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## SMG Services Achieves CIMS & CIMS-GB Certification

**Shelton, CT, August 12, 2011** — ISSA, The Worldwide Cleaning Industry Association, announced today that SMG Services, LLC (Service Management Group) has certified to the ISSA Cleaning Industry Management Standard (CIMS) and CIMS-Green Building (CIMS-GB) criteria.



Both certifications were designated ***“with Honors”***.

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.

“Excellent customer service (is) the ability of an organization to constantly and consistently exceed the customer's expectations,” said Harry Cohn, President, SMG Services. “This certification confirms that SMG has the management principles and framework in place to maintain and grow our customer focused organization.”

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 SMG Services’ commitment to delivering green and sustainable cleaning programs. The CIMS-GB designation will help SMG 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 SMG Services’ systems, processes, and documentation. The assessor also visited randomly selected SMG customers to ensure that the organization’s activities are consistent with its documented systems and processes.

“SMG is extremely proud to be one of the few companies in the industry to receive both CIMS certifications ‘*with honors*,’” said Robert Weintraub, CEO, SMG Services. “The benefit to our customers is that it offers assurance that our management systems and processes are in compliance with the industry’s leading standard and best practices and it identifies us as a credible, quality and customer-focused organization.”

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, 49 organizations have achieved certification.

## **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®, 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 SMG Services LLC**

Established in 1924, SMG Services is one of the largest, privately held custodial service contractors in the Northeast. Headquartered in Shelton, CT, SMG provides Building Maintenance and Facility Services to corporate headquarters, office buildings, industrial manufacturers, retailers, medical facilities, financial and educational institutions. Today, SMG has distilled their decades of experience into comprehensive, cost-effective and efficient processes that provide clients with consistently high-quality results day after day.

For more information call 800-688-1707  
or visit [www.svcmgmt.com](http://www.svcmgmt.com)