



# Central Fabrication Accreditation

## TOP 10 OVERLOOKED ITEMS

### The Difference between Passing and Failing

#### **1 Not having a clear understanding of the ABC Central Fabrication Standards**

If you're having difficulty with any of the standards, be sure to check out the tips section of the *Central Fabrication Accreditation Guide*, give us a call at 703-836-7114 or email us at [accreditation@abcop.org](mailto:accreditation@abcop.org). You can download the *Guide* at [ABCop.org](http://ABCop.org).

#### **2 Not having a policy and procedure manual**

Make sure you have a current policy and procedure manual that your employees understand and can easily access.

#### **3 Failing to conduct a facility safety inspection in the past year**

Perform and document your facility safety inspection and keep a record of any issues and corrections, even if it was only to repair or replace a damaged electrical cord or safety guard on a piece of machinery.

#### **4 Failing to conduct fire or emergency evacuation drills in the past year**

Complete those drills! Document your employees' attendance and their response (including date, time and scenario) to the emergency and your preparedness.

#### **5 Failing to conduct customer satisfaction surveys**

Make certain you have a customer satisfaction survey and that each of your customers has been given the chance to complete one. Also make sure that customers have an easy way to return the surveys. Keep the results in a separate file, not in the customer's record.

#### **6 Failing to analyze returned customer satisfaction surveys**

Compile the results of your returned customer satisfaction surveys into a report and evaluate the results annually to see if there are any problems with your business practices. Keep the report with your returned surveys. Document any new/updated policies in your Policy and Procedure Manual.

#### **7 Failing to conduct annual performance reviews for staff**

Each employee's annual review is an opportunity to provide feedback on their competencies and areas for improvement. Document the review in their personnel file or in another file specifically maintained for that purpose.

#### **8 Failing to verify professional certifications and/or licenses within the past year**

This annual verification ensures that all staff certifications/licenses have been maintained and are current. Contact the issuing agency to request verification and document the information in the employee's personnel file or another file specifically for this purpose. Also document the date and the method by which verification was received.

#### **9 Not having a written safety management program**

This written plan is designed to provide a safe working environment for your employees and needs to be specific about staff orientations and your safety procedures.

#### **10 Not having a written quality assurance program**

A quality assurance program is an ongoing process used to monitor and evaluate the quality of your services. You'll use this to look at areas where your service can be improved and to document that you have resolved the identified problems. Once you identify areas for improvement, you'll need to document the changes you made and communicate those changes to the appropriate staff.

