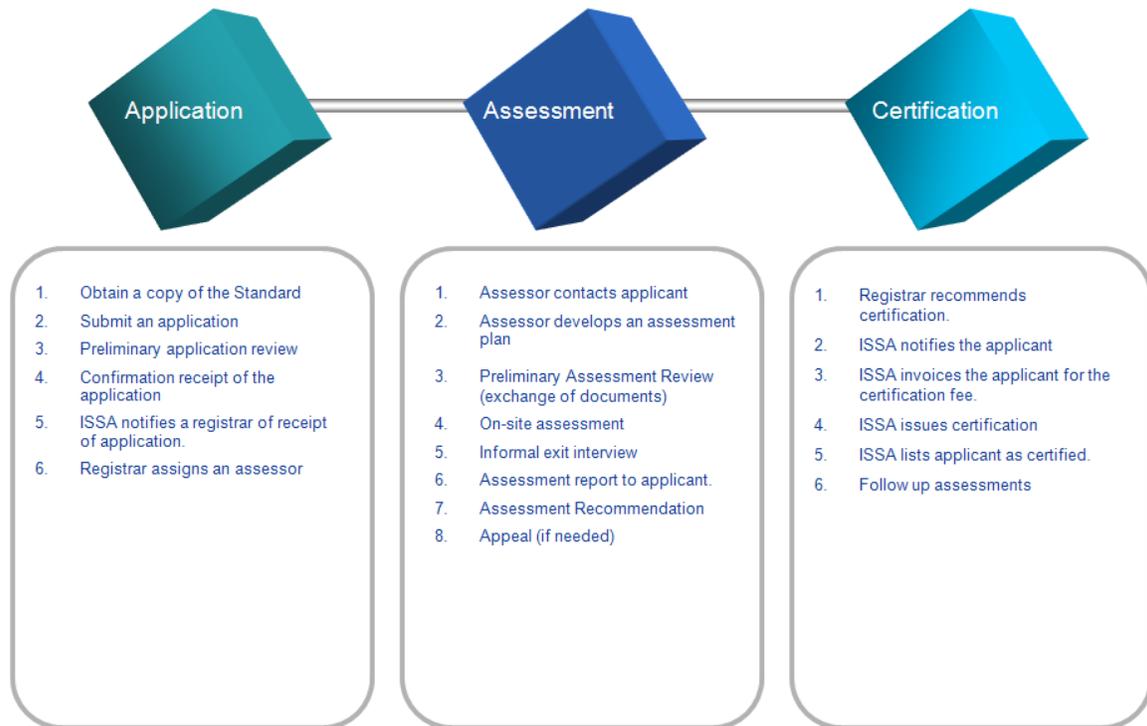


Certification Process Overview

Overview: Achieving certification to the Cleaning Industry Management Standard involves a three-step process (application, assessment, and certification). An overview of the process is shown below and a detailed description of each step follows.



Application

1. Applicant organization obtains a copy of the Standard from ISSA (mail, e-mail or download).
2. Applicant organization submits an application and application fee to ISSA.
 - a. ISSA conducts a preliminary review of the application.
 - b. ISSA confirms receipt of the application and application fee.
 - or
 - c. ISSA notifies the applicant that there is a problem with the application.
 - i. The applicant will be permitted sixty (60) days to modify the application.
 - ii. Failure to modify the application within sixty day (60) will result in forfeiture of the application fee and requires resubmission.
3. ISSA notifies the registrar of receipt of the application.
4. Based upon the application, the registrar assigns an assessor to the applicant and sends a letter to the applicant requesting approval of the assessor.
5. Applicant either approves or disapproves of the assessor and notifies the registrar.
 - a. If the applicant approves, the registrar notifies the assessor.

- b. If applicant disapproves of the assessor, the registrar assigns another assessor (repeat Step 5 and 6). The applicant is permitted a total of two (2) objections.
- 6. ISSA will invoice and the applicant is responsible for paying 50% of the expected total fee (including both assessment and certification fees) 30 days prior to their scheduled assessment.

Assessment

1. Assessor contacts applicant within five (5) days of notification of selection via e-mail or US Mail setting forth:
 - a. Outline of the process
 - b. Expectations
 - c. Materials to be ready
 - d. Duration of visit
 - e. Accounts to be visited (up to a group of 20 possible)
 - f. Confidentiality and nondisclosure agreement
2. Assessor develops an assessment plan and provides an assessment expense estimate.
3. Assessor conducts a preliminary assessment review (exchange of documents).
 - a. Determine applicant's preparedness for a full assessment
 - b. Identify major deficiencies before on-site assessment
 - c. Helps assessor plan for on-site assessment.
 - d. May lead to shorter assessment and overall cost savings.
4. Assessor conducts on-site assessment
 - a. Is the documented management system consistent with the Standard?
 - b. Are the organization's activities consistent with the documented system?
 - c. Confirms existence of materials on training, quality programs.
 - d. Compares performance to the scope of work in place.
 - e. Interviews supervisors, personnel, customers and other individuals.
 - f. Assessor visits a predetermined number of customer sites.
 - g. Is the system effective? (Assesses whether the programs are in use).
5. Assessor performs informal exit interview
6. Assessor prepares and issues an assessment report to applicant.
 - a. Identify major and minor nonconformities
 - i. Major nonconformities require on-site re-assessment.
 - i. Minor nonconformities may be corrected in writing (Affidavit of Compliance) and verified in next follow up assessment.
 - b. Recommendation of applicant's eligibility for certification
 - c. Opportunity for applicant to take corrective action.
7. Assessment outcomes:
 - a. Approved: The applicant has met the Standard's requirements. There are no open corrective actions or nonconformities. The assessor recommends certification to the registrar and ISSA.
 - b. Disapproved: The applicant has not demonstrated compliance with the required percentage of Cleaning Industry Management Standard elements. Demonstration of compliance with all identified non-conformities

(either through a re-assessment or through submission of an Affidavit of Compliance) must occur before certification is recommended and approved.

8. Appeals: If an applicant believes that it was unfairly denied certification, it has the right to file an appeal. The appeal is filed with the registrar. The appeal will be heard by the registrar's board of appeal. The board of appeal is an impartial panel that will independently reevaluate the application.

Certification

1. The registrar informs ISSA that the applicant has been recommended for certification.
2. ISSA notifies the applicant that it has received the applicant's certification recommendation.
3. ISSA invoices the applicant for the certification fee.
4. Upon receipt of payment, ISSA prepares and issues Certification Certificate(s).
5. ISSA adds newly certified organization to ISSA Directory of Certified Organizations
6. Follow up assessments occur once every twenty-four months.