



CIMS SUCCESS STORY

C&W Services Develops Large-scale Training Program Through ISSA CIMS and CIMS-GB Certifications

Opportunity

For more than 70 years, C&W Services has provided innovative self-performed facility maintenance and operation services to a diverse portfolio of clients and market segments throughout the United States, Canada, and Puerto Rico.

The service provider is 14,000 employees strong and responsible for managing 600 million square feet. C&W Services is the Facilities Services group of Cushman & Wakefield.

C&W Services sought to consolidate its training program to complement its international scale and provide consistent cleaning results at every level of the organization. The service provider also opted to pursue formal certification to distinguish its service as effective and sustainable.

Solution



ISSA's Cleaning Industry Management Standard (CIMS) certification and CIMS Green Building (CIMS-GB) provide knowledge and skills that equip participants to clean more effectively and sustainably. These certification programs guarantee an organization offers high-quality training and sustainable cleaning practices. Moreover, CIMS and CIMS-GB provide a framework for cleaning that runs throughout the entirety of an organization.

C&W Services was drawn to ISSA's measured approach to cleaning, which helps organizations enhance cleaning results on a company-wide scale. The service provider knew that the green cleaning practices offered in CIMS-GB would help its customers meet their sustainability goals.

"CIMS and CIMS-GB clearly outline the characteristics of a



C&W Services



successful cleaning program and is designed to deliver consistent, high-quality cleaning services to customers," said C&W Services Innovation & Optimization Senior Director George Schmidt. "The standards set by these certification programs align with our organization's philosophy."

Results



C&W Services has been CIMS and CIMS-GB certified since 2005 and has renewed its certifications every two years. As a result, the company has realized the following benefits:

Streamlined training and more consistent results. The CIMS certification programs helped C&W Services form a more cohesive training program.

According to Schmidt, "This is a company-wide endorsement that guarantees effective, consistent cleaning throughout our organization on an international scale. The entire C&W Services family better understands the cleaning process and how to provide our customers with the best possible service."

Stronger customer relationships and growth. Formal certification has demonstrated C&W Services' long-term commitment to cleanliness and sustainability. "We pursue



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re-certification every two years because it allows us to measure our organization's compliance against the industry standards and highlight our dedication to continued improvement and innovation," added Schmidt. Consequently, the organization has seen higher customer retention and more growth opportunities.

Enhanced response during the pandemic. C&W Services learned to enhance administrative aspects throughout its cleaning program, which proved indispensable during the pandemic. For example, the service provider kept a steady supply of personal protective equipment (PPE), cleaning chemicals, and environmentally sourced consumables despite supply-chain shortages.

Additionally, it instilled its team with methodical detail and precision, making it better equipped to adapt to pandemic guidelines and mandates.

“The CIMS and CIMS-GB certifications provide a guidebook for setting up your cleaning program for more consistent and sustainable cleaning results. We’ve witnessed the benefits of CIMS and CIMS-GB year after year!”

—George Schmidt
C&W Services

Innovation & Optimization Senior Director

Visit our website at CIMS Address

Contact us by phone at 1-800-225-4772 (North America)
or 1-847-982-0800 (outside North America)



About CIMS

CIMS sets forth a management framework designed to assist building service contractors and in-house cleaning departments to develop and maintain quality, customer-focused organizations. The standard is nonprescriptive, meaning that each organization has the flexibility to choose the most effective ways in which to meet its requirements. CIMS was created through a true consensus-based process that brought together representatives of the cleaning, facilities management, and purchasing communities. ISSA speaks at numerous facility management and purchasing industry events throughout the year to outline the value of working with CIMS certified cleaning companies as well as certifying in-house operations.