STANDARD OPERATING PROCEDURE

Floor Cleaning and Mopping SOP

Document no.	SOP-CLN-004
Revision	1.0
Owner	Site Supervisor
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To keep hard floors clean and safe by following a consistent sweeping and mopping process that avoids slip hazards and floor damage.

2. Scope

Applies to contract cleaning crews mopping hard floors such as vinyl, tile and sealed concrete in commercial buildings. Carpet cleaning and restroom fixture cleaning are covered by separate SOPs.

Definitions

Wet floor sign	A caution sign placed to warn people of a freshly mopped or wet floor until it is fully dry.
Dust mopping	Using a dry mop or broom to remove loose dirt and dust before wet mopping.
Two-bucket method	Mopping with one bucket of clean solution and a second bucket for wringing out dirty water, to avoid spreading dirt back onto the floor.

3. Responsibilities

Cleaning Technician	Sweeps, mops and dries assigned floor areas, places signage, and reports floor damage.
Site Supervisor	Confirms mop solution strength, checks floor quality, and schedules periodic floor maintenance.
Facility Manager	Approves floor closure times and reports floor surface issues such as damaged tiles.

RACI matrix

Activity	Cleaning Technician	Site Supervisor	Facility Manager
Set up safety signage	R/A	C	-
Mix mopping solution to correct strength	R	A	-
Sweep and mop the floor	R	A	I
Report floor damage	R	A	I

R = Responsible, A = Accountable, C = Consulted, I = Informed

4. Materials and PPE

Materials, tools and systems

- Dust mop or broom
- Mop, mop bucket with wringer
- Approved floor cleaning solution
- Wet floor signs
- Corner and edging tool or small brush
- Floor cleaning checklist

Personal protective equipment

- Non-slip closed shoes
- Disposable gloves

5. Procedure

Step	Task	Owner	Done
5.1	**Clear the area and place signage** Move small obstacles and trip hazards out of the way, and place wet floor signs at every entrance to the area before starting. **Checkpoint:** A wet floor sign is visible from every entrance before mopping begins.	Cleaning Technician	☐
5.2	**Dust mop or sweep first** Dust mop or sweep the entire floor to remove loose dirt, grit and debris before applying any liquid, working from the far end toward the exit.	Cleaning Technician	☐
5.3	**Mix the cleaning solution** Mix the floor cleaning solution at the dilution ratio on the product label, using the two-bucket method with one bucket for clean solution and one for wringing. **Warning:** Using solution that is too strong can leave a sticky residue or damage some floor finishes.	Cleaning Technician	☐
5.4	**Mop in sections** Mop one manageable section at a time using an overlapping figure-eight motion, working backward toward the exit so you do not walk on the wet floor.	Cleaning Technician	☐
5.5	**Change the solution when dirty** Rinse and refill the mop bucket with fresh solution once the water looks visibly dirty, rather than continuing to spread dirty water across the floor.	Cleaning Technician	☐
5.6	**Detail edges and corners** Use the corner and edging tool to clean along baseboards, under fixtures and in corners the mop cannot reach.	Cleaning Technician	☐
5.7	**Treat stubborn spots** Apply extra solution and light agitation to gum, scuff marks or dried spills that did not lift during regular mopping, then rinse the spot clean.	Cleaning Technician	☐
5.8	**Allow the floor to dry** Leave the wet floor signs in place and allow the floor to air dry fully before reopening the area to foot traffic. **Checkpoint:** The floor is fully dry to the touch before any signage is removed.	Cleaning Technician	☐

Step	Task	Owner	Done
5.9	**Inspect for missed spots** Walk the floor once it is dry and check under good lighting for streaks, missed spots or residue, and re-mop any area that does not pass.	Cleaning Technician	☐
5.10	**Remove signage and return furniture** Once the floor is confirmed dry, remove the wet floor signs and return any furniture moved earlier to its original position.	Cleaning Technician	☐
5.11	**Report floor surface damage** Note any cracked, lifted or loose flooring found during cleaning in the work order app with the exact location.	Cleaning Technician	☐

6. Quality checks

- No streaks, residue or missed spots remain once the floor is fully dry.
- Wet floor signage is placed before mopping starts and removed only after the floor is dry.
- Mop solution is mixed at the dilution ratio on the product label.
- Edges, corners and baseboards are free of built-up dirt on spot checks.

7. Records

- Floor cleaning checklist
- Floor damage reports
- Solution dilution log where required by the site

8. KPIs

- Average floor drying time before reopening
- Slip or fall incident rate on cleaned floors
- Percentage of floor areas passing spot inspection
- Floor surface damage reports per month

9. Common mistakes

- Removing wet floor signs before the floor is fully dry.
- Mopping with dirty solution instead of changing it.
- Skipping the dust mop step and mopping over loose grit.
- Using too strong a solution and leaving a sticky residue.

10. Revision history

Revision	Date	Description	Reviewed by
1.0	September 15, 2026	Initial release	Alexa Uskova

Approval

Prepared by	Approved by	Date

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