



## MSCA STAR Application Form

## MSCA STAR Benefits



### How do I apply for STAR Qualification?

Enclosed in this packet is the **MSCA STAR Qualified Contractor Application Form** along with a detailed **Instruction Sheet**. All contractors applying for MSCA STAR designation must complete the Application Form in its entirety and return it to MSCA with all supporting documentation including:

- ★ Resumes of **company principles** or **company annual report**
- ★ List of **current employees** in service division with UA STAR certification
- ★ Description or copy of **company's safety program** plus completed **OSHA 300A forms** for the past two years
- ★ List of **in-house educational programs** offered and list of **employees who have attended a local or national MSCA or MCAA program** in the past year
- ★ Copy of company **tool inventory program**
- ★ Copy of company **identification card** or other **security ID**
- ★ Copy of **customer service program** including any customer feedback or follow-up forms
- ★ **Three letters of recommendation** from current customers attesting to your company's commitment to service and customer satisfaction

In order for your application form to be considered by the MSCA STAR Review Committee, all required materials must be submitted. If you satisfy all the requirements for qualification, you will be promptly notified and will receive all MSCA STAR documentation and a marketing packet. Recertification will be required every three years. At that time you will be asked to provide evidence that your company has continued to maintain all qualification criteria.

### What do you get as a STAR?



Membership  
in an elite  
group of  
contractors!

Prestige and  
distinction!

Enhanced  
visibility and a  
competitive  
advantage!

Marketing  
materials!

Designation  
on MSCA  
website!

National  
recognition!

And, ultimately, **PROOF** to your  
customers that you provide the  
skills, quality, value and  
professionalism  
they expect  
and demand!

Credibility!



## MSCA STAR Qualification

## Becoming MSCA STAR Qualified



### What is STAR Qualification?

As an **MSCA STAR Qualified Contractor** you will belong to an elite group of contractors who are **setting the standard** in the mechanical service industry by:

- ★ **upholding a strict code of business ethics**
- ★ **employing the best trained and most qualified workforce**
- ★ **maintaining a superior safety record**
- ★ **offering outstanding customer service**
- ★ **focusing on continuing education for all employees**

MSCA STAR Qualified Contractors will provide their customers and potential customers **quality service which is unsurpassed in the industry**. The MSCA STAR designation will ensure customers that their buildings' systems are in the hands of the most qualified and competent contractors available.

**As more and more MSCA contractors become STAR qualified, the higher the bar will be raised for the mechanical service industry as a whole.** Customers will begin demanding an MSCA STAR Qualified Contractor for their jobs to guarantee value, professionalism, and efficiency.

Once you have successfully met all the criteria for STAR Qualification, you will receive a comprehensive **marketing packet** which will include everything you need to **effectively market your MSCA STAR advantage**. This packet will contain special logos, brochures, ads and documentation of your STAR qualification – everything you need to let your customers and prospects know that you have been recognized as a member of an elite group of quality contractors who are continually striving for excellence in all aspects of their business.

And, when you become STAR qualified, not only will you attain the prestige, competitive edge, and marketing advantages that come with the designation, but you will become part of a **national public relations campaign** that will promote the benefits of MSCA's best and brightest contractors. **Facility owners nationwide will hear of the achievements of the MSCA Stars!**

Together we can raise the industry standard and demonstrate that MSCA contractors stand above the rest – striving to improve their companies and their employees – while always looking for ways to increase value to their customers.



### How do I become STAR Qualified?

**MSCA STAR Qualified Contractors** must achieve a higher standard of excellence than the rest of the industry. They must maintain outstanding business practices, provide quality workmanship, offer exceptional customer service, and support MSCA and the organized service industry.

In addition, you must meet the following criteria:

- ★ **have a proven track record in the HVACR or plumbing service business**
- ★ **have been involved in the industry for a minimum of five years**
- ★ **have a minimum of 25% of your current employees UA STAR certified**
- ★ **have a documented service safety and health program and maintain an outstanding safety record**
- ★ **provide on-going educational training to employees**
- ★ **have employees attend at least one MSCA or MCAA sponsored national or local program each year**
- ★ **have an established truck inventory control system and major tool inventory program**
- ★ **provide and require photo ID cards to be worn by all field personnel**
- ★ **maintain the highest levels of customer service standards**

Enclosed in this packet you will find the **Application Form**. Simply fill it out and return to MSCA to begin the process of becoming MSCA STAR qualified.

