The Value of The Cleaning Industry Management Standard
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The Cleaning Industry Management Standard (CIMS) was developed by ISSA and the American Institute for Cleaning Sciences (AICS) using consensus-based committees.

CIMS is the first comprehensive management and operations standard that is available to all stakeholders in the commercial cleaning industry as a business tool to improve cleanliness outcomes and contain costs.

The standard was created as a business tool for ISSA members, wholesale distributors, manufacturers, sales professionals, property managers, in-house service providers and building service contractors (BSC).

The Cleaning Industry Management Standard framework is built around six universally accepted quality management principles.

The USGBC LEED V4 rating system now recognizes CIMS-GB certified firms as a prerequisite to LEED v4 O+M Green Building Rating System. CIMS-GB certified firms secure points under the LEED rating system for sustainable cleaning products and policies.
Types of CIMS-GB Certification

1. ISSA Certification Expert (I.C.E.) – Individuals

CIMS-GB I.C.E. certification is for the occupational development and continuing education of individuals seeking to advance their careers, improve their operations and remain relevant in an ever-changing industry.

Many individuals use the I.C.E. designation to increase their incomes, create career pathways, improve customer relationships, increase revenue, reduce cost and define ways to distinguish their organizations in a hyper-competitive industry.

CIMS-GB I.C.E. Certified Professionals are a diverse group of ISSA members representing all levels of the industry.

2. CIMS-GB Certification – Organizational

CIMS-GB Certification is designed to certify building service contractors and in-house service providers.

Certified organizations have improved cleanliness levels, reduced work-related injuries, increased productivity, reduced complaints, and streamlined day-to-day operations.

The CIMS-GB designation verifies that the organization is capable of delivering quality cleaning services in a cost-effective manner.

Operational excellence is easily achieved by identifying best practices and creating a culture of ongoing improvement.
CIMS-GB
Benefits and Outcomes
Building Service Contractor

Benefits and Outcomes

1. The CIMS-GB certification verifies that operations, policies, quality planning, service delivery and best practices are confirmed using an industry-specific standard.

2. The criteria of the standard defines the financial metrics for job costing, service delivery, quality assurance and additional ways to create a competitive advantage.

3. CIMS-GB certification distinguishes quality contractors from a crowded market that has a low point of entry. The designation demonstrates to new and existing customers that the organization can deliver quality services.

4. Section 4 of CIMS details the elements necessary to effectively manage, hire and train human resources. This is the most dominant cost center for many building service contractors.

5. The CIMS-GB checklist enables operations managers, owners and executives to perform an operational gap analysis. It identifies ways to improve service delivery, lower costs and improve profitability.
In-house Service Providers

Benefits and Outcomes

1. The CIMS-GB certification verifies to administration that management systems, policies, quality planning, service delivery and best practices are confirmed using an industry-specific standard.

2. The criteria of the standard defines the process to confirm budgetary data that places the department in a defensible position. Outsourcing is one of the top 10 trends in facility management.

3. CIMS-GB Section 6 demystifies the green cleaning requirements for the industry. CIMS-GB certified firms are recognized as a prerequisite in the USGBC LEED v4 O+M Green Building Rating System.

4. The elements of the standard apply to all building types, regardless of size or use: hospitals, long-term care, K-12 schools, universities, manufacturing, government and many other market segments.

5. The CIMS-GB checklist enables cleaning managers and administrators to perform an operational gap analysis. It identifies ways to improve service delivery.
The CIMS-GB designation demonstrates to administration that managers have the qualifications and knowledge to effectively run day-to-day operations.

All elements of cleaning operations are identified. CIMS-GB is an industry-specific standard that focuses on service delivery and continuous improvement.

The framework of the standard enhances customer relationships by focusing on cleanliness outcomes, streamlining communications and improving human resources.

Many supervisors and managers have advanced their careers and incomes using their CIMS-GB designation.

The CIMS-GB checklist allows managers to identify ways to improve operations and reduce the cost associated with managing a cleaning organization.
CIMS-GB gives sales professionals access to upper management decision makers.

The CIMS standard creates sales distinction in a hyper-competitive market. The conversation moves from product and price to a consultative sales advisor role.

The framework of the standard enhances customer relationships by focusing on business solutions, operational efficiencies and cleanliness outcomes.

The elements of that standard validate the value proposition that sales professionals provide.

The CIMS-GB checklist is the best business tool for sales people to perform an operational gap analysis. This creates a collaborative relationship base on a common set of goals and business objectives.
CIMS-GB
Return on Investment
CIMS-GB Certified Firms’ Outcomes

Return on Investment

- 90% reported a reduction in operational expenses
  - 46% reported a reduction of 3% or more

- 88% reported an increase in productivity
  - 58% reported an increase of 3% or more

- 76% reported a profit increase
  - 35% reported an increase of 3% or more
  - 19% reporting an increase of 5% or more

Source: ISSA CIMS Certified Firm Survey 2016
CIMS-GB Certified Firms’ Outcomes

Return on Investment

78% reported sales growth
49% reported growth of 3% or more with 30% reporting growth of 5% or more

76% reported an increase in customer retention
39% reported an increase of 3% or more

85% reported a reduction in work-related injuries
40% reported reduction of 3% or more

78% reported a decrease in employee turnover
41% reported a decrease of 3% or more

Source: ISSA CIMS Certified Firm Survey 2016
Property and Contract Managers

How to Use CIMS-GB

1. CIMS-GB reduces uncertainty when hiring a building service contractor.

2. CIMS-GB is a prequalification tool when evaluating service providers.

3. The criteria of the standard allows manager to perform due diligence.

4. The quality standard is a free tool for contract and property managers.

5. The U.S. Green Building Council LEED V4 rating system now recognizes CIMS-GB certified firms as a prerequisite to LEED v4 O+M Green Building Rating System.
Summary

The CIMS-GB Standard is a quality management tool designed for all stakeholders involved in facility management and commercial cleaning operations.

It is consensus-based and non-prescriptive, and it defines every element necessary to delivery quality services at the lowest cost.

Using the frameworks as part of your business will enhance the image of your organization and increase the opportunity for successful outcomes.

Free resources and a copy of the standard are available from www.issa.com/standard.

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