

provided should be logged on individual tool inventory forms, including copies of any new purchase orders. Employees should be required to sign-off on all tools received. Periodic inventories of all tools in the possession of the employee or in service vehicles should be conducted and documented.

*INFORMATION REQUIRED FOR SUBMISSION: Copy or description of your company tool inventory program.*

#### 6. Photo ID cards

Service technicians routinely go in and out of numerous buildings throughout the day. To ease an employee's access and entry into facilities in today's high security environment, it is imperative that they be easily and readily identifiable. Utilizing photo identification cards, which include personal as well as company information, is one way to help ensure that employees on a work assignment can be quickly identified, providing peace of mind to building owners and tenants.

*INFORMATION REQUIRED FOR SUBMISSION: Copy of sample company ID card or other identification material utilized.*

#### 7. Customer Service Standards

Keeping your customers happy and satisfied is essential if your company is to succeed and grow. Customer satisfaction continually ranks as number one in importance for customer retention. Company efforts should be focused on responding to your customers' needs in a timely and efficient manner, providing dependable and responsive service, commitment to customer satisfaction and follow-up with customers to assure all their needs have been met. It is important that your company has an established customer service program and has procedures in place to deal with customer concerns, issues or complaints. Customer follow-up after service calls, either by mail or phone, to assure satisfaction should be a priority.

*INFORMATION REQUIRED FOR SUBMISSION: Description of your customer service program including copies of your customer feedback program or other customer-oriented programs. In addition, three (3) letters of recommendation from three current customers are required which attest to your company's focus on service and commitment to the customer.*



## INSTRUCTION SHEET

This booklet details the **criteria** that need to be met for your company to be considered for **MSCA STAR** qualification. Each criteria requires **specific supplemental materials** be included for your application to be processed.

Once the **fully completed application form** is submitted with all the supporting documents, your request to become an MSCA STAR Qualified Contractor will be processed and reviewed by the **MSCA STAR Review Committee**. Upon satisfying all these requirements, you will be promptly notified and subsequently receive your **MSCA STAR documentation and marketing packet**.

**Recertification** will be required every three years, at which time you will be asked to provide updated evidence that your company has continued to maintain all qualification criteria.

# QUALIFICATION CRITERIA

## 1. Company or Company Principals must have a proven track record

MSCA STAR qualification requires that the company or company officers have been involved in the HVACR or plumbing service industry for a minimum of five years. This indicates your commitment and dedication to the industry and understanding of the challenges that have to be overcome to succeed in this competitive industry.

*INFORMATION REQUIRED FOR SUBMISSION: Resumes of company officers or a copy of the company annual report*

## 2. Employ UA STAR certified technicians

The UA STAR certification program is an excellent way to assure that your employees have been adequately trained and have all the skills and knowledge necessary to do their job correctly, safely and efficiently. The UA STAR exams are accredited by ANSI and are ISO recognized. Currently, the United Association offers UA STAR certifications for HVACR Journeymen, in addition to certifications for pipefitters, sprinklerfitters and plumbers. UA STAR certification programs for HVACR servicemen (those who primarily do residential and light commercial work) and plumbing servicemen are expected to be available by late 2004. Many locals are currently using the UA STAR exam as the fifth-year apprentice turn-out exam. MSCA endorses the UA STAR program and encourages all contractors to strive for UA STAR certification of all employees as soon as possible. Currently, to achieve MSCA STAR qualification, 25 percent of your service employees must have successfully passed a UA STAR exam. This percentage will increase in future years as the UA STAR program becomes more widely established.

*INFORMATION REQUIRED FOR SUBMISSION: Please submit a list of all current employees in your service division who have achieved UA STAR certification.*

## 3. Have a Documented Company Service Safety & Health Program and Maintain an Outstanding Safety Record

It is crucial that all service companies maintain and strictly enforce a comprehensive service safety program. Enforcing safe working practices, providing appropriate training, dealing with non-compliance, establishing safety procedures, complying with state and federal regulations and utilizing proper record-keeping should be the major goals of any company safety program. In addition, due to the nature of the service industry, safe driving and service vehicle safety procedures are also a priority. To assist MSCA contractors develop and implement a complete safety program, the MCAA/MSCA published the MSCA Safety Manual for Service in 1998. The manual describes all required components of a safety program and includes model company safety procedures to help develop a comprehensive company program. Sample forms and checklists are also included. Whether your company utilizes this manual as the basis for a safety program or has developed its own, it is crucial that you focus daily on safety and have a well-written and documented program that all employees understand and comply with. You must also maintain an incidence rate that is below the industry average.

*INFORMATION REQUIRED FOR SUBMISSION: A comprehensive description of your company's safety policy and program or an actual copy of your company's safety program. At a minimum the following components should be included in your company program:*

- ★ *Written Corporate Safety Policy which includes compliance with all OSHA and EPA standards and regulations*
- ★ *Established Safe Work Practices*
- ★ *Worker Safety Training*
- ★ *Disciplinary Action for Non-compliance with Safe Work Practices*
- ★ *Established Substance Abuse Policy*
- ★ *Work Site Hazard Analyses*
- ★ *Procedures for Accident/Incident Investigations*
- ★ *Hazardous Materials Handling Program*
- ★ *Service Vehicle Safety Program*
- ★ *Recordkeeping Procedures*

*In addition, as required by OSHA, Form 300A, Summary of Work-Related Injuries and Illnesses (or equivalent form), must be posted in your establishment annually. To qualify for MSCA STAR status you must submit a copy of your completed OSHA Form 300A for the past two (2) years and have a Lost Workday Cases Incidence Rate that is 25% or more below the Bureau of Labor Statistic's aggregate incidence rate for the preceding year. For example, if the aggregate incidence rate is 4.6, to qualify, your rate must be 3.5 or lower.*

## 4. Provide on-going training to both field and in-house employees

Continuing education and training for all employees are often the keys to success for any company. Whether it is a manufacturer-sponsored program for your technicians, a leadership course for your key employees, a sales program for your sales personnel or an association convention for your top officers, continuing education is crucial. To become MSCA STAR qualified, you must provide evidence that you are constantly providing educational opportunities for your employees, whether it is an in-house company program or attendance at a local or national industry event. At the very minimum, one or more of your employees must have attended a national MCAA or MSCA program in the past year (such as the MSCA Service Managers Training Program, MSCA educational conference, MCAA national convention, Institute for Project Management, etc.) or a local chapter MCA sponsored program.

*INFORMATION REQUIRED FOR SUBMISSION: List of educational programs/training provided to your employees at your company site and specific list of employees who attended a national or local MSCA/MCAA educational program or conference in the past year.*

## 5. Established Truck Inventory Control System and Major Tool Inventory Program

Every HVACR service company makes a major investment in the purchase of tools that each technician must have to do his job effectively and efficiently. Whether all tools are provided by the company or a technician has to supply some of his own, it is extremely important that they be tracked and periodically inventoried. Loss of tools, whether through theft or carelessness, can easily cut into bottom-line profits. It is important that companies have in place a written tool policy that all employees understand and follow. The MSCA has published a model tool inventory procedure (see MSCA Service Management Notebook, Tools and Material section, Bulletin No. 2) recommending a tool file be kept for each employee. Tools