





# **OVERVIEW**

The Cleaning Industry Management Standard (CIMS) was developed to set forth a quality management framework for all industry stakeholders in the commercial cleaning industry. The consensus-based provisions were assembled by three technical committees representing the collective knowledge of commercial property management firms, building services contractors, in-house service providers, distributors and manufacturers.

CIMS-GB was peer reviewed by industry experts during a public comment period to verify the framework of the standard. The comment period included feedback from thousands of industry professionals. These comments were reviewed by the committees, and the standard was finalized to meet the diverse needs of the business community.

NSS recognizes that managing cleaning operations is challenging, and it supports the customer-centered management principles outlined in the CIMS-GB standard. This paper will define the most important aspects of quality management principles and ways to improve cleaning operations. It is our goal to comprehend our customers' business and furnish resources that will create a clean, safe, healthy environment at the right cost.

You can contact NSS for a complimentary copy of CIMS-GB at info@nss.com.



Quality systems, the first element of CIMS-GB, outlines how to define service requirements, how to assemble quality plans, measurement tools, and the importance of defining customer expectations.

Assembling a scope of work defines area types, tasks to be performed in each area and the frequency of those tasks. This information is the foundation for job costing, computerized workloading and the budgeting process. Defining service requirements is a valuable tool for managing expectations, customer communication and worker training.

There are four defined areas for measuring service delivery: customer surveys, evaluations, measuring complaints and performing inspections. The most meaningful measurement of quality is a site-based inspection. An inspection process will define a target quality assurance score, areas and items to inspect, frequency of inspections and a corrective action process to ensure that quality deficiencies are resolved. The inspection process may also apply to APPA levels that are linked to quality assurance scores for universities and K12 schools.

NSS supports the need for quality planning, a defined scope of work and a comprehensive inspection process. The measurement system does not need to be complex. The essence of this requirement is that the organization uses a verifiable measurement system to assess service performance.



Service Delivery is the second element of CIMS-GB. In order to ensure acceptable service delivery, an organization will need to implement a service delivery plan that outlines the organization's customer-related processes, workloading, staff levels and methods of special requests. Standardization of best practices and products will create efficiencies and a financial competitive advantage.

Whether you manage an in-house operation, or you are a building service contractor (BSC), workloading will determine the number of labor hours to clean a facility. If you are an in-house operation, knowing the correct staffing level at a given service level is the key to successful management. If you are a BSC, workloading defines the mathematical methodology that a BSC uses for successful bidding and job costing.

### WORKLOADING IS A FOUR-STEP PROCESS:

- 1 / Measure the square footage of the building.
- 2 / Develop a scope of work to include area types, tasks and frequencies.
- 3 / Apply production rates for each task.
- 4 / Apply hourly wages with benefits.

NSS has practical production rates for all of our machines and a workloading guidebook that outlines the methodology to perform accurate cost calculations. You can contact NSS for a complimentary workloading guidebook at info@nss.com

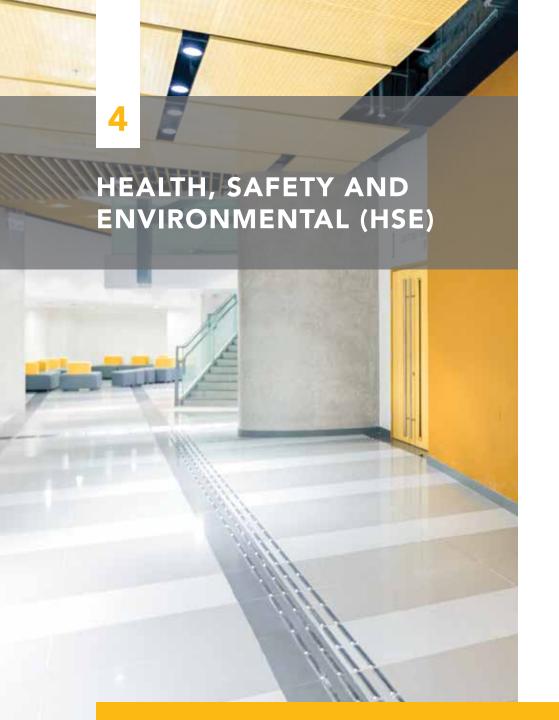


It has been said that a cleaning organization's most important asset is its people. A cleaning organization will only operate in an efficient and professional manner if its employees are well-trained, customer-focused, and dedicated to delivering quality cleaning services. Therefore, an organization must ensure that it efficiently and effectively manages its "human capital" in a way that enhances organizational performance. From hiring to training to the actual delivery of service, an organization's human resources, including supervisors, cleaning personnel and management, must be prepared to uphold the organization's commitment to quality.

