

CERTIFIED!

CIMS 1101:2006

In June 2007, Omni Facility Services underwent a new type of quality auditing as a charter member to ISSA's CIMS quality standard. In July, Omni was informed by the ISSA that our auditor recommended, "...Omni be certified and added to ISSA's Directory of Certified Organizations. In addition, it gives me (third-party auditor Mr. James Vaughan, Jr.) pleasure to note that Omni was found to be in compliance with honors requirements, and it is recommended that the company be recognized as such."

WOW! Omni's CIMS Team was lead by Michael G. Cadotte (Director of Administration) who stated he, "...could not be happier with the outcome. We have been reviewing the five sections of the standard and working on evidence and verifying compliance for several months now. This certification ties in nicely with our ISO certification since it is developed with a similar spirit but recognizes us within our own industry."

To better understand what this CIMS certification means and where it came from, *Quality Matters* did some research so we can all appreciate this achievement in full.

History of CIMS

ISSA, a leading international trade association for the cleaning industry, lead an effort along with various other associations, certification bodies and professionals from the cleaning, facility management and purchasing fields to create a management standard for our industry. This new standard: Cleaning Industry Management Standard (CIMS 1101:2006), is rather like an ISO standard for the cleaning industry. CIMS was launched in November 2007, however, a small group of firms have been pre-selected as a case study program and become charter members of

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Omni's Food Plant Sanitation Division Expands

For many years, Omni has been providing general janitorial services for Kellogg's Battle Creek plant; but in the past few years, Omni's roll in Kellogg food plants has grown extensively. Starting first in Wyoming, Michigan, where Omni provides full food plant sanitation for the last three years and more recently Omni and its Canadian alliance partner assumed services at a new plant in Bellville, Ontario.

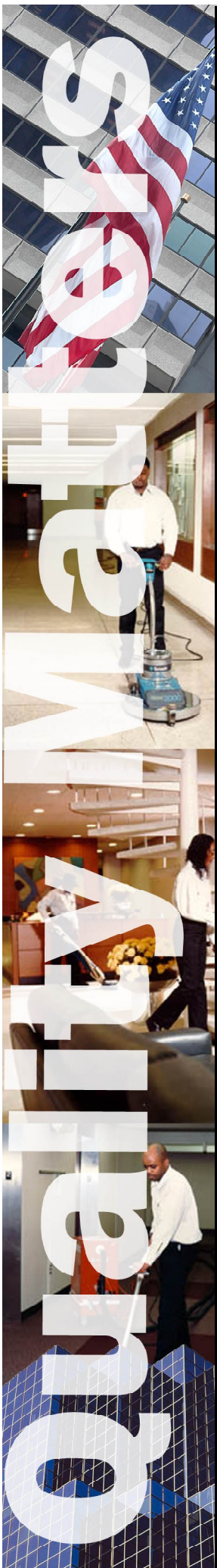
These plants, part of the Kellogg's Snacks Division, have offered a unique challenge as all new operating procedures, master sanitation schedules and AIB (American Institute of Bakers) compliance documentation had to be developed and maintained.

How has this rather new division been doing? Well,

according to Mike Weston, Operations Manager - Food Plant Services, "As we are entering into our third year after adding several shifts and an entire new production line (Wyoming, MI plant) I feel very pleased with my team - most of whom have been with us since the initial start-up.

This has been a strong team effort whose success can be directly tied to such managers as Tom Johnson (Omni's plant manager), Alex Patterson (assistant manager) as well as other managers and team leaders such as George, David as well as two new supervisors Enoch and Darren. These people, as well as our hard working team, have made my job not only

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Omni currently participates in 8 national & 2 international industry associations



Omni Joins USGBC

Quality Matters has talked in the past about Omni's move toward green cleaning products, but we are very excited to report on Omni's latest moves within the green building movement.

Omni announced in January 2008 that it will begin the process of ISO 14001 certification - the environmental certification under the international quality standard which Omni is certified ISO 9001:2000. Michael G. Cadotte who oversees Omni's certification programs including ISO and CIMS reported to *Quality Matters* that, "...We expect to complete ISO 14001 certification later this year."

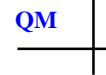
As part of Omni's commitment to go green, it has achieved membership in the U.S. Green Building Council or USGBC. The USGBC is a non-profit organization composed of leaders from across the building industry working to advance buildings that are environmentally responsible, profitable and healthy places to live and work.

