

A man in a dark suit and blue shirt is holding several puzzle pieces. The puzzle pieces feature various logos and text. The background is a blurred image of the same man. The overall theme is about piecing together different standards and requirements.

# ISSA<sup>®</sup>

The Worldwide Cleaning Industry Association

## 2009 Regional Meetings

# PIECING TOGETHER A WORLD OF STANDARDS

Meet Green Requirements  
and Reduce Operating Costs

FEATURING **DAVE FRANK**

Industry  
Management  
Standards

Service  
Standards

ISSA  
**CIMS**

GREEN  
SEAL

# PIECING TOGETHER A WORLD OF STANDARDS

## Meet Green Requirements and Reduce Operating Costs

### Dates and Locations:

#### March 31

Radisson Hotel, Valley Forge  
1160 First Ave.  
King of Prussia, PA 19406

#### April 1

Crowne Plaza  
10 Lincoln Square  
Worcester, MA 01608

#### April 7

Crowne Plaza O'Hare  
5440 North River Road  
Rosemont, IL 60018

#### April 8

Hilton Atlanta  
255 Courtland Street, NE  
Atlanta, GA 30303

#### April 23

Pacific Palms Resort  
One Industry Hills Parkway  
Industry Hills, CA 91744

#### April 29

The Direct Energy Centre  
at Exhibition Place\*  
100 Princes Blvd.  
Toronto, ON, M6K 3C3 Canada

\*To be held in conjunction with  
Can Clean (condensed program)

### Agenda:

8:00 – 8:30 Breakfast & Registration  
8:30 – 12:15 Piecing Together  
a World of Standards

### Fees:

ISSA member price: \$85  
(\$75 for 4 or more registrants).  
Price \$185

### Who should attend:

All industry stakeholders

## ABOUT THE PROGRAM

Piecing Together a World of Standards takes an unusual and refreshing approach towards standards and their impact on the cleaning industry. Understanding the many standards and their associations can be complex and confusing to industry professionals. Some bodies of standards are as comprehensive as the ISSA Cleaning Industry Management Standards (CIMS), which incorporates all of the disciplines of the cleaning industry. Other standards, such as those established by the US Green Building Council, apply to high-performance sustainable buildings. In addition to the many standards being set by associations, there are others established by the federal government. The Environmental Protection Agency works in concert with federal and state agencies to conserve natural resources through manufacturing standards, environmental partnerships, regulatory requirements, and guidelines for sustainability.

In this dynamic session, we will explore the leading standards that shape our business. Complex information, voluminous standards and federal requirements are simplified and streamlined into content you can use. The standards curriculum will meet the needs of in-house service providers, contract cleaners, distributors, salespeople, and manufacturers alike. The course format will include lecture, interactive exercises, video and electronic resources of standards documents and websites that will help you succeed.

**Session Covers Standards from the Following Groups:**  
USGBC, U.S. EPA, Green Seal, BSCAI, ISSA, IEHA EcoLogo



## ABOUT THE PRESENTER: DAVID FRANK

David Frank is president of the American Institute for Cleaning Sciences, an independent third-party accreditation organization that establishes standards to improve the professional performance of the cleaning industry. With more than 30 years of experience, Dave is a leading authority in the sanitary supply industry, serving facility service providers, distributors and manufacturers.

Dave travels the globe lecturing on the values of hygiene, image enhancement, and sanitation. He is an active member and frequent speaker for ISSA, APPA, EPA and the U.S. Green Building Council. In addition to his industry contributions, he developed InfoClean, the first easy-to-use workloading software program for defining staffing levels and meeting budget requirements.

David has served on many industry committees to develop standards for healthy building designs, environmental sustainability and quality management systems.



## REFUND POLICY:

Registrants who cancel will receive 75% of their registration fee. Registrants who cancel within 5 days of the seminar and do not attend are responsible for the entire cost. Attendee substitutions may be made at any time. In the event of a cancellation of a seminar for any reason, ISSA's liability is limited to the return of the registration fee only.

## THREE WAYS TO REGISTER:

Register online at [www.issa.com/wos](http://www.issa.com/wos), fax this form to 847-982-1012 or mail to ISSA, 7373 N. Lincoln Ave., Lincolnwood, IL, 60712-1799. You also can call ISSA Customer Service at 800-225-4772 for more details.

**LOG ONTO ISSA.COM** to register online with new self service technology at [issa.com/wos](http://issa.com/wos)



This program meets requirements established under the ISSA Cleaning Industry Management Standard.



## REGIONAL MEETINGS

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FEATURING **DAVID FRANK**

Name \_\_\_\_\_ Title \_\_\_\_\_ E-mail \_\_\_\_\_

Name \_\_\_\_\_ Title \_\_\_\_\_ E-mail \_\_\_\_\_

Organization \_\_\_\_\_ Affiliation:  BSCAI  ISSA  IEHA

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Postal Code \_\_\_\_\_ Country \_\_\_\_\_

Telephone \_\_\_\_\_ Fax \_\_\_\_\_

\$85 Member Price  \$75 Member Price (4 or more from the same company)  \$185 Price (Join ISSA and Save)

Check enclosed (please make check payable to ISSA)

Charge my: Visa MasterCard American Express (circle one)

Name on card \_\_\_\_\_

Credit Card#/Expiration Date \_\_\_\_\_

Signature \_\_\_\_\_

Select your City:

MARCH 31, KING OF PRUSSIA, PA

APRIL 1, WORCESTER, MA

APRIL 7, ROSEMONT, IL

APRIL 8, ATLANTA, GA

APRIL 23, INDUSTRY HILLS, CA

APRIL 29, TORONTO, ON