We recommend the following to effectively manage human resources:

- Human resources policy that guides and governs the management of a diverse workforce
- Technical training how to clean
- Non-technical training
- Management training
- Customer service training
- Proper machine operation
- Step-by-step cleaning procedures
- Structured recruitment and onboarding
- Site-specific orientation

NSS furnishes a variety of industry-specific training modules on cleaning systems, floor care, carpet care, floor types and on-site trouble shooting. Hands-on training is available for existing and new machine installations that ensures safe and effective operation.



Quality cleaning services should be safe, healthy, and sustainable. They also should positively impact the safety and wellness of building occupants and front-line workers. Section four of CIMS-GB addresses the processes, systems, and necessary documentation, as they relate to an organization's commitment to regulatory compliance with local, state and federal government agencies. Employers shall comply with the following regulations:

- Federal OSHA Hazard Communication Standard and all comparable state requirements
- Safety Data Sheets (SDS) shall be readily available for all chemical products
- Employees shall be trained on the proper use of chemicals and training should be documented.
- All chemical containers should be labeled and there should be a list of all chemicals used.
- There shall be a spill containment plan.
- Employers shall provide employees with the proper personal protective equipment (PPE)
- Employers shall comply with federal Bloodborne Pathogens Standard.
- All workers that clean blood or potentially infectious materials shall receive proper training and receive a step-by-step cleaning procedure.
- OSHA requires documentation of work-related injuries and illnesses.
- There should be a safety policy detailing safe work practices, proper machine operation, and routine inspection of the workplace to assess potential work hazards.

Our engineers at NSS integrate safety features into the design of each machine. It is our mission to protect the safety of each worker while manufacturing the best commercial cleaning equipment in the industry. Our local distributor can assemble a preventative maintenance program to extend the lifecycle of your investment and keep your machines operating safely.



Effective management and the implementation of appropriate management systems are key to ensuring the delivery of quality service that meets the customer's expectations. A well-managed organization should also have well-defined organizational roles and responsibilities and an effective communication plan. An organization should ensure that it follows all applicable laws and regulations and has secured all necessary insurance and licensing. A well-managed cleaning organization should embrace the following quality management principles:

- Clearly written mission statement
- Strategic planning
- Succession planning
- Organizational chart
- Job descriptions for all positions within the organization
- Clear communications plan
- Proof of insurance and proper licensing

A service organization needs to create that edge by doing things differently from others, while continuing to strive for operational excellence and efficiencies. Maintaining leadership calls for a different mindset and thinking in terms of continuous improvement and providing enhanced value to customers.



CIMS-GB is recognized by the US Green Building Council Existing Buildings Operations and Maintenance standard. Either in-house custodial staff or a contracted service contractor (BSC) that is CIMS-GB certified meets the prerequisite for a LEED Green Cleaning Policy requirement.

The CIMS-GB Green Buildings and Service is the most comprehensive green standard in the commercial cleaning industry. The CIMS-GB standard includes a stringent sustainability criterion for chemicals, paper products, liners, machines, matting, waste diversion plans, hand soaps, cleaning tools and environmental best practices for cleaning organizations.

## DO NO HARM

#### NSS SUSTAINABILITY COMMITMENT

NSS has always been driven by the belief that the act of cleaning should "do no harm" to building occupants, frontline workers, or the environment. The features of our "human engineered" products protect the health, wellness, and safety of all industry stakeholders. We are committed to manufacturing machines that are durable in order to increase the product life cycle. Our components are recyclable, our filtration systems improve indoor air quality, and we are committed to environmentally sound manufacturing practices. NSS remains dedicated to meeting the environmental requirements of our customers, our community and our planet.



# STANDARDS IMPROVE OPERATIONS AND OUTCOMES

Cost-effective service delivery is based on verifying your operations using the CIMS-GB Standard. NSS recognizes the principles of CIMS-GB and understands that the cleanliness experience is based on quality management principles.

NSS has designed many industry-specific resources to help our customers succeed. Please contact us so we may have a brief business discussion to define your objectives and determine ways in which we may serve your organization.

Please write to us at info@nss.com and we will have one of our industry experts contact you.

