The Importance of Professional Service Providers

Outsourcing can help meet heightened expectations of cleanliness by creating a reliable supply chain and instilling confidence.

By JOHN ENGEL

Looking back on the past two years, it’s safe to say that businesses have faced many challenges that will forever change how they approach cleaning. Supply shortages throughout the pandemic showed businesses how much the supply chain influences day-to-day operations.

A supply chain study by Ernst & Young last year found that only two per cent of companies were fully prepared for the pandemic. Alternatively, serious supply chain disruptions affected 57 per cent of businesses, with 72 per cent reporting some form of negative effect.

As we move toward the post-pandemic era, additional challenges such as labour shortages pose a serious risk to keeping facilities clean. Heightened expectations around cleanliness are here to stay and using a professional...
The Importance of Professional Service Providers

service provider can help avoid lapses in cleanliness, and instill confidence in customers, employees and other building visitors as facilities return to full capacity.

THE FUTURE OF THE INDUSTRY
During the pandemic, consumers became more aware of germ transmission. Consumers expect businesses to take every precaution necessary to prevent the spread of COVID-19, as well as the “forgotten” viruses such as norovirus, influenza and rhinovirus. This will continue long after the pandemic is over. In fact, more than nearly two-thirds of Americans say they want to continue to see public facilities frequently disinfecting and sanitizing restrooms post COVID-19.

Having the ability to source cleaning chemicals and essential supplies will continue to be important as businesses prepare for increased foot traffic.

THE BENEFITS TO YOUR BOTTOM LINE
Partnering with an outsourced service supplier provides the following benefits:

• Eases daily maintenance:
Experiencing a disruption in the supply chain or panic-buying at retail stores can be avoided when partnering with a service provider. For example, some providers offer chemical dispensing systems, which connect directly to the waterline and dispense properly diluted chemicals at the touch of a button. This helps avoid improperly mixing dangerous combinations of chemicals and decreases spending on ready-to-use chemicals, which frees up capital and saves space.

• Additionally, some service providers can offer periodic deep cleans with high-pressure cleaning and extraction equipment, specifically in washrooms, which eases daily washroom maintenance. Using intermittent high-pressure cleaning helps remove deeply embedded dirt and bacteria in washrooms. It also extracts soil and dirty water to prevent cross-contamination and odour-causing bacteria, and removes build-up that can’t easily be reached by brushes and other conventional tools.

• Cleaner facilities: Having an adequate stock of cleaning chemicals, washroom supplies and other tools such as microfibre wipes can help enable staff to clean washrooms effectively. Lacking these essential products can strain cleaning operations and detract from the facility’s overall cleanliness.

• Premium offerings and services: Thorough and professional cleaning of facilities is critical in reducing the spread of germs. Most cleaning services only perform a quick wipe-down of high-touch surfaces or emptying of trash; and that’s assuming that businesses can find the labour. Professional service providers have the skills, knowledge, proper equipment and manpower to provide a quality clean that helps reduce the spread of infection.

• Long-term cost savings: It’s
Bio-Bac Free Multi-Purpose Cleaner

Yielding multiple applications with simple dilutions, Bio-Bac Free offers the ideal cleaning solution for your floors, windows, stainless steel, restroom surfaces, and even textiles, therefore reducing your product inventory. Formulated to work quickly and without the use of harsh chemicals.

Safer
Fragrance-free and bio-sourced – safer for all washable surfaces, drains, the environment, the users, people, and pets than traditional cleaners.

Long-Lasting
Continues cleaning hours or days after the initial application – until the soils and odours are completely removed than traditional cleaners.

A Complete Solution
Each unit comes with the key tools to ensure workplace safety and compliance with a wall chart and workplace labels included in the box.

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An environmentally conscious choice!
The Importance of Professional Service Providers

critical that businesses avoid cutting corners on cleaning processes as it will cost more in the long run. For example, a negative online review about restrooms would deter 91 per cent of Americans from a hotel and 89 per cent from a restaurant, which can result in lost business. Additionally, 42 per cent of a floor’s finish can be removed within the first six feet of an entrance after only 1500 people have entered the building. Floor replacements can be costly. Implementing a comprehensive mat rental program prevents dirt and debris from entering the building to help protect your investment.

