

## ISSA® PRESENTS: THE CLEANING INDUSTRY MANAGEMENT STANDARD (CIMS) AND CERTIFICATION PROGRAM

ISSA®, the leading association for the cleaning industry worldwide, has developed the first comprehensive management and operations standard for cleaning organizations. The Cleaning Industry Management Standard's framework is built around five universally accepted quality principles and can be effectively used by both in-house operations and building service contractors (BSCs). CIMS serves as a valuable tool that allows cleaning organizations and facility managers to develop and maintain consistently high standards of quality, and demonstrates an organization's commitment to overall customer satisfaction.



BECOME A CIMS CERTIFIED CLEANING ORGANIZATION, ASSESSOR OR INDUSTRY CERTIFICATION EXPERT TODAY



ELEVATE YOUR ORGANIZATION

*The Cleaning Industry Management Standard and Certification Program*

## CREATED BY THE INDUSTRY, FOR THE INDUSTRY

CIMS was created through a true consensus-based process, involving top organizations from the cleaning, facility management, and purchasing communities, in a true collaborative effort representing more than 100,000 industry constituents. Administered by ISSA® and the American Institute for Cleaning Sciences (AICS), CIMS targets the essential elements of a well-run, customer-centered organization. The means of compliance with CIMS are up to the individual organization for maximum flexibility. Those who wish to achieve certification must undergo a comprehensive on-site assessment by a fully independent and accredited assessor who evaluates the organization's compliance with the Standard.



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## A NEW “STANDARD” OF EXCELLENCE

CIMS presents a general management standard for the cleaning industry, a first-of-its-kind tool that may be used as a basis of comparison. Implementation of the Standard’s elements affords an organization a tremendous opportunity to validate its management systems and processes. Professional, customer-focused cleaning organizations finally have a touchstone resource, a common rallying point around which all members of the industry can gather and work toward achieving an unprecedented level of professionalism and excellence.

## PUT CIMS CERTIFICATION TO WORK FOR YOU

Implementing the universally accepted management principles of CIMS can position cleaning organizations to deliver efficient, quality service. In doing so, CIMS allows your business to monitor its systems and processes in a climate that presents unique challenges for facility managers, building owners, and purchasing professionals who evaluate service organizations.

### CIMS certification is a tool to help:

- Take the guesswork out of the equation by allowing buyers to find qualified service providers
- Set your organization apart and demonstrate your dedication to quality and customer satisfaction
- Back up your company’s industry expertise and maximize exposure
- Better understand your customer’s business
- Challenge and improve overall operations
- Promote structure and deliver consistently high quality

*In today’s tough economy, CIMS identifies invaluable efficiencies for service providers and end-users alike.*



*Download CIMS and free certification resources at [www.issa.com/standard](http://www.issa.com/standard)*

## THE FIVE PILLARS OF MANAGEMENT EXCELLENCE

CIMS sets forth five areas of best management practices that have proven to be the foundation of high-performance, customer-focused cleaning organizations:

- Quality Systems
- Service Delivery
- Human Resources
- Health, Safety & Environmental Stewardship
- Management Commitment

CIMS is effective because it is based on universally accepted management principles and applies these elements to an entire organization—rather than to an individual, product or process. The use of specific products and cleaning techniques is not required, or even recommended, and each organization retains the flexibility to choose the products and cleaning techniques that best fit its needs.

## HOW YOU CAN BENEFIT

- Purchasers and facility managers can use CIMS to find qualified cleaning contractors or evaluate in-house operations.
- Building service contractors (BSCs) can use certification to differentiate their companies and demonstrate their commitment to customer satisfaction.
- In-house service providers (ISPs) may become certified to validate the use of best practices and ongoing improvement.
- Distributors, manufacturers, manufacturer representatives and consultants can attain individual certification as an “ISSA® Certification Expert” to strengthen customer relationships, organize educational content, and offer consultative services.

## ABOUT ISSA®

As the leading trade association for the cleaning industry worldwide, ISSA® boasts a global membership that includes more than 5,500 distributors, manufacturers, BSCs, and ISPs. ISSA® is committed to actively supporting CIMS in the cleaning industry, facilities management, and purchasing communities to create greater awareness of effective management principles, and to promote quality-based management in the cleaning industry.

*For more information on the ISSA® Cleaning Industry Management Standard, please contact ISSA® at [CIMS@issa.com](mailto:CIMS@issa.com) or 800-225-4772*

## CIMS – UNITING THE INDUSTRY THROUGH DISTINCTION

*CIMS Certification from ISSA links all industry sectors – for the first time ever – with a cohesive, unified system for ensuring a higher standard of quality and service.*

### Building Service Contractors

- Effectively differentiate your business as a company of excellence
- Increase your bottom line in a tough economy
- Better meet shifting customer demands
- Improve overall service quality
- Attract new customers and leverage growth opportunities

### In-House Service Providers

- Reduce costs and operate more efficiently
- Advance your organizational master plan
- Develop industry-best practices
- Promote your attributes to upper management
- Increase industry awareness



### Facility Managers and Purchasers

- Find quality providers that are committed to meeting your expectations
- Provide specifications that fit seamlessly into existing bid requirements
- Increase satisfaction rates with building service contractors
- Benchmark your current service provider and assess compliance
- Qualify other service providers in the maintenance and operations arena

### Distributors, Consultants, and Manufacturers

- Train to become an ISSA Certification Expert (I.C.E.)
- Help customers meet and certify to the Standard
- Steadily increase sales and identify growth opportunities
- Strengthen your relationships with current customers
- Approach product selection, training, and management issues with consistency



# GREEN YOUR STANDARDS

## *The Cleaning Industry Management Standard & CIMS-Green Building Certification*

To help meet the growing demand for green and Leadership in Energy and Environmental Design (LEED) certification, the ISSA Cleaning Industry Management Standard (CIMS) & Certification Program has been expanded to include new Green Building (GB) criteria and an optional GB designation.

As the sixth dimension of CIMS, the criteria and designation offer your organization a certification that is closely tailored to provide your customers with what they need to secure points under the LEED for Existing Buildings: Operations and Maintenance (LEED-EBOM) Green Building Rating System. Add value to your customer relationships and green your operations by certifying to CIMS-GB today.

- Help customers secure valuable LEED points
- Comply with green-product certifications
- Maintain healthy, high-performance facilities
- Commit to sustainable cleaning programs

Learn how you can certify to the new CIMS-GB designation at:

[www.issa.com/cims-gb](http://www.issa.com/cims-gb)

