



1/25/11

Helping Facility Managers Take the Guesswork Out of the Cleaning Contractor Equation

Frank S. Wardzinski

Chief Operating Officer

BRAVO! Group Services

ISSA – The Worldwide Cleaning Industry Association

Improving The Process of Cleaning





Current Market Situation

“Anything Goes”

- Service industry is highly fragmented
- Organizations with diverse capabilities from small “mom and pop” companies to multinational billion dollar corporations
- Margin compression coupled with higher operating costs stress bottom line
- Hypercompetitive & cost driven market

Current Market Situation

- Difficult to distinguish between potential cleaning service providers
- Difficult to differentiate in marketplace
- Importance of facility cleaning is becoming increasingly more important
 - Low cost of entry
 - Lack of training
 - Employee turnover
 - Immigration issues
- In-House Service: Difficult to validate service and performance – Being asked to do more with less

CIMS – What Is It?



- Management framework designed to assist cleaning organizations develop and maintain quality, customer-focused organizations
- Based on universally-accepted management principles that are hallmarks of success
- **CIMS-Green Building:** Set of environmentally preferred criteria to serve as framework for development of comprehensive green/sustainable cleaning program



CIMS – What Is It?



- Developed through consensus-based process
- Applies to an organization as a whole
- Building service contractor or in-house cleaning operation
- Size, service-sector irrelevant
- Non-Prescriptive



CIMS Certification



- Comprehensive Assessment
 - Third party, accredited assessor
 - Documentation review
 - Interviews with management, personnel, customers
 - On-site observation to verify implementation
- Assessor Recommendation
- CIMS-GB: Optional designation that denotes “capability” to deliver comprehensive green cleaning program

The Cleaning Industry Management Standard

Universally-Accepted Management Principles



CIMS Elements

- **Quality System**: Framework for effective operations and continuous improvement
 - Site Specific Scope of Work
 - Quality Plan
 - Corrective Action
 - Continuous Improvement



CIMS Elements

- **Service Delivery**: Processes to effectively deliver service
 - Service Delivery Plan
 - Workloading & Staffing
 - Bidding & Budgeting
 - Work Plan & Instructions
 - Contingency Planning, Emergency Response, Special Requests
 - Purchasing Procedures & Inventory Control
 - Equipment Maintenance & Repair

CIMS Elements

- **Human Resources**: The most important asset we have!!
 - Employee Policy
 - Hiring/Staffing Plan
 - Site-Specific Orientation
 - Training
 - Management
 - Cleaning Personnel
 - Timekeeping/ Payroll Process



CIMS Elements

- Health, Safety & Environmental Stewardship
 - Regulatory Compliance
 - Workplace Health & Safety
 - Environmental Management: Commitment to Environmental Ethics



CIMS Elements

- Management Commitment
 - Mission, Vision & Values
 - Continuity & Planning
 - Communication Plan
 - Organization & Responsibilities
 - Risk Management



CIMS – Green Building

- Meets the growing demand for green and (LEED) certification
- The Standard has been expanded to include new "Green Building" (GB) criteria and a new optional GB designation.
- Demonstrates an organization's capability to assist customers in achieving LEED-EBOM points
- Offers customers assurance that the organization they select are prepared to partner with them in the LEED process.

CIMS – Green Building



- Green Cleaning Policy: Defines standard operating procedures and how program will be utilized, managed and measured
- Green/ High Performance Cleaning Program
 - Staffing: Work loading
 - Training
 - Chemical handling, storage, disposal
 - Floor Care Log
 - Carpet Care Log
 - Hand Hygiene Strategies
- Custodial Effectiveness Assessment



Purchase of Cleaning Products

- Dilution Control Systems
- Environmentally Preferable Cleaning Tools
- Chemical Cleaning Products
 - Chemical cleaners
 - Disinfectants, sanitizers, floor finishes
 - Specified “green” criteria
 - 60% by cost must comply
- Disposable Paper/ Trash Bags
 - 50% by cost must comply
- Hand Soaps
 - 60% by cost must comply



Cleaning Equipment

- 60% by cost or number of units or 30% coupled with plan for future purchases
- Vacuums, carpet extractors, floor machines, autoscrubbers, blowers
- Specified “green” criteria
- Environmentally preferable batteries
- Designed with safeguards
- Inventory List
- Maintenance & repair



CIMS-Green Building

- Indoor Chemical Pollutant & Source Control
- Integrated Pest Management (IPM)
- Building Exterior & Hardscape Management
- Solid Waste Management
- Resource Conservation



CIMS Certification

What Does It Mean?

- CIMS Certification demonstrates that an organization's business practices are structured to deliver consistent, quality services
- Certification provides assurance that a cleaning service provider complies with the Standard and “walks the walk”
- **CIMS-Green Building Certification** demonstrates that your contractor is prepared to partner with you in your commitment to sustainability and the LEED process.

Who Has Access to Your Facility, Employees and Visitors?



Facility Manager *Business Outcomes*

- Go Green and create a sustainable program
- Control and improve consistency, quality and efficiency of service
- Reduce costs and time associated with poor service
- Customer and tenant retention
- Occupant wellness – Healthy workplace
- Documented HR practices and policies
- Better appearance



Facility Manager *Business Outcomes*

Cleaning Service Provider Prequalification

Take Guesswork Out of Equation and Reduce Risk!



“When we’re hiring a cleaning company, we are dedicated to go out and look at as many companies as possible. If we look at 100, and 95 of them are not CIMS Certified, that’s 95 bidders I can cross off my list before I go any further.”

Senior Master Sgt. Mark Gyure, Andrews Air Force Base

Facility Service Providers *Proven Business Outcomes*

- Distinguish business in marketplace
- Better respond to needs of customer
- Face pressures of being asked to do more with less
- Improve quality, consistency, efficiency of service
- Demonstrate commitment to excellence & sustainability
- Sustainable business model
- Third-party validation



Demanding Excellence!

- U.S. Army Medical Command (Ft. Sam Houston, etc)
- **Bayer Healthcare**
- Commonwealth of Massachusetts
- **Duke Farms-Duke Farms Foundation**
- Region One of General Services Administration
- Morgan Stanley
- Archer Daniels Midland
- DSM Pharmaceuticals
- City of Minneapolis
- State Farm Insurance
- Seneca One Realty
- Mission Federal Credit Union
- Paradise Valley School District
- Clemson University



The Change Begins With You

Update Your RFP Specification

All firms doing business with XYZ

Corporation shall hold a current Cleaning Industry Management Standard (CIMS) / CIMS-Green Building certification

Or

All firms doing business with XYZ

Corporation shall obtain Cleaning Industry Management Standard (CIMS) / CIMS-Green Building certification within xxx days of the contract's start date



More Information



- Frank S. Wardzinski, I.C.E
- 1-866-OH-BRAVO
- fwardzinski@bravobuildingservices.com
- www.bravobuildingservices.com

- Dan Wagner
- daniel@issa.com
- www.issa.com/cims
 - The Standard
 - Benchmarking Checklist
 - Specification Sheet
 - Specify Video