- Better first impressions:
A clean facility can make or break a customer’s first impression. Washrooms made up 44 per cent of complaints in 2020, and 95 per cent of customers won’t return to an establishment with a dirty washroom. Items like toilet paper, paper towels, hand soap, sanitizers, trash bags, and other cleaning and hygiene supplies run out at uneven intervals. This makes them difficult to track and replenish regularly. Professional service providers regularly restock items and follow maintenance schedules, which keeps customers and employees happy and satisfied.

Ultimately, heightened awareness around cleaning will continue. The COVID-19 pandemic tested supply chains like never before, and an increase in foot traffic may have the same effect.

Using an outsourced service provider can help businesses meet heightened public expectations of cleanliness by helping to create a reliable supply chain and help instill confidence in customers, employees and others visiting their facilities.

- John Engel is the director of marketing for the Facility Services division of Cintas and is currently responsible for product line management and development.

SOURCE: FC&M magazine

STAND OUT with Training & Certification

A look at training areas in which ISSA can serve you, your company and your clients

By TIM POSKIN

In a market teeming with cleaning and facility service companies, going that one step extra can give a boost to your business. Professional certifications can be a visible way to set your company apart from your competition. Professional organizations like ISSA, the worldwide cleaning industry association, establish and promote globally recognized standards and certifications for the industry. Aligning your company with its standards, concepts, training courses and code of ethics can benefit your business.

CERTIFICATION YOU CAN RELY ON

When it comes to hiring a cleaning company, there are plenty of choices out there. Companies whose workers have earned ISSA certification will stand out because it shows they have gone through the highest level of training and testing that is needed to perform the job. In fact, getting certified is a lengthy and dedicated process. It involves multi-day classes with both classroom instruction and hands-on training followed by an examination. To become certified, applicants must meet certain criteria such as being insured and licensed in addition to passing stringent testing. And it doesn’t stop there! To maintain certification, individuals must take additional courses each year to stay up-to-date on all the latest industry advancements.

A VARIETY OF CERTIFICATIONS

Your cleaning team will likely need to attain several different certifications in various areas and levels of expertise. This article explains the latest certification areas that will help integrate the knowledge you need to effectively serve your clients, win new business, and handle whatever comes your way.

QUALITY ASSESSMENT

Quality assessment allows organizations to establish a baseline and track ongoing improvement with stakeholders. Certification programs on quality should focus on the work process, building appearance, logistical set-up, cleaning tolerance, and cleaning efficacy. A quality system will also help cleaning organizations understand customer service requirements and encourage service providers to manage their...
At the outset, it is important to stress that disinfection is necessary and important. I am a microbiologist, and have been developing training courses on hygiene and sanitation for many years, so I am biased in favour of anything that has to do with disinfection. However, I am an advocate of thoughtful disinfection and the judicious use of our battle weapons. There is no need to use a bazooka to kill a fly.

With the continuation of COVID-19, we need to take into consideration the evolving scientific findings, face the facts, and change our preconceptions. Surface disinfection has its place, but is not the chief weapon in the fight against the transmission of the virus.

At the very beginning of the pandemic, we firmly believed that COVID-19 was transmitted primarily through surfaces. It was legitimate and entirely sensible and reasonable, at that time, to adhere to that belief. It was also the most common preventive position in the world to ensure that the transmission of a previously unknown infection was limited.

As the months passed, more and more studies were done on the survival time of COVID-19 on surfaces. Three hours, 12 hours, three days – there were some suggestions it could even last up to 17 days on surfaces. However, the survival time of a germ on surfaces does not necessarily mean that it is still infectious.

In more recent pandemic times, it has become apparent and accepted that COVID-19 is generally more likely to be transmitted by droplets, close contact, and even by aerosols that would remain airborne than by surface contacts. Few recent case studies report probable transmission through a freshly contaminated surface, but this remains difficult to prove definitively as it is impossible to exclude respiratory transmission. But numerous reports show that hand hygiene is a more effective barrier to virus transmission than surface disinfection. That was echoed by the CDC in the United States, which clearly stated last year that this virus is very poorly transmitted through surfaces and the risk of contracting COVID-19 on an object and becoming contaminated is very low. They even suggested a one-in-10,000 chance.

Why is surface disinfection so overly promoted?

Surface disinfection is effective and recommended to prevent infection if you live in the same house as someone who has contracted COVID-19, but disinfection of indoor and outdoor public areas does not seem to be as effective.

It is important to note that studies show that the extensive use of disinfectants has already caused a significant increase in respiratory problems, such as asthma, in the population. There are also many more incidents of poisoning from disinfectant chemicals as reported by an increase in calls to poison control centres across the country.