"We look forward to using the resources and networking that USGBC offers as we continue to develop and expand our green initiative with the ultimate goal of achieving ISO 14001 certification," said Cadotte, "This push towards green is not to have another 'title' or 'certification' under our belt but rather to be a good corporate citizen and to partner in with our customers who see the benefits and responsibility of good environmental stewardship as we do in regards to operating in a manner that not only makes financial sense but

environmental sense as well."

Omni's green initiative program has already seen progress in the move to green certified cleaning chemicals and in its Southeast Operating Division all standard cleaning chemicals are green certified. Cadotte reported that their next steps are to benchmark their 'sister' company (Omni Facility Services of Canada) who has already been certified ISO 14001 as well as benchmark leading organizations that specialize in green building methods and systems - organizations like the U.S. Green Building Council.

The final step, according to Cadotte, is to work with Omni's ISO registering agency, HSB, on the mechanisms of setting up both a certification audit and ongoing surveillance audits as well. This final step is currently on track for the second half of the year and the entire green team at Omni is very excited and dedicated at making this new benchmark in environmental facility services reality within the company.



FLOOR, continued from page 5

After flooding floors with the stripper and allowing it to sit for generally 10 to 15 minutes, a wet vac should be used to vacuum up the slurry. The floor should be rinsed thoroughly with clean water and dried before sealer and a new finish is put down.

[Note: be sure to post caution signs and block off area you are working on. also placing a liner inside the mop bucket you put your finish in will extend the life of the bucket and you will avoid contaminating your finish with other soils or particles from the mop bucket itself.] QM

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Up-Coming 2008 Events

JANUARY

- 01 New Years Day
- 21 M.L. King Jr. Day
- 10 Islamic New Year

FEBRUARY

- 07 Chinese New Year
- 14 Valentine's Day
- 18 President's Day

MARCH

- 09 Daylight Savings Begins
- 17 St. Patrick's Day
- 20 First day of Spring
- 23 Easter Sunday

APRIL

- 20 Passover Begins

MAY

- 10 Mother's Day
- 19 Victoria Day (Canada)
- 26 Memorial Day

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the standard. Omni was selected out of over 1,000 applicants to be one of those charter members.

The Standard

The CIMS 1101:2006 standard is broken into five specific elements with each element having multiple sub-elements. An organization wanting to achieve certification must comply 100% with all mandatory elements in each section and must comply with each 60% of the recommended elements per section. In Omni's audit, we achieved 100% of all mandatory and a near 100% of all recommended elements as well! The five elements of CIMS are: Quality System, Service Delivery, Human Resources, Health, Safety and Environmental Stewardship, and Management Commitment.

The Audit

ISSA and its official registrar, the American Institute of Cleaning Sciences (AICS) assigned Omni a third-party auditor who is pre-qualified and trained by ISSA in the CIMS protocols and audit requirements. Each auditor must also have direct knowledge of the cleaning industry as well. Omni's auditor, Mr. James Vaughan, Jr., is the owner of a janitorial company in Ohio who does extensive work with the federal government. Mr. Vaughan, with his decades of experience in the janitorial industry, interviewed Omni employees, talked to Omni customers, visited various job sites ranging from 35,000 square feet to 1.5 million square feet as well as extensive auditing of Omni's policies and procedures.

In October 25, 2007, Omni was recognized for its successful certification under CIMS and for its charter member status at the ISSA/INTERCLEAN North American 2007 trade show in Orlando, Florida. Also during the same convention

Omni's Michael Cadotte participated on a speakers panel discussing the CIMS quality standard with other building service contractors who are also interested in the new standard and were curious to the processes and resources needed to obtain certification. Michael Cadotte has also been in constant communication with ISSA's CIMS Director on a variety of aspects of the standard and has been in direct contact with other building services contractors throughout North America giving them advice and encouragement to move towards CIMS certification. Michael Cadotte said, "This is not something we [Omni] want to obtain and keep only to ourselves. This standard is the future of our industry, and I encourage all BSCs [Building Service Contractors] to certify CIMS. Further, I am encouraged to see some property management companies already placing in their RFQs CIMS certification requirements."

Omni now maintains two quality management and operational certifications both independently audited and certified on an ongoing basis.

For further information on ISSA and CIMS visit ISSA's web site at: www.issa.org and for more information on Omni's various quality standards you may visit Omni's website at www.ofs-na.com or contact Michael Cadotte at: mcadotte@ofs-na.com **QM**



Omni is now CIMS Certified with Honors

Our Mission

Omni Facility Services, an established and innovative leader in the facility services industry, is committed to providing quality services and exceptional value. Continuous improvement, profitability and long-term growth are achieved by empowering our employees to exceed our customers' expectations.



