Just ask the University of Michigan’s Plant Building and Grounds Services department.

The certification process encouraged the department to pull all of its policies together, get organized, and look for ways to improve.

Through CIMS’s five fundamental management principles, the basic components of an organization form a solid foundation for high performance.

By putting the focus back on delivering what is promised — efficiency and quality service — cleaning organizations will begin to see reduced labor, inventory, and operations costs.

CIMS compliance

Pulling together all the right people and documentation for certification may take months, depending on the size of the organization.

However, the process will be a learning experience for everyone involved.

CIMS assessor checklists cover all five principles and completing the lists will likely require help from human resources departments, training coordinators, purchasing departments, and managers.

With many departments and managers working together as a team, the certification process provides the opportunity to create a centralized, easily accessible way of organizing policies across the organization.

What’s in it for your organization?

CIMS is not only a reference guide for quality operations; it provides third-party recognition and credibility to all types and sizes of cleaning service providers.

Certified contractors set their businesses apart from competitors and demonstrate their commitment to quality and customer satisfaction.

The certification can also be used as a valuable marketing tool. In-house organizations have proof of improved efficiency with CIMS certification.

In addition, they can better face the pressures to do more with less.

Having an industry standard helps define high-performance cleaning organizations and provides a quality framework for both in-house cleaning organizations and building service contractors.

I think it’s an idea whose time has arrived, and I cannot wait to see the results. How about you?