Disinfection is vital, but being over-zealous can hinder rather than help.
Why Zeal can be as Harmful as Negligence

On the other hand, disinfection has a major advantage. By eliminating all other surface-borne infections such as colds, flu, gastroenteritis, and others, it makes it easier to identify people who are infected with COVID-19 since virtually no other infections are currently circulating. Now so deeply anchored in our habits, disinfection is closely linked to the safety of public environments and will henceforth be required and highly valued by the population. Disinfection must absolutely be maintained as part of a sanitation program, not only for its effects on public health but also for it contribution to alleviating peoples' concerns.

In short, without putting a stop to disinfection, the time has come to revisit your disinfection practices, because over-disinfecting can cost you a lot of money. Don’t let your guard down, but ensure you have the right battle weapons. Overzealousness can be as bad as negligence, so the first thing to do is to check whether you are disinfecting too much, too little or just enough. Assess the risks associated with your environment and adjust your disinfection frequencies accordingly while respecting the standards in effect in your area.

Ultimately, fair and thoughtful disinfection is crucial. Please do not eliminate this step from your protocols, but you should not be afraid to change your protocols, nor should you do what everyone else is doing just to comply. Being adaptable and adjustable does not mean you are influenceable or indecisive, it simply shows you are keeping up with the latest information and making well thought-out decisions. Adapt your disinfection protocols to your own situation.

- Nathalie Thibault is the Training Director of ValkarTech, a Canadian consulting firm that guides, supports, and advises clients on how to optimize their hygiene and sanitation performance.

SOURCE: FC&M Magazine

STAND OUT with Training & Certification

organization to ensure quality, efficiency, and overall customer satisfaction.

Examples: Cleaning Management Institute (CMI) Accredited Auditing Professional (APP), Cleaning Industry Management Standard (CIMS).

WORKLOADING

Workloading is the foundation of a successful cleaning plan. Workloading strategies and plans determine the “who, what, when and how” of cleaning needed to meet customer expectations. Doing less with less is not a viable solution. A workloading strategy provides an opportunity to rebuild the current cleaning culture to one of efficiency, innovation, balanced workload and high-performance thinking. This strategy benefits the frontline cleaning workers as well as those tasked with making and defending custodial staffing levels.

Examples: CMI Certified Workloading Specialist (CWS), The Official ISSA Cleaning Times (2021).

CUSTODIAL EMPLOYEE TRAINING

Cleaning workers need certification specific to the work they are performing and tools they are using. At a minimum, certification topics should cover customer service; the chemistry of cleaning; and basic cleaning of above-floor surfaces, hard floors, carpeted floors and restrooms. For advanced certification, follow up with more in-depth training in cleaning hard floors, carpet and above-floor surfaces.

Examples: CMI Basic Custodial Technician, CMI Advanced Custodial Technician.

LOGISTICS AND SUPPORT

Supporting a cleaning organization requires a certification that provides knowledge across many technical skills including the components specific to your organization. The certification should also include the proper teaching methods to improve your team’s efficiency and professionalism. In addition to having certified people onsite, hiring a CMI-certified consultant from the Cleaning Change Solutions division can lead your organization to improved results and shepherd you through challenging times.

Examples: CMI Certified Professional Trainer (CPT), CMI Consulting Program (Cleaning Change Solutions).

LEADERSHIP TRAINING

Today’s custodial professionals command respect for their high level of knowledge and skill. There are several reasons for the new “image,” including the fact that custodians have become vastly more important to the efficiency of an organization and to a healthy environment. Post-pandemic jobs require newly-gained knowledge on modern equipment, chemicals and techniques to keep building occupants safe and healthy.

Examples: CMI Certified Custodial Supervisor, CMI’s Leadership Development Program (LDP).

OUTBREAK, PREVENTION, RESPONSE, AND RECOVERY

Successful facilities can demonstrate that correct work practices, procedures, and systems are in place to handle infectious disease outbreaks. The Global Biorisk Advisory Council™ (GBAC), a division of ISSA, offers an outbreak prevention, response and recovery accreditation. This accreditation helps facilities and organizations prepare for, respond to, and recover from biological threats, biohazard situations and real-time crises through education, training, certification, response management and crisis consulting. The accreditation is ideal for situations and environments that require a much higher level of cleaning, disinfection and restoration.

Examples: GBAC STAR Facility Accreditation, GBAC STAR Service Accreditation.

