

# Good Things Take Time

**AISC Quality Certification is a process that's worth the effort!**

**W**ith over 800 customers, Quality Management Company (QMC) has no problem keeping busy. 2005 has been particularly hair-raising, with nearly 500 building fabricators converting to the *Certification Standard for Steel Building Structures* this year. A typical day goes like this: audits to schedule, payments to collect, materials to pull together, audits to re-schedule, questions to answer, documentation materials to review, and always—and most importantly—clients to help.

Although we may eat, sleep, and breathe certification here in our Chicago offices, we're starting to realize that what goes on behind the scenes at QMC may be a mystery to those of you who don't. In an effort to de-mystify our process, we've put together the time line shown at right. Keep in mind that any durations shown are averages.

Ultimately everything we do depends on our customers—we can't review materials until we receive them! And we can't issue certificates until all corrective action reports (CARs) have been satisfied—with objective evidence that our customers provide—and have subsequently been closed.

We make every effort to provide the highest level of customer service possible because we understand that certification is a *choice* for our customers, not an obligation. Over the past year we have reduced the amount of time it takes for a first-time fabricator or erector to get certified by 15%. We have introduced [www.qmconline.com](http://www.qmconline.com) with over 125 frequently asked questions and downloadable sample procedures. And we have adjusted our documentation audit process to include a productive feedback loop—we don't just tell you something's wrong, we help you identify a solution that will work for your business.

So far our customers seem pleased with the progress. We plan to continue to improve the number of resources available to fabricators and erectors, decrease QMC response time, decrease processing time for initial applicants, and much more. We hope you like the new QMC. If you would like to learn more about our process, or would like to offer a suggestion, please contact us at 312.670.7520 or [certinfo@qmconline.com](mailto:certinfo@qmconline.com). ★

*The QMC team in Chicago includes Dan Kaufman, Manager of Operations; Kim Swiss, Manager of Certification Administration; and Heather Sedlak and Craig Myers, Certification Administrators.*

## Certification Process Outline

This outline approximates the certification process for initial fabricator and erector certification audits, as well as the annual audit.

