



IICRC
Institute of Inspection Cleaning
and Restoration Certification

IICRC Frequently Asked Questions: Management Firm Transition

- 1. Why did the Institute switch management firms?** With the KCI contract set to expire in 2015, the Board of Directors issued a request for proposal (RFP) for Institute management services in alignment with best practices and Institute policy. After thorough review of all the finalists, Metacred was selected based on their capabilities, vision and ability to take the Institute to the next level.
- 2. What is Metacred's value proposition and vision for IICRC?** As an association management company (AMC) specializing exclusively in credentialing, Metacred offers a unique value proposition:
 - A management partner that shares IICRC's passion for making the world a better place through standard-setting programs
 - Staff with unmatched technical expertise in certification and association management
 - A bundled package of best-in-class infrastructure technologies and vendors who deliver robust, lean solutions for the credentialing community
 - A sophisticated understanding of credential marketing strategy and opportunities for sustainable global growth
 - Methodologies that will enhance IICRC's legal defensibility and compliance with accreditation standards, ensure continual improvement of program quality, and maximize ROI and impact.

Metacred envisions a future in which IICRC is universally recognized as the world leader of the cleaning, inspection, restoration and installation community – working cooperatively with its shareholders, technicians, firms, instructors, related organizations, insurance companies, government officials, suppliers, and other stakeholders to develop and continually evolve standards that advance the quality of practice and reputation of the industry.

- 3. How will it benefit other key IICRC stakeholders?**

Candidates, Registrants and Certified Firms:

- Improved customer service, faster response times to questions, quicker notification of exam results, extended customer service hours (5 AM – 5 PM Pacific Time)
- Online tools for certification application, test registration, status, renewal and continuing-education tracking

- Expansion of learning opportunities
- Online communities
- Greater recognition, appreciation of the value proposition, and demand for IICRC credentials by both consumers and employers, leading to more job opportunities and higher pay

Employers:

- Potential to manage employees' credentials through online tools
- Greater demand by educated consumers for accredited companies and for companies that employ IICRC-credentialed technicians (due to Metacred's management of IICRC certification programs to the ANSI/ISO/IEC 17024 accreditation standards, and the consistent communication of those programs' value to various stakeholder groups)
- Events and opportunities to share best practices, at the Global Resource Center in Las Vegas

Public / Consumers:

- Assurance that technicians are qualified for the specific inspection / cleaning / restoration task
- Easy way to find and identify the right technicians for the job
- Education on standards, proper and improper methods, damage to property, and potential health hazards will help consumers avoid these risks and get the best value for their hard-earned money

Insurance Companies:

- Training for inspectors and adjusters
- Competent repairs, cleaning and restorations for satisfaction of claims the first time
- Savings from reduction in unnecessary damage caused by improper techniques
- Higher customer satisfaction and reduced claims

Government Agencies:

- Growing the breadth and reach of IICRC credentials will better protect consumers from unqualified technicians, resulting in improvements to public health, safety, and welfare.

4. **What experience does Metacred have with organizations like ours?** Metacred is a full-service Association Management Company (AMC) that specializes exclusively in credentialing. It has multiple client associations for whom Metacred serves as the outsourced Credentialing Department. These client credentialing programs are highly diverse in size and occupational vertical.

Further, IICRC's new Executive Director, David Rozsa (Metacred's CEO), previously led the certification and education department of the National Concrete Masonry Association (NCMA). NCMA had very similar organizational culture, courses, certification programs, operational procedures and stakeholder audiences as IICRC.

5. **When does the change become effective?** Metacred fully assumed responsibilities for the Institute’s management as of 15 February, 2015.
6. **Are there any issues with Tom Hill and the KCI team?** No, IICRC is truly appreciative of Tom Hill and all he has done to grow the Institute to where we stand today. If it weren’t for Tom and his dedicated team, we wouldn’t be at this point and we wish them all the best. KCI employees were offered the opportunity to apply for open positions at Metacred and several members of the IICRC staff team will be making that transition.
7. **Who are some of the key contacts at Metacred?**
- **David Rozsa, CAE, ACA** – CEO of Metacred, and IICRC’s new Executive Director
 - **Jeremy Barnes, PMP, CISSP** –Director of Operations and Human Resources
 - **Khunteang Pa** – Director of Accreditation and Compliance (Certified Firms)
 - **Josh Kramer** – Deputy Account Executive (Instructors & Schools)
 - **Emily Berman, CMP** – Manager of Volunteer Leadership and Meetings (Board and committee service)
 - **Cliff Holly** – Manager of Customer Satisfaction
 - **Megan Sweet** – Recredentialing and Professionalism Coordinator (technician and Certified Firms renewals, complaint resolution)
 - **LaResha Owens** – Initial Credentialing Coordinator (technician and Certified Firm applications)
8. **Where is Metacred located?** Metacred will operate the Global Resource Center in Las Vegas as a Metacred branch office and as IICRC’s headquarters. Metacred’s Global Headquarters are in McLean, Va., part of the Washington DC Metro area, and will serve as an IICRC branch office, providing direct access to U.S. federal government officials. Through its partnership with exam delivery vendors, they have a global footprint of over 450 secure test sites, providing unsurpassed accessibility for candidates wanting to get certified.
9. **Will it impact any of our fees?** No, the change in management is not anticipated to have an impact on the fees charged. In fact, the new management structure is designed to incentivize efficiency.
- Metacred’s strategic agreements with the best vendors of globally-scalable support services to credentialing programs are negotiated based on the combined volume of all Metacred clients, resulting in significant savings for each client. By sharing Metacred’s infrastructure, its clients realize increased ROI due to economies of scale.
- Metacred operates on a lean enterprise business model, so efficiency is maximized within the context of delivering optimal value to its clients and their customers.
- Any changes to the current fee structure would only come about by decision of the IICRC’s Board of Directors if they deem it necessary to further IICRC’s goals or better serve its constituents.
10. **When will we have an opportunity to meet some of the representatives of Metacred?**

The following are options for our stakeholders and constituents to meet key Metacred personnel:

- Instructor Symposium
- Certification Council
- Board Meetings
- Upcoming industry events, e.g. TISE (**The International Surfaces Event**), RIA ISSA, etc.
- Global Resource Center events
- Social media channels, with possible hosting of web meetings to address interests and concerns of stakeholders during the management transition.

11. Whom should I contact with questions? The IICRC Customer Satisfaction team, who are available from 8 a.m. Eastern Time through 5 p.m. Pacific Time, Monday through Friday. We also welcome you to introduce yourself to David Rozsa, IICRC Executive Director, by emailing executivedirector@iicrc.org. For media inquiries, contact John Baker by email at grow@metacred.com.