk?
- Notes - overlaps, gaps, issues

| FACILITY SYSTEM                         | VENDOR(S) INVOLVED | OWNERSHIP CLARITY | NOTES |
|-----------------------------------------|--------------------|-------------------|-------|
| Janitorial & Facility Maintenance       |                    | 1 2 3 4 5         |       |
| Floor Care & Surface Restoration        |                    | 1 2 3 4 5         |       |
| Exterior & Grounds                      |                    | 1 2 3 4 5         |       |
| Construction Cleaning & Space Readiness |                    | 1 2 3 4 5         |       |
| Disinfection & Emergency Response       |                    | 1 2 3 4 5         |       |
| Critical Environment Cleaning           |                    | 1 2 3 4 5         |       |

### SECTION THREE

# Fragmentation Check

**Goal:** Identify where fragmentation is creating noise or risk.

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Use this section to spot where work and ownership are split in ways that create problems. Jot down specific examples; you're looking for patterns, not perfection.

Where do you see...

**Multiple vendors in the same physical area?** \_\_\_\_\_

*(e.g. one vendor doing janitorial and another doing floor care in the same lobby)*

**Frequent "that's not us" / "that's not in our scope" responses?** \_\_\_\_\_

**Gaps where no one is clearly responsible for part of a Facility System?** \_\_\_\_\_

List up to 5 specific situations where fragmentation has caused... \_\_\_\_\_

**Repeated complaints:**

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- 

**Safety/security concerns:**

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**Confusion in an audit, survey, or leadership visit:**

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## SECTION FOUR

# Integrated Operation Thought Starter

**Goal:** Imagine what a more integrated system might look like.

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If you could **simplify your vendor landscape** without sacrificing quality, what would you want to:

Consolidate? \_\_\_\_\_

Keep separate? \_\_\_\_\_

change about how ownership is defined for each Facility System? \_\_\_\_\_

What would “one accountable operations system” \_\_\_\_\_  
need to do differently than your current setup?