



## **CLEANING INDUSTRY MANAGEMENT STANDARD** **(CIMS)**

The Betco Corporation is proud to support the ISSA Cleaning Industry Management Standard (CIMS). We participated in the development process and look forward to implementing this comprehensive industry management program with our Gold distributors and end user customers.

The purpose of this Standard is to set forth the policies, processes, procedures and supporting documentation that guide cleaning professionals (building service companies and in-house providers) in establishing customer-centered organizations. The CIMS Standard is similar to an ISO certification in that the process is certified, not the end result product.

### **The Standard consists of the following guidelines:**

- **Quality System** – a general framework to ensure effective operations and continual improvement.
- **Service Delivery** – these customer-related processes include purchasing, staffing and handling unexpected events.
- **Human Resources** – the organization demonstrates that it efficiently and effectively manages “human capital” in a way that enhances organizational performance.
- **Health, Safety and Environmental Stewardship** – processes, systems and documentation to insure the safety, health and sustainability of a facility while insuring a positive impact on the built environment. This section addresses the need for green cleaning concepts.
- **Management Commitment** – demonstrate an organizations commitment to management systems to meet customer needs and expectations.
- **CIMS-GB** - is intended to offer cleaning organizations a certification that is closely tailored to provide their customers with precisely what they need to secure LEED-EBOM points, while greening their operations overall.

One of the most important features of the Standard is that it is non-prescriptive and is based on management principles that have proven to be primary characteristics of quality, customer-centered organizations. It does not require, recommend or otherwise endorse any particular process or product; it allows individual organizations flexibility in choosing the most effective ways in which to meet their management requirements. This is different from other certification programs that dictate specific products, equipment and procedures that must be used.

### **There are numerous benefits to certification for building service contractors and in-house service providers:**

- Creates a framework for successful operations through standardization.
- Enhances the professional image within the industry and the organization.
- Creates a marketing advantage for BSCs to differentiate themselves.
- Promotes employee morale.
- Potential insurance and worker compensation rate savings.
- Can be used as a management monitoring tool.
- The Standard validates the quality of your service.

Betco is certified to explain the certification process to your organization. Then if there is a desire to pursue certification, you can contact [www.ISSA.com/standard](http://www.ISSA.com/standard) to register and receive more specific information.