

The Cleaning Industry Management Standard (CIMS) & CIMS-Green Building Criteria

Helping Facility Executives Take the Guesswork Out of the Equation!

If you outsource cleaning, you know that finding a quality, reliable service provider is no easy task. The sad truth is the cleaning industry is littered with poorly managed, ineffective companies that are unlikely to meet your expectations. Further, as the demand for green cleaning increases, how can you be sure the service provider you select is capable of delivering environmentally preferable service that will meet and exceed your expectations?

That is why, ISSA – The Worldwide Cleaning Industry Association has laid out the key elements of a well-managed and customer-centered cleaning organization – to make your job easier and help you identify the crucial characteristics of a quality service provider. In essence, ISSA’s valuable tool, the Cleaning Industry Management Standard (CIMS), sets forth a business framework that is based on universally-accepted management principles that have proven to be the cornerstones of successful organizations.

And the new CIMS-Green Building (GB) criteria add a green dimension to the Standard, allowing organizations to demonstrate their commitment to environmental preferability. Based largely on the green cleaning requirements contained in the LEED for Existing Buildings: Operations & Maintenance Green Building Rating System (LEED-EBOM), CIMS-GB positions an organization to assist customers in achieving LEED points, while greening their operations overall. Ultimately, compliance with the CIMS-GB criteria offers assurance that an organization has made a commitment to the delivery of sustainable cleaning service and is prepared to be an active partner in the LEED process.

This presentation will explain how facility executives, building owners and managers, purchasing representatives, and other who are responsible for securing cleaning services can use the Standard to distinguish between cleaning companies that respond to request for proposals. The presentation will show how the Standard and CIMS/ CIMS-GB certification can act as a “pre-qualification” tool to help ensure that the cleaning organization that is awarded the job is managed in a professional manner, is dedicated to meeting customer needs, and is capable of delivering quality and effective green cleaning services. It will also provide real-world examples and describe how the Standard’s key elements can be used as a tool for benchmarking, evaluating and improving operations.

What Attendees Will Learn:

- Management best-practices for operational excellence
- The business outcomes stemming from a quality service organization
- How you can use the Standard to assess service providers or improve internal performance
- How the new CIMS-Green Building dimension provides assurance that a cleaning service provider is capable of assisting you in achieving LEED points.