

CLEANERS' MANAGEMENT INFORMATION SYSTEM

Many companies are now opting to outsource services that are not part of their core business from other companies that offer them. Such services include: office cleaning, repair and maintenance and security. Cleaning Technologies Limited (CTL) is a company that offers cleaning services.

The company categorises its clients according to the size of the premises as shown in table 1 below.

Table 1

Category	Number of Cleaners
Small	1-5
Medium	6-10
Big	11-20
Corporate	21 and above

The clients' monthly bills are calculated as follows:

- A fixed amount of Ksh.5,000 per month for every cleaner assigned to them.
- Administrative and consumable costs as shown in table 2 below.

Table 2

Category	Administrative fee (Ksh)	Consumables (Ksh)
Small	3000	2500
Medium	4000	3500
Big	5000	4500
Corporate	6000	6000

A client may request that the invoices be attached with a list showing the details of the cleaners who cleaned their premises.

The lowest paid cleaner earns a basic salary of Ksh.1,000 per month plus an additional Ksh.100 for each day worked. In order to discourage absenteeism, a cleaner who is present on all days of the month is awarded a bonus of 10% of their basic monthly income. A cleaner's pay is increased by 13% per annum with effect from first July. Each month, a cleaner is entitled to two days of paid off-duty.

Every cleaner works under a supervisor. A supervisor earns a basic pay of Ksh.5,000 per month and an additional 10% of the daily amount earned by cleaners he or she supervises.

The general manager who oversees the operations of the whole company, is paid a basic pay Ksh.30,000 per month. His or her other earnings are based on the performance of the company in the month and is equivalent to 3% of the company's net income.

Many clients would not wish to have cleaners becoming too familiar with their premises. The cleaners are therefore redeployed regularly. The average expenditure incurred for the purchase of consumables for every category of client is as shown in Table 3.

Table 3

Category	Cost of Consumables (Ksh)
Small	1,900
Medium	3,200
Big	4,100
Corporate	5,500

Every month, Cleaning Technologies Ltd. spends Ksh.10,000 and a further 4% of the gross earnings on administrative and miscellaneous costs. Develop a well documented system that will keep records of cleaners on daily attendance and track the income and expenditure of Cleaning Technologies Ltd (CTL).