BECOME AN INDUSTRY EXPERT

Your customers likely wouldn’t hire a plumber or electrician who isn’t properly trained, insured and certified, so why would they hire a cleaning business whose employees lack proper training and certification? When you achieve...
In the cleaning industry, as in many other service industries, one of the keys to success is acquiring and maintaining regular customers. This is especially true for someone new to the industry who needs to build a strong client base for their company. There are two schools of thought on the way to go about this. Some cleaning companies prefer to charge a few large clients a bigger fee but may not service them as regularly. Other companies prefer smaller, more frequent jobs, with smaller fees for a larger number of customers. There are pros and cons to both approaches. You need to figure out what client size works best for you.

**What’s Your Ideal Client Size?**

Decide which approach best suits your cleaning company

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**THE RISKS AND REWARDS OF LARGE CLIENTS**

The American philosophy “bigger is better” often spills over into business, fueling the assumption that servicing the biggest clients is the only way to go. Bigger usually refers to the jobs that pay the most. In the cleaning industry, that may mean you’re hired to clean a large facility once from top to bottom to get ready for a special event, or to clean a restaurant or retail store with several locations on a regular basis.

The primary benefit of bigger clients is also the most obvious one; the bigger the job, the more money you will earn. But there is also a large drawback. If the majority of your income comes from a few large clients, and you lose one of them, you are losing a significant amount of revenue. That loss may force you to cut costs in other areas like staffing.

In addition to the money they bring in, there are several other benefits to working with a small number of high-revenue clients. You can deliver excellent customer service easier by limiting the number of clients you service. With fewer clients, it’s easier to focus on the needs of each one, building customer loyalty. This personal attention may inspire the company that hired you for a one-time job to call you again the next time it needs cleaning services.

**BUILDING A BUSINESS WITH SMALLER CLIENTS**

...continued on page 8 ...
What’s Your Ideal Client Size?

Many cleaning company owners have built very successful businesses by servicing smaller clients on a consistent basis. This tactic works because it is a lot less expensive (as well as less work) to keep an existing client than to find a new one. While each job pays less, the combined totals may bring in more than one big client. And if you lose one of these clients, you are losing a much smaller percentage of your income than if you lost a large client.

As a business owner, client retention is key. You’ll need to keep your clients happy if you want to keep them. It should go without saying that the main component of this is top-notch service and professional customer relations. But in this day and age, clients need more. They want customizable services that fit their needs, as well as personal attention that show you are looking out for them. If they don’t get it from your company, they might go looking for it from one of your competitors. This is true no matter how many clients you have. But a cleaning service with a large number of clients must be prepared for the extra time it will take to establish these relationships, while also juggling the demands of scheduling and performing regular cleanings.

BEST OF BOTH WORLDS

The decision to build your cleaning business on a few large clients – many small, consistent ones – is up to you. There is no “right” answer to client size, plenty of companies have succeeded doing one or the other. Or, perhaps, like an investor trying to diversify their portfolio with big stocks and smaller ones, the best answer may be to do a little of both.

— Doug Flaig is the president of Stratus Building Solutions, a janitorial services franchise organization. Flaig has spent over 20 years in the world of multi-unit retail overseeing hundreds of franchise retail locations. Prior to joining Stratus Building Solutions, he served as chief operating officer with Safe Facility Services, a janitorial services provider headquartered in Thousand Oaks, CA.

SOURCE: CMM Online
5 Ways Texting Can Grow Your Commercial Cleaning Company

How you can integrate text messaging into your existing communications strategy

By JESSICA AYRE

Everybody texts. It’s become an essential form of communications, and we can’t imagine our everyday lives without it. But texting shouldn’t be limited to personal conversations – two-way texting belongs in business communications, too.

In today’s world, there is value in texting with your clients. In fact, they might expect to communicate with you through text messaging. It can be key to a stellar customer experience and getting your work done.

This article highlights five benefits of texting for business and how your commercial cleaning company can integrate it into your existing communications strategy.

1) LEAD GENERATION VIA SMS CHAT
Testing for lead generation keeps working even after your team goes home for the night and the weekend.

Before potential customers book with your business, they’re going to have questions about specific services, pricing and more. Instead of leaving website visitors to find information on their own, enable your customers to reach out via text. A short message service (SMS) chat widget is an easy, hands-off way to do it.

What is SMS chat?
Customers can use an SMS chat widget to start text conversations with you, straight from your website. From there, they can continue the same conversation on their mobile device.

