



ASSESSING A CERTIFIER'S COMMUNICATION & WORKFLOW

Finding the right certifier is not just about what they offer. It is about how they work with you day to day. Use these questions when speaking with prospective certifiers to assess whether their communication style and workflow will integrate smoothly into your operations.

Some questions to consider when evaluating how a certifier communicates, delivers services, and supports clients.

- ☐ How will you submit updates to your OSP? Will it be over email, through a portal, in-person?
- ☐ What do their forms look like? Are they easy for you to understand? Can you fill them out with a pen if you want to?
- ☐ Are forms and service agents available in your native language if it is not English?
- ☐ If you will be expected to work through a portal, what does it look like? Is it easy for you to navigate?
- ☐ Will you have a specific contact for your account? What types of communication flow through this contact and what gets handled through other ways?
- ☐ Does the certifier have an office you can walk into and talk to someone?
- ☐ Is the certifier reachable by phone? If so, what are their business hours?
- ☐ What is their target email turnaround time?
- ☐ What are their expected turnaround times for reviewing updates outside of the annual inspection cycle?
- ☐ What are the main pain points and easeful aspects of working with them according to other handlers who have worked with them?