

ISSA Announces Charter Group of CIMS Assessors

ISSA has accredited the first group of official ISSA Cleaning Industry Management Standard (CIMS) assessors.



The 10 individuals will conduct comprehensive assessments of the cleaning organizations that have applied for certification under CIMS—a new standard developed through industry consensus to determine the universally-accepted principles of a well-managed and customer-centered cleaning organization.

The assessors' first task will be to evaluate the 24 organizations currently participating in the CIMS Case Study certification program. Organizations which are currently applying for certification will then undergo assessments in the fall, after the program officially is launched.

"We are extremely excited to have such a diverse group of individuals who will perform assessments to determine compliance with CIMS," stated ISSA Standards Development Manager Dan Wagner. "All of the individuals who went through the program have a wealth of experience in the industry, a keen understanding for the management principles espoused in the Standard, and a true dedication to raising the professionalism of our industry."

The 10 accredited CIMS assessors are:

- Colin Butterfield of Yoredale Consulting
- Bill Fellows, an Industry Consultant
- Bill Garland of Daniels Associates
- Bill Griffin of Cleaning Consultants
- Alfred Guaraldo of Guaraldo USA
- John Harris of Permanent Solution Industries
- John McCann of McCann Motivations
- Pat McClure of HLH Systems
- Bruce Stark of Stark Consulting
- James Vaughan Jr. of JDD, Inc.

Accredited assessors completed a multiple-day ISSA training course explaining the elements of the Standard, evidence of compliance that must be presented by an organization seeking certification, professional ethics, and the procedure that must be followed in actually conducting an assessment. These 10 assessors then passed an exam qualifying them as knowledgeable about the industry, the elements of CIMS, and ISSA assessment standards.

The CIMS registrar will assign one accredited assessor to evaluate each organization applying for CIMS certification. Each assessor must adhere to a CIMS Code of Conduct stipulating, among other things, that the individual may not have acted as a consultant for an organization that s/he is assigned to assess.

The charter group not only has earned the distinction of accredited CIMS assessors, but they have also received accreditation as ISSA certification experts. This allows them to provide training or consulting to organizations interested in complying with the Standard, within the boundaries of the CIMS assessor professional code of conduct. ISSA also is hosting its first Certification Expert Workshop on May 9, 2007, to train and accredit individuals who will then be capable of consulting with organizations interested in preparing themselves to certify to the CIMS Standard.

ISSA expects to conduct additional assessor and expert accreditation training workshops in the future. For more details, visit

www.issa.com/standard or contact Dan Wagner at Daniel@issa.com or 800-225-4772.

About the Cleaning Industry Management Standard (CIMS)

CIMS applies to management, operations, performance systems, and processes. Compliance with CIMS demonstrates that an organization is structured to deliver consistent, quality services that are designed to meet the customer's needs and expectations. It sets forth processes, procedures, and supporting documentation proven to be characteristic of customer-driven organizations. Each organization has the flexibility to choose the most effective ways in which to meet its requirements.

The Standard was created through a true consensus-based process that brought together representatives of the cleaning, facilities management, and purchasing communities. In total, more than 100,000 constituents were represented in the process, which included a full peer review and was administered by ISSA and the American Institute for Cleaning Sciences (AICS).

ISSA is also speaking at numerous facility management and purchasing industry events throughout the year to educate the end customer regarding the value of working with CIMS-certified cleaning companies as well as certifying in-house operations. For a list of upcoming speaking engagements, visit www.issa.com/standard.

About CIMS Certification

To become certified to the Standard, an organization must submit written documentation supporting their compliance with the requirements described in the [five key elements](#). An assessor then conducts an on-site review of the applicant's systems, processes, and documentation to ensure compliance. To achieve certification, an organization must meet 100 percent of the mandatory elements and 60 percent of the recommended elements per section. Organizations interested in pursuing certification when it is made available to the industry at large this fall are encouraged to submit an application as soon as possible. Applications are available at www.issa.com/standard. The CIMS certification guide, which helps organizations better understand what is required to comply with the Standard, is also available.

About ISSA

As the leading international trade association for the cleaning industry, ISSA's worldwide membership includes more than 4,800 distributor, manufacturer, building service contractor, and in-house service provider members. The association is headquartered in Lincolnwood, IL, USA, with regional offices in Amsterdam, Netherlands; Monterrey, Mexico; Singapore; and Shanghai, China. ISSA also works with more than 75 associations, alliances, and government agencies around the world to represent the cleaning industry.

Dan Wagner, ISSA Standards Development Manager, e-mail Daniel@issa.com; phone, 800-225-4772 (North America) or 847-982-0800.