Visitors can ask questions, book appointments, request a quote and more. Plus, their contact information is saved for future follow-ups. SMS chat captures their interest, enables you to give an immediate auto-response, and to follow-up personally as soon as possible.

2) ONGOING CUSTOMER SERVICE
Customers have questions all the time. Handling questions that pop up through text is easier to manage and more convenient for everyone than going through phone calls.

Customers will want to get in touch about:
- Location and needs
- Updates on your estimated time of arrival
- Last-minute schedule changes
- Urgent notifications
- Anything that pops up unexpectedly

Customers want their questions addressed quickly. Texting fits in best when communicating on the go, especially when your team is in transit or on location.

Go the extra mile and text customers headshots of the team members who will be entering the location, so they know... continued on page 10
ISSA Launches Sustainability Council

ISSA is pleased to announce the formation of the ISSA Sustainability Council. The ISSA Board of Directors realizes there is a significant need to take a leading role in the cleaning industry to assist ISSA members with their sustainability efforts. Under the leadership of the ISSA Board members Amir Karim and Ailene Grego, the Sustainability Council has expanded to include members from manufacturing, distribution and service providers.

The ISSA Sustainability Council members include:
- Ailene Grego, SouthEast Link
- Amir Karim, Polykar
- Bill McGarvey, Imperial Dade
- Oriana Raabe, Ecolab Inc.
- Diana Wilson, Supreme Maintenance Organization
- Wendy Walker, Georgia Tech
- Marco Simoncini, Sofidel America Corp.
- Jackie Poulakos, Mercedes Benz Stadium
- Stephen Ashkin, The Ashkin Group LLC

The ISSA Sustainability Council has approved an ISSA Alliance Membership with The Value Reporting Foundation’s Sustainability Accounting Standards Board (SASB) Standards. This new alliance membership allows ISSA to directly assist with standards development for sustainability so that the voice of the association’s members will be heard. As part of the alliance membership, ISSA will work with Value Reporting Foundation to provide content, standards and support related to the reporting of data points supporting environmental, social and governance (ESG) that are relevant to the financial performance of the industry.

In addition, the ISSA Sustainability Council will participate in a panel discussion on sustainability at ISSA Show North America 2022 in Chicago on October 10 at 3 p.m. An All-Access Pass is required to attend all educational sessions.

For more information, please visit www.issa.com.

5 Ways Texting Can Grow Your Commercial Cleaning Company

who to expect. Send photos whenever you’ve finished the job, too. This helps build trust between your business and your customers.

(3) CONFIRM APPOINTMENTS AND REQUEST PAYMENTS

Secure more appointments with text message reminders and payments. Text reminders go hand in hand with customers who’ve already scheduled an appointment with you, and they can also pay their bill within the same conversation — all they’ll have to do is follow a payment link.

Whenever they’re in the process of setting their appointment with you, ask them if they’d like to receive text updates and reminders so that you can opt them in. Some customers will want confirmation before you show up, and some will want confirmations after you’ve completed the service.

An appointment reminder can look something like this:

Business: “Hi, [Name]. Just a reminder that your upcoming cleaning is scheduled for this Wednesday, March 9. Text back Y or N to confirm. Thank you”

More than 90 per cent of texts are opened and read within three minutes, which means you’re more likely to get a response as opposed to a phone call or an email.

By directly asking customers to text back yes or no, you’ll confirm more appointments and increase your revenue, especially if you implement a text-to-pay strategy, too. Customers can pay after confirming appointments, and if there are any additional charges, they can be updated via text. Text payments help you get paid faster with less invoicing hassle.

(4) UPSELL SERVICES WITH TEXTING

There are plenty of opportunities to upsell your services online and even during an appointment booking, but you’ll have a bigger chance at closing more upsells when your team is on-site and can see exactly what needs to be taken care of.

Your team needs to tell customers where the opportunities are and that you offer services such as:
- Disinfecting/spraying
- Exterior maintenance (sidewalks, parking)
- Restorative/deep carpet cleaning
- Window cleaning
- Matting cleaning/maintenance
- HVAC maintenance
- Snow removal

Once your team has arrive, it’ll be easier for them to spot things such as faulty pipes or hidden HVAC issues, presenting opportunities for them to upsell.

Team Member: We noticed that the ceiling tiles in the women’s restroom have water stains. Want us to replace them? It’ll be an extra [$], we can take care of it today. [Attach with a photo of water stains]

Or, your account manager may notice an upsell opportunity as they’re reviewing a customer account and from there, they can reach out.

