

Certification to ACA's Professional Practices Management System (PPMS™)

To be certified to ACA's PPMS™, agencies need to demonstrate they have implemented ACA's PPMS™. Certification requires: Agency to have an independent CPA come to their office and attest to the required information and send it to an independent third-party auditor (who ACA will hire) for review. If the information meets the requirements, certification will be granted. Here are the requirements:

- **Requirements** – Setup and Maintain a documented “Professional Practices” Manual for third party accounts receivables.
Compliance Check – Annually submit a copy of the title page and table of contents of the Manual along with a signed statement that the content complies with the ACA's PPMS™. The Manual should follow the numbering system (i.e. element numbers) of the PPMS™.
- **Requirements** – Annual executive management review of the PPMS™. Continuous improvements to be pursued in the next 12 months. Review results of internal audits and non-conformances. Review industry, customer and code of ethics requirements.
Compliance Check – Annually submit signed copies of the following: (1) Signed copy of the continuous improvement program. (2) Signed copy of NCN trends by element. (3) Signed copy that the industry and code of ethics review has taken place.
- **Requirements** – Develop a continuous improvement program based on: (1) Analysis of customer satisfaction including customer feedback information. (2) Trends from non-conformances notes (NCN's). (3) Internal audit feedback. (4) New industry requirements.
Compliance Check – Annually submit a signed list of continuous improvements that are planned for the following 12 months.
- **Requirements** – Setup an internal auditing program. All elements of the ACA's PPMS™ will be audited at least once a year.
Compliance Check – Annually submit signed copy of ACA audit checklist.
- **Requirements** – Corrective action program: (1) Setup a system to effectively handle complaints and non-conformances (i.e., customer and consumer), (2) Investigate the causes of complaints and non-conformances (NCNs), (3) Determination of corrective action needed to eliminate the cause of complaints and NCNs, (4) Application of controls to ensure corrective action is implemented and effective.
Compliance Check – Annually submit signed copy of the non-conformance and complaint log (i.e., the log need not be traceable to trends or need not identify the actual complaint or NCN by description).
- **Requirements** – Training, Identify training needs and provide for the training of all personnel performing activities affecting delivery of services.
Compliance Check – Prior to certification – Attendance at ACA's foundational training program for agencies (i.e., one person must attend prior to certification). Annually submit a signed copy of training log.