Omni was the FIRST company in the industry to be certified ISO 9001 in 2000 and one of the first to be certified CIMS 1101:2006 in 2007!

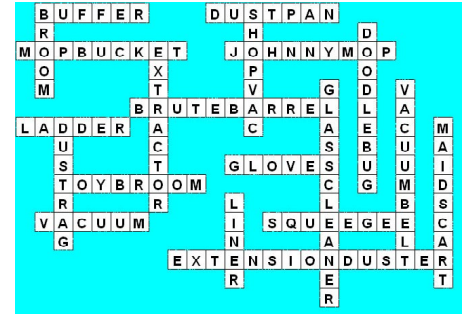
??Puzzler??

This is an unusual paragraph. I am curious how quickly you can find out what is so unusual about it. It looks so plain you would think nothing was wrong with it. In fact, nothing is wrong with it. It is unusual, though. Study it, think about it...but you still may not find anything odd.



This edition's *Quality Matters* puzzle is a bit of a puzzler indeed. Read the above paragraph very carefully and see if you can figure out what is so unusual about it. If you think you know then write your response below and send it in. We will select one response randomly for our drawing. Good luck!

V12N1 Puzzle Key



NAME _____

ACCOUNT _____

PHONE _____

PUZZLE ANSWER _____

FOOD PLANT, continued from page 1

easy but have been a key part of our success.”

This success at the two plants in Wyoming, Michigan, has also been transplanted to Kellogg’s Bellville, Ontario, plant where full sanitation services have been successfully ramped up as of late 2007.

Currently Omni provides base janitorial services at one of Kellogg’s plants and full sanitation services at three other facilities. Services such as general janitorial, production line maintenance, MSS schedule maintenance, silo cleaning, equipment sanitation and landscape services are all part of a days work.

Weston reported that in a recent AIB external audit that two of the newly retooled plants Omni services received one

of the highest initial ratings within Kellogg’s own auditing system.

Omni continues to build its very successful Food Plant Division with the ability to offer its customers best-in-class services, AIB certified management with proven cost reductions sometimes exceeding 15 percent!

As Omni continues to explore new opportunities with current clients such as The Kellogg Company, it also is looking to other food manufacturers in North America that could benefit from its programs. “We carefully built this operating unit on a solid, safe and cost effective service platform,” said Omni President Mike Stover, “and we are now actively working to expand in this market. We have proven systems and have been able to transplant them not only locally but internationally - I am very proud of the hard work our dedicated service team has accomplished.” **QM**



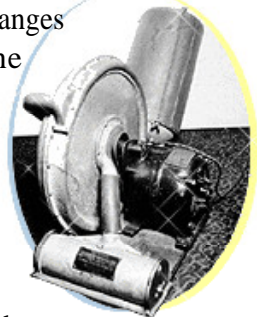
Omni’s 100 food plant employees spend on average over 4,100 minutes every week in various production meetings, safety committee meetings and daily safety toolbox reviews.

Happy 100th to the Vacuum!

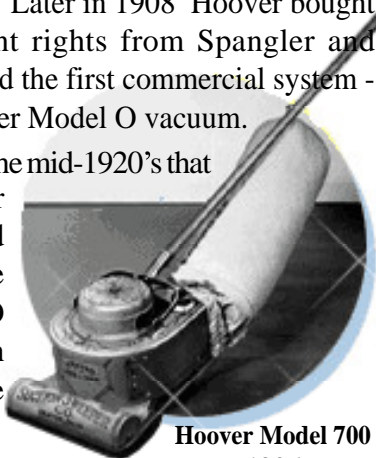
Technology has changed a lot since Omni began offering facility services back in 1910 and one piece of equipment in particular has seen significant changes over the past 100 years....the vacuum.

Although the vacuums origins can be traced back to the later years of the 19th century, these early systems were large vacuums that were gas powered and moved on horse drawn wagons. It was not until 1905 that Chapman and Skinner in San Fansisco invented a 92 pound portable vacuum. It was 3 years later, in late 1907 that James Murray Spangler, a janitor in a Canton, Ohio, department store started to tinker with a power carpet sweeper that was causing him to cough. Working with an old fan motor, a broom handle and a pillow case for a filter and soap box as a 'bag' he created the first 'modern' vacuum. Spangler improved upon his first model and took out a patent in 1908 and formed the Electric Suction Sweeper Company. One of the first customers of this new vacuum was Spangler's cousin whose husband William H. Hoover, took a strong interest in the machine. Later in 1908 Hoover bought the patent rights from Spangler and introduced the first commercial system - the Hoover Model O vacuum.