(5) INCREASE ONLINE REVIEWS

Make your business shine by getting more customer reviews. By texting and asking for them after a service, you’ll secure more reviews from your customers.

Reviews build your reputation online and within your community, and you can easily become the go-to choice for commercial cleaning and maintenance services in your area.

Where do you start? After a service, text a direct link to your review page.

Prioritize gathering reviews on the platforms your target audience uses the most, such as Facebook or Google Reviews. Don’t be shy to show off those five-star reviews – you’ve earned them, and they’ll attract more business.

TEXTING IS VITAL

Text messaging can be a vital tool for today’s commercial cleaning services. It can significantly boost existing communication efforts and, in turn, boost your bottom line.

— Jessica Ayre is a content marketing specialist at Text Request, a business texting solution. Text Request offers tools and resources to create a successful text messaging strategy.

SOURCE: CMM Online
Summer is finally upon us! Time for vacation, barbecues and simple outdoor enjoyment in the Great White North. It may feel like work is slowing down somewhat, but it never really stops – especially now. We are still in the process of determining what the new normal will look like when it comes to commercial property cleaning requirements. One thing I do know is that our association – ISSA, the worldwide cleaning industry association – has seen a steady uptick in inquiries around finding quality, well-run cleaning companies. We do have an answer to help those buyers of sanitary maintenance services – choose a firm that is certified with the ISSA Cleaning Industry Management Standard (CIMS).

We all know the cleaning industry has been changed forever by the pandemic. It wasn’t so long ago when facility managers and building occupants were simply concerned about appearances. Unclean and visibly dirty spaces have always been perceived as unsafe and unpleasant, and our industry consistently met and exceeded the expectations. But cleaning now includes so much more, such as ensuring high touch surfaces and other areas are germ-free. Afterall, when an infectious disease outbreak occurs, it is often linked to cleanliness. CIMS certified companies understand this and are very well-versed when it comes to facility health.

With warmer temperatures and better moods all around, now is the time to embrace training and move your firm to the next level. It’s an ideal time to consider CIMS certification, one of the highest standards in the cleaning industry. Designed by a group of industry experts, the best practices contained within the standard not only validate your company’s business acumen, but also demonstrate to current clients and future prospects that your firm is part of an elite group of professionals.

We are all seeing operational challenges such as labour shortages, changes in employee pay structures, day cleaning requirements and a raised awareness of cleanliness. Standardizing a company most definitely helps achieve business goals quicker and at less cost. The CIMS Standard includes a full scope of business practices, as well as SOP’s for disinfecting.

Certified companies must adhere to the required proficiency of the five main elements of the program. These include the following:

1. Quality system.
2. Service delivery.
3. Human resources.
4. Health, safety, and environmental stewardship.
5. Management commitment.

For those companies who are concerned for the health of our planet, there is also an optional sixth element – CIMS Green Building (GB). Not only does this achievement prove a company’s sustainable business practices, but it also meets LEED requirements and can help an organization market as a true “green” firm.

As we lean into our summer routines, let’s not forget that together the industry and your association can truly “change the way the world views cleaning.” By equipping your firm with all the tools and resources available through ISSA, we can all facilitate this change.

Keep an eye on both the ISSA and ISSA Canada event calendars for all upcoming virtual and in-person CIMS workshops, and don’t forget to mark your calendar for the ISSA Show North America 2022 happening October 10 to 13, at McCormick Place Convention Centre in Chicago, IL.

In the meantime, enjoy your summer, keep smiling, and remember we are the face of clean around the world. If you would like for more information on the CIMS Standard, please reach out to me at charlie@issa.com.

ISSA certification you can be assured that you’re now among industry experts. These standards have endured the test of time. They are easy to remember and can be used as a litmus test for excellence, whether thinking strategically or acting in the moment on the front line.

- Tim Poskin is founder and systems integrator of ISSA®’s Cleaning Change Solutions™ Consulting and serves as the executive director of the ISSA Workloading and Benchmarking Council. Poskin may be reached at tim@cmics.com.

SOURCE: CMM Online
Registration coming this July

Returning for its 13th year, our annual Innovation Award Program is back and better than ever!

The ISSA Show NA Innovation Award Program is the annual international program recognizing the professional cleaning industry’s advancements that make an impact in the commercial, institutional and residential cleaning community.

Visit www.issashow.com/innovation to learn more about this program!

Scan the code to sign up for more information when Registration opens