

Cleaning Industry Management Standard Frequently Asked Questions

- 1. How can I obtain a copy of the Cleaning Industry Management Standard?**
The Standard is available at www.issa.com/standard.
- 2. What is the Cleaning Industry Management Standard?**
The Cleaning Industry Management Standard (CIMS) was created for facility service provider (FSP) organizations and applies to an organization's management and performance systems and processes. It should be thought of as a framework to help facility service providers develop customer-centered organizations. Compliance with the Standard demonstrates that the organization is structured to deliver consistent, quality services.
- 3. How is it different from other industry standards and certification programs?**
CIMS applies to an entire cleaning organization. It focuses on all of an organization's management systems and processes used to deliver service. Existing industry standards and certification programs, on the other hand, apply to individuals, products or cleaning procedures.
- 4. How does it interact with existing standards?**
The Cleaning Industry Management Standard recognizes and complements existing industry programs. Since the Standard is a framework for assessing an entire organization, compliance with existing certification programs may be used to demonstrate compliance with individual elements of the Standard. For example, certifications from IEHA or IFMA may be used to satisfy the CIMS management training element. Similarly, IICRC certifications could be used to support the service provider training component.
- 5. Does the Standard recommend products, procedures, or systems?**
No. ISSA cherishes the diversity that is woven into the fabric of our industry. The Standard is "non-prescriptive" and is simply a quality framework. As such, product, equipment, procedure, and system recommendations are explicitly not part of the Standard. Each organization has the flexibility to choose how it can best meet the Standard's requirements and can select those manufacturers, distributors, products, and educational tools that best assist them in achieving compliance.
- 6. How is the Standard being funded?**
The Standard is being funded by ISSA. ISSA, a not-for-profit association founded in 1923, prides itself on being the leading association for the cleaning industry worldwide. ISSA funding ensures that there is no commercial bias to any group.
- 7. Who developed the Standard?**
Development of the Standard was achieved through a true consensus-based process. Industry stakeholders, representing all sectors of the cleaning industry as well as the facility management and purchasing communities, were selected by the ISSA Board, staff, and alliance partners to participate on standard-development Technical Committees. The committees worked directly with ISSA and its partner, the American Institute for Cleaning Sciences (AICS) to draft the Standard, which was subject to full peer review.

8. What was ISSA's role in developing the Standard?

ISSA provided organizational oversight by leveraging its unique role in the industry. ISSA's diverse membership is comprised of:

- Manufacturers
- Distributors
- Manufacturer Representatives
- Facility Service Providers
- Industry Consultants

The shared interests of its membership base enabled ISSA to provide the necessary oversight. In addition, the many alliances that ISSA has developed with other leading organizations in the cleaning and facilities management industries lent valuable insight to ensure a balanced and comprehensive approach.

9. What does the Standard consist of?

The Standard is based on universally accepted management principles and consists of five sections:

1. Quality Systems
2. Service Delivery
3. Human Resources
4. Health, Safety, and Environmental Stewardship
5. Management Commitment

10. What does it mean to become certified to the Standard?

Certification means that an organization conforms to the requirements set forth in the Standard and has demonstrated compliance to an independent accredited assessor.

11. Does an organization need to meet every element in order to earn certification?

No. The Standard was designed to focus on performance and recognizes the need for flexibility and practical application.

Organizations seeking certification must demonstrate compliance with all mandatory provisions and at least 60% of those provisions that are included as recommended elements of the Standard, per section.

12. What is the process for an organization to become certified?

An organization obtains certification by demonstrating that its processes conform to the Standard. The certification process is simple.

1. The organization decides that it wants to develop a customer-centered management system that meets the Standard, and it requests an application from ISSA.
2. The organization conducts an internal review to be sure that it meets certification requirements.
3. The organization demonstrates compliance to the satisfaction of an independent third party. The independent third party that assesses compliance is known as an assessor and is required to abide by a strict Code of Professional Conduct.
4. An organization applies for re-certification every two years.

13. Who will determine whether a cleaning organization has fully complied with the Standard?

Cleaning organizations will be encouraged to have their systems and processes evaluated by an “assessor.” An assessor is an independent third-party that has earned accreditation by demonstrating that he/she can competently and independently verify that an organization meets or exceeds the Standard’s requirements.

14. Does the Standard apply to all FSP market segments?

Yes. The Standard applies to all FSP organizations – building service contractors (BSCs) and in-house organizations – regardless of organization size. Initially, certification will only be available to facility service providers in North America, but ISSA anticipates expanding the certification program internationally in the future.

15. How will the ISSA Quality Management Standard benefit FSPs?

The process of achieving compliance with the Standard provides the greatest benefit. While conformance with the Standard will likely be the end goal, the process itself will challenge and improve an FSP’s operation.

In-house organizations will use the Standard to:

- Develop an organization master plan
- Operate more efficiently
- Develop best practices

Building service contractors will find that the Standard will help them:

- Distinguish themselves from their competitors
- Improve their bottom line
- Better meet the demands of their customers
- Improve the overall quality of their services

16. What role will distributors, manufacturers and manufacturers’ representatives play?

Distributors, manufacturers and manufacturer’s representatives will play an essential role. Since the Standard rewards systemic approaches to product selection, training, and management it will be a catalyst for sales. Other benefits include:

- Closer ties to customers
- Enhancement of the professional image of the industry
- Growth opportunities
- Distinctive marketing position
- Business resource to customers

17. What is the role for industry consultants?

The Standard creates numerous opportunities for industry consultants. Consultants benefit as FSP organizations seek expertise to assist them in developing programs to meet the Standard, thereby creating a vast array of service opportunities. Training, documentation, and quality assurance are just a few of the services that will be needed.