



# What to Expect During Your Onsite Survey

**A**S YOU PREPARE for your Central Fabrication Accreditation, you will want to think about the onsite survey process. Your onsite survey will be scheduled in advance, but it's best to start preparing now!

**The Surveyor:** Your surveyor will identify that they are from ABC by presenting you with their photo identification badge. Make sure the individual's badge is valid and from ABC.

**Initial Interview:** To get the survey started, you'll have a brief interview with your surveyor.

You can expect your surveyor to:

- Discuss the purpose of the survey and go over the schedule
- Answer any questions you may have about the survey process
- Determine the general layout of the facility

**The Survey:** To verify that you have met the requirements of ABC's Central Fabrication Standards, your surveyor will look at and focus on the following items and areas:

- Your business's Policies and Procedures Manual
- Personnel files
- Accounting and bookkeeping records
- Contracts with vendors
- Fire and emergency evacuation plan
- Customer satisfaction surveys and the survey analysis
- Information on device delivery times
- Employee interviews

By applying for accreditation, you authorize ABC and its surveyors access to ALL records necessary to determine your facility's degree of compliance with the ABC standards. Your surveyor will also conduct staff interviews and may examine other areas as they relate to the standards. ABC and its surveyors comply with all HIPAA, privacy and security regulations.

**Closing Interviews:** After the survey has been completed, your surveyor will brief you on their findings and make any suggestions for overall improvement. During the closing interview please keep in mind:

- You'll have plenty of opportunity to clarify or submit any information that may not have been available during the survey.
- Your surveyor may have suggestions that could help you comply with the standards; this is your chance to talk to the surveyor one on one. Be sure to take notes.
- Your surveyor does not know whether you passed the survey or not and is not permitted to discuss your specific results.

**Your Score:** After your survey, your surveyor will submit their findings to ABC for scoring. If you passed, you'll receive a congratulatory packet from ABC that contains your letter of accreditation, a certificate suitable for framing and a sample press release for your local media and customers. You'll then have access to the ABC Central Fabrication Accreditation logo that you can download from ABCop.org and use on your website, letterhead, business cards and more.

If your score falls below the minimum acceptable score for accreditation, or if you failed any section of the survey, you may be given an opportunity to submit a Corrective Action Plan (CAP). A CAP is a plan that outlines what you have done to fix any problem areas. You will have 60 days to submit your plan to ABC.

If it is determined that you have a plan in place to correct all issues, you will be granted full accreditation.

Thank you for considering the ABC Central Fabrication Accreditation program. We look forward to providing you the best service and experience possible on your road to accreditation  
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