

ELEVATE YOUR ORGANIZATION

**THE CLEANING INDUSTRY
MANAGEMENT STANDARD
& CERTIFICATION PROGRAM**



THE “STANDARD” OF EXCELLENCE

CIMS presents the quality 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.

In today's tough economy, CIMS identifies invaluable efficiencies for service providers and facility managers alike.

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 HELPS YOU:

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



THE SIX PILLARS OF MANAGEMENT EXCELLENCE

CIMS is built around six areas of management best practices that have proven to be the foundation of high-performance, customer-focused, and sustainable cleaning organizations:

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

CIMS works 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.

CREATED BY THE INDUSTRY, FOR THE INDUSTRY

CIMS and CIMS-GB were 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 and CIMS-GB focus on the essential elements of a well-run, customer-centered, and sustainable organization. The means of compliance with CIMS are up to the individual organization for maximum flexibility. Those organizations that 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.



CIMS-GREEN BUILDING CERTIFICATION

CIMS-Green Building (CIMS-GB) is a nationally recognized certification program that provides third-party verification for cleaning operations that seek to develop a comprehensive green cleaning program and offer sustainable cleaning services. The CIMS-GB framework is designed to improve performance in the areas of sustainable product usage, improved occupant wellness, asset preservation, and waste diversion.

ADD VALUE TO YOUR CUSTOMER RELATIONSHIPS

and green your operations by certifying to CIMS-GB today.

- Demystify green cleaning
- Comply with green product standards and certifications
- Help secure valuable LEED points for green cleaning activities
- Implement sustainable cleaning programs
- Maintain healthy, high-performance buildings

This all-inclusive green building and service standard demystifies sustainable cleaning operations for all industry stakeholders. CIMS-GB provides facility managers, building owners, and service providers a concise framework for identifying and implementing a sensible and measurable green building operating system that is flexible enough to apply to all sizes and type of buildings.

The CIMS-GB certification program is also closely tailored to provide customers with what they need to secure points under the LEED for Existing Buildings: Operations and Maintenance (LEED-EBOM) Green Building Rating System.

In addition to CIMS-GB certification for cleaning service organizations, industry managers, sales, and cleaning professionals can achieve individual certification. The CIMS-GB ISSA Certification Expert (I.C.E.-GB) program is designed to position such professionals as indispensable business resources who are uniquely qualified to perform value-added services, operational analyses, and consultations with their customers.



Learn how your organization can attain CIMS-GB certification by visiting [issa.com/cims-gb](https://www.issa.com/cims-gb).

UNITING THE INDUSTRY THROUGH DISTINCTION



BUILDING SERVICE CONTRACTORS

- Increase your bottom line
- Effectively differentiate your business as a company of excellence
- Retain existing customers
- Improve overall operating structure and 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
- Create documentation needed for budgetary support
- Communicate more effectively with upper management



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-Green Building (I.C.E.-GB)
- Help customers comply with the Standard and prepare for certification
- Steadily increase sales and identify growth opportunities
- Strengthen your relationships with current customers
- Approach product selection, training, and management issues with consistency

CIMS and CIMS-GB certification from ISSA link all industry sectors for the first time ever with a cohesive, unified system for ensuring a higher standard of quality, service, and sustainability.

ABOUT ISSA®

As the leading trade association for the cleaning industry worldwide, ISSA has membership that includes more than 5,500 distributor, manufacturer, manufacturer representative, building service contractor, in-house service provider and associated service members. ISSA helps increase professionalism and member success by offering business tools, educational products, industry standards, publications, and legislative and regulatory services that specifically focus on the professional cleaning industry.

ISSA regularly works with more than 85 associations, alliances, advocacy groups and government agencies around the world to promote the value of commercial and institutional cleaning. The association's Cleaning Industry Management Standard and certification program help create greater awareness of effective management principles, as well as promoting quality-based management in the cleaning industry.

For more information on ISSA or CIMS, visit issa.com or call 800-225-4772.



BECOME A CIMS-CERTIFIED CLEANING ORGANIZATION
OR ISSA CERTIFICATION EXPERT TODAY

