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FOR IMMEDIATE RELEASE

## **Supreme Maintenance Organization Achieves CIMS & CIMS-GB Certification with Honors**

**Greensboro, North Carolina, USA, October 20, 2011**—ISSA, The Worldwide Cleaning Industry Association, announced today that Supreme Maintenance Organization (SMO) has certified to the ISSA Cleaning Industry Management Standard (CIMS) and CIMS-Green Building (CIMS-GB) with Honors criteria.

CIMS applies to the management, operations, and performance systems of cleaning organizations. Compliance with the Standard demonstrates that a cleaning operation is structured to deliver consistent, quality services designed to meet customers' needs and expectations. CIMS certification has become a requirement in many cleaning-service bid specifications as end customers look for an effective way to identify cleaning-service providers who are true companies of excellence and committed to customer satisfaction.

“We are very excited to receive the CIMS–GB Certification with Honors. This certification places us in a very elite group of janitorial service providers throughout the world who have demonstrated a commitment to best practices.” said David Murphy, President, SMO.

CIMS-certified organizations must demonstrate compliance with the five core principles of the Standard—quality systems; service delivery; human resources; health, safety, and environmental stewardship; and management commitment—and undergo a comprehensive assessment of management and operational execution. Compliance with the CIMS-GB criteria illustrates SMO's commitment to delivering green and sustainable cleaning programs. The CIMS-GB designation will help SMO provide customers with precisely what they need to secure points under the U.S. Green Building Council's LEED for Existing Buildings: Operations and Maintenance (LEED-EBOM) Green Building Rating System, while greening operations overall.

As part of the certification process, an independent, accredited assessor conducted on-site reviews of SMO's systems, processes, and documentation. The assessor also visited randomly selected SMO customers to ensure that the organization's activities are consistent with its documented systems and processes.

“Our customers were very pleased to learn that we earned our CIMS-GB with Honors certification. It gives them confidence to know that their service contract provider can help them promote their business and solidify their position in the market place.” Murphy added.

Included among the elements of CIMS are making sure an organization has a site specific scope of work that sets forth cleaning service requirements and ensuring that the organization has a quality plan for assessing whether such service requirements are met, as well as service delivery, workloading, purchasing, employee training, worker health and safety, and corporate organization requirements.

### **About CIMS & CIMS-GB**

CIMS applies to management, operations, performance systems, and processes. Compliance with the Standard demonstrates that an organization is structured to deliver consistent, quality services 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. Given that CIMS is non-prescriptive, each organization has the flexibility to choose the most effective ways in which to meet its requirements.

The new CIMS-GB dimension focuses on the delivery of environmentally preferable cleaning service and offers organizations a certification that is closely tailored to provide customers with precisely what they need to secure points under the LEED for Existing Buildings: Operations and Maintenance (LEED-EBOM) Green Building Rating System, while greening operations overall.

The Standard and GB criteria were 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.

### **About Certification**

To become CIMS- and CIMS-GB-certified, an organization must submit written documentation supporting its compliance with the requirements described in the sections of the Standard. An independent, accredited 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.

To date, 110 organizations have achieved certification. Other organizations interested in pursuing certification are encouraged to submit an application to officially enroll in the program. For more information or to download an application, please visit [www.issa.com/standard](http://www.issa.com/standard). The CIMS Certification Guide, which helps organizations better understand what is required to comply with the Standard, is also available to provide more in-depth explanations of how to meet the Standard’s various requirements.

### **About ISSA**

The leading trade association for the cleaning industry worldwide, ISSA has a membership that includes more than 5,500 distributor, manufacturer, manufacturer representative, building service contractor, in-house service provider, and associated service members. ISSA offers the industry's largest cleaning shows in conjunction with Amsterdam RAI under the brand name ISSA/INTERCLEAN<sup>®</sup>, the popular Web site [www.issa.com](http://www.issa.com), educational products, industry standards, periodicals, and legislative and regulatory services that specifically focus on the professional cleaning industry.

The association is headquartered in Lincolnwood, IL, USA, with regional offices in Amsterdam, Netherlands; Leicester, United Kingdom; Monterrey, México; Singapore; and Shanghai, China. ISSA also works with more than 75 associations, alliances, and government agencies around the world to represent the cleaning industry. For more information, visit [www.issa.com](http://www.issa.com).

### **About Supreme Maintenance Organization**

SMO was founded in Greensboro, North Carolina in 1989 by David Murphy and Gary Collins. Just out of college, the partners started the promising company in their parent's home with a work ethic, \$200, and a borrowed vacuum. The pair started providing new construction clean-up for anyone who would give them a chance. A few opportunities later, they were awarded their first contract cleaning account. They hired a few family members and friends as they continued to pick up new accounts. In 1991, the company moved into a small one room office.

Today, SMO is recognized throughout North Carolina, South Carolina, and Virginia for dependable customer service, cost effective cleaning and facility maintenance solutions, progressive stable management, cutting edge technology, and extensive employee training and development through SMO University. With over 350 employees, SMO serves over seven million square feet daily for some of the most prominent companies in the Carolina's and Virginia.

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