

Before You Hire: ISSA Credential Checklist

Use this sheet to ask better questions, not to rank companies by logos.

Company: _____

Date: _____

1 CLARIFY THE ISSA CONNECTION

☐ **What does the ISSA reference mean?**

Ask whether it refers to membership, participation in a program, or a credential.

☐ **Is the claim current and specific?**

Request the credential or membership name, and how the company verifies its status.

☐ **Does the company identify who holds the credential?**

Clarify whether it applies to the business, a location, or an individual.

2 SEPARATE MEMBERSHIP FROM CERTIFICATION

☐ **Membership: industry connection**

Access to association resources is not proof of certification.

☐ **Certification: named program and defined scope**

Ask which standard/program applies and what was evaluated.

☐ **CIMS, if claimed: management-system assessment**

Ask for the credential details; do not assume every ISSA member is CIMS certified.

3 CHECK WHAT HAPPENS ON THE JOB

☐ **Written scope of cleaning and service expectations**

Ask what is included, excluded, and handled when priorities change.

☐ **Training and quality-control practices**

Ask how staff are trained, performance is checked, and issues are resolved.

☐ **Practical fit for your property and needs**

Compare the service plan, communication, scheduling, and written terms.

KEY DISTINCTION

An ISSA badge alone does not identify a specific certification.

Always ask what the badge or credential actually represents.

Compare Your Cleaning Company Options

Record answers before choosing a provider.

Company A: _____ Company B: _____

Exact ISSA relationship Membership / program / credential		
Credential verified? Name, status, issuer, relevant scope		
CIMS claimed? If yes, what certification applies?		
Other credentials e.g., IICRC, if relevant		
Service scope Tasks, exclusions, frequency		
Training / quality checks How work is monitored		
Problem resolution Point of contact and process		

NOTES / FOLLOW-UP QUESTIONS

DECISION REMINDER

Credentials add context. Clear processes and fit matter too.