

## **SPC Certification Inclusions**

### **Individual Certification:**

1. Onsite class (up to ten)
2. Individual projects
  - a. Each candidate in class must submit a project proposal within 30 days of training.
  - b. Each candidate will be furnished a Project Proposal template, as well as a Project Report template.
  - c. Candidate must submit project proposal to both the immediate supervisor and SCInc. for signatures of approval.
  - d. Once approval has been granted, the project will be allotted three to six months, depending on a number of factors, including:
    - i. The scope of the project
    - ii. The level of the participant
    - iii. Whether the project involves change management at the customer level
  - e. Candidate must complete the Project Report which consists of three major sections: (1) Assessment, (2) Recommendations, and (3) Implementation/Results. Each section must be at least five pages in length, for a minimum total of 15 pages for the Project Journal.
  - f. No project may be duplicated at the same company.
  - g. Candidate submits Report to SCInc. for final evaluation.
  - h. Upon ensuring that candidate has met all guidelines for the project, candidate will be awarded SPC Certification.

### **Site Certification:**

1. There are several stages to this process:
  - a. Site processes are audited and assessed in seven major areas
  - b. Recommendations are made for those processes that do not reach 75% compliance
  - c. Implementation of the recommendations
  - d. Re-audit after implementation
2. The help desk team must undergo SPC training, and 75% them must receive SPC Individual Certification.
3. If site reaches 75% overall compliance, it will be awarded SPC Site Certification.
4. Site Certification is valid for a period of one year after the date certification is awarded, after which the participating organization has the option to renew the certification by means of an annual audit.

### **Pricing:**

1. Site Certification is a flat rate of \$15,000.
2. Onsite Individual Certification class is \$15,000 for a group of up to ten participants.
3. If more than one group is to be trained, the second and all subsequent groups will be trained at a rate of \$10,000 per class.
4. If Site Certification is packaged together with Individual Certification, the flat rate is \$25,000 for the first group trained, and \$10,000 for all subsequent groups at that same site.
5. Annual renewals of site certification carry an audit fee of \$10,000.

### **Certification Award:**

1. Site Certification is awarded to any organization that reaches 75% compliance of certification standards and recommendations.
2. Individual Certification is awarded to any individual who attends the respective certification class and successfully completes the certification project.

**Performance Guarantee:**

1. Site Certification carries a performance guarantee for any organization that reaches 100% compliance with certification standards and recommendations.
  - a. In the event that a site reaches 100% compliance and has experienced no increase in performance levels, SCInc. will work with organization to reach a mutually satisfactory level of organizational performance, or will refund 50% of the amount paid for Site Certification.
  - b. No performance guarantee applies to any organization that does not or cannot implement the recommendations of the audit.
2. The performance guarantee for individual certification is tied directly to the success of the class and the project, and will be measured by:
  - a. Post-class student satisfaction surveys
  - b. Post-project satisfaction surveys
  - c. The scores represented in both of these will be combined and averaged to arrive at the *class score*. If the class score falls below the average survey ranking, SCInc. will work with the organization to reach a mutually satisfactory solution.