

[Return to Education](#)

Show your clients that yours is an agency they can trust. Pursue the PPMS™ -- Professional Practice Management System® certification.

OVERVIEW	BASIC ELEMENTS	CERTIFICATION	MANUAL	FAQS	TESTIMONIALS	CERTIFIED AGENCIES	RESOURCES FOR CERTIFIED AGENCIES
----------	----------------	---------------	--------	------	--------------	--------------------	----------------------------------

PPMS™ Certification

To be certified, agencies must demonstrate they have implemented PPMS™ -- the Professional Practice Management System® program. Certification requires that the agency have an independent CPA visit their office, attest to the required information and send it to an independent third-party auditor (determined by ACA) for review. If the information meets the requirements, certification will be granted.

Requirements:

For a complete, detailed description of the requirements access the [PPMS Requirements](#) Information page.

- **Create and maintain a documented "Professional Practices" Manual.** This manual will be used for third party accounts receivables.
- **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.
- **Develop a continuous improvement program.** The program should be 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.
- **Develop an internal auditing program.** All elements of the ACA's PPMS will be audited at least once a year.
- **Create a 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) Determine corrective action needed to eliminate the cause of complaints and NCNs; (4) Apply controls to ensure corrective action is implemented and effective.
- **Training.** Identify training needs and provide for the training of all personnel performing activities affecting delivery of services.