It was in the mid-1920's that Hoover improved upon the Model O with positive



Hoover Model O
1908



Hoover Model 700
1926

agitation and a beater bar - brush in the new Model 700 which resembled the basic type vacuum we are using today.

Today, Omni uses cutting edge vacuum systems including HEPA filtration, high productivity back pack models and even ridding vacuum systems. And just 'around the corner' robotic systems are making a strong show in the residential markets with great possibilities for commercial use in the very near future.

We have come a long way in vacuum technology and everything points to an exciting future for new developments making our jobs easier, more efficient, green friendly as well as more cost effective.

So tonight as Omni janitors throughout the Midwest enter their job sites and open their janitor closets, take a moment to reflect on the amazing transformation this daily tool has made.

Happy Birthday Vacuum. [QM](#)

The Basics of Daily Floor Care

When it comes to floor maintenance, nothing is more important than daily cleaning and regular restorative care. The majority of problems in hard floor care is linked to lack of knowledge of the facility manager, the janitorial worker, or both. Simple procedures can be performed incorrectly, costing time, money and reputation.

The main goal in care of a hard floor is preserving its life and its appearance starting with daily maintenance. Soil and traffic loads vary depending on the facility, so a grit control program needs to be in

place. Entrance mats are a key element to grit control program needs to be in place. Entrance mats are a key element to grit control but are only the first step. Daily cleaning comes next and involves a number of steps. Frequent dust mopping removes top layers of debris and should be followed by damp mopping, paired with a neutral pH cleaner to fight discoloration, which will capture and remove much of the film from the floor. A floor finish can become imbedded with dirt if those practices are not kept up. Preserving a floor's finish is vital, especially in the winter, when salt and ice melt are tracked into buildings - those chemical compounds can attack the finish.

Scheduled spray buffing with a standard or high-speed floor machine will help remove dirt and scuff marks, restore gloss and extend the life of the finish. To eliminate discoloration and bring back shine, spray buffing with a low concentrated acrylic cleaner can help. If a floor dulls after the spray or high-speed buffing, the floor finish may be thinning or soiled and may need a deep scrub and recoat. When recoating, it's important to develop and recognize a base coat. Some building service contractors use a permanent marker to mark certain spots; when those spots start to wear, it's an indication that the base coast has been reached and the floor can use a scrub and recoat. Using the proper pads is also essential to keeping floors in their ideal condition.

As a last resort - and an expensive one at that - stripping should be performed only when a deep scrub and recoat will not restore a finish to the desired appearance. Yellowing, imbedded dirt and irreparable damage are floor conditions that may require stripping. Manufacturers recommend using an alkaline with a pH higher than 11 on finished hard floors.

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Success Through Fast Action



It's a typical winter morning around 7:00 AM in mid-February and you arrive to your facility - an elementary academy - and you learn that a water pipe ruptured the night before on the 4th floor and your building is flooded with water. What do you do? Omni's customer, Detroit Academy of Arts and Science, called their maintenance company - Omni.

Immediately Omni's operational manager, Jessie Clark, was notified, and he put

together a crew of over 12 professionals to begin a battle with standing water. Joining Jessie's crew were additional support from Omni's service network of disaster recovery professionals and within an hour of the call crews, extractors and high powered truck-mounted water extractors as well as dehumidifiers and mold prevention/treatment teams were on site working to contain and remove the thousands of gallons of water throughout the school.

Working for five days the water was removed, rooms cleaned, walls vented for drying, proper anti-mold treatments in place and a very weary crew was able to stand down and relax.

It is never a situation a facility manager

wants to think about but emergencies do happen and Omni has the resources and expertise to lend assistance and help contain and minimize the potential effects.

Jessica Manko, Omni Director of Operations - SE Michigan, wanted to thank Jessie Clark and his entire crew for their hard work over the five day period of the emergency cleanup and for a job well done.

Putting together a large crew with no notice and getting them and the proper resources to the site is a true challenge for any company, manager or crew member who gets the 'after hours' call. We thank our team who hold true to Omni's standard of professionalism and quality services. Way to go! QM



OMNI FACILITY SERVICES
24300 SOUTHFIELD ROAD SUITE 220
SOUTHFIELD MICHIGAN 48075



On the web at: www.ofs-na.com

