

## **The ISSA Cleaning Industry Management Standard (CIMS) & Certification Program**

### **Elevate Your Organization!**

ISSA, the Worldwide Cleaning Industry Association, has developed the first comprehensive management and operations standard for cleaning organizations. The Cleaning Industry Management Standard (CIMS) sets forth a business framework designed to assist building service contractors and in-house cleaning departments develop and maintain quality, customer-focused organizations and manage their operations in a more efficient and effective manner. Ultimately, CIMS is designed to assist companies of all sizes and types achieve excellence, guide industry leaders to assess and improve performance, and provide certified firms the opportunity to validate and distinguish themselves.

And CIMS has now gone green! Introduced in 2009, the new CIMS-Green Building (GB) module sets forth environmental preferability criteria to help organizations develop and implement an effective green cleaning program. Based primarily 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.

Developed through a consensus-based process, CIMS and CIMS-GB are non-prescriptive and allow organizations the flexibility to select the management tools, systems and products that help them meet the management requirements. CIMS also recognizes and complements existing standards and certification programs and encourages interested organizations to use such programs to meet the comprehensive criteria of the Standard.

Cleaning organizations whose operations are in compliance with the Standard can distinguish themselves in the marketplace by achieving CIMS and CIMS-GB certification. To achieve certification, an organization must undergo a comprehensive, third-party assessment which includes review of documentation, interviews with key personnel, and visits to individual customer facilities to determine implementation “in the field.” Ultimately, CIMS certification demonstrates that an organization has implemented the management principles outlined in the Standard, while certification to CIMS-GB offers assurance that an organization has made a commitment to the delivery of green cleaning service and is prepared to partner with customers in the LEED process.

This presentation will benefit all industry professionals, including manufacturers, distributors, in-house service providers, building service contractors, property/ facility managers, building owners, and other responsible for cleaning contracts and facility maintenance. The presenter will provide an overview of the Standard and certification process, examine the primary characteristics of a quality, customer-focused organization, define the business outcomes that organizations can expect, and provide industry-specific examples. The presenter will also discuss the popular CIMS “ISSA Certification Expert” (I.C.E.) program and special emphasis will be placed on how all members of the industry can participate.

#### **What you will learn?**

- How one can use the Standard & CIMS-GB criteria
- How a business or department can benefit from the Standard and certification
- Steps to achieving certification
- Management best-practices for operational excellence
- How certified firms can differentiate themselves and validate their organization