

NPMA's QualityPro Certification



QualityPro Founding

The 2004 pest management industry strategic plan call to action was “Raise the Level of Professionalism In Pest Management.” Out of this, grew QualityPro.



Strategic Planning Team



Background

- QualityPro is located in Fairfax, VA (with NPMA), but it is a certification, not a membership, program
- QualityPro certifies companies on business practices—professionalism
- QualityPro Certified companies can earn further service certifications: GreenPro, QualityPro Schools, and QualityPro Food Protection

Goals in Creating QualityPro

- **Affordable:** application and renewal fees are scaled to company size.
- **Attainable:** QualityPro standards are the basic best practices for business in our industry and the QualityPro resources help companies meet them.
- **Credible:** All companies are subject to annual audits. HR, health & safety, and technical experts help develop and maintain the resources available to applicants and certified companies.
- **Dynamic:** As “professionalism” changes in our industry, QualityPro develops resources to help certified companies remain the best.
- **Stimulate Business:** QualityPro works to get consumers asking for certified companies and service.
- **Raise the Bar:** Every pest management firm in the US and Canada should strive to meet the QualityPro standards.

Certification

If we don't define the standards for our industry,
someone else will



Prove Your Professionalism through certifications

For your company



For your services



For yourself



Resources for Operations



QualityPro Applicants
get these resources:

Employee Training

Business Operations

Consumer Relations

Environmental Stewardship

www.qualityprotocols.org



Tools.org

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Everything you need to get the most out of your QualityPro membership



Tools.org

Welcome to the QualityPro members' tool repository. Access to this site is exclusive to NPMA members who are certified QualityPro. If you are a pest professional and would like more information about QualityPro, please visit <http://www.npmaqualitypro.org>.

Email:

Password:

[Forgot password?](#)

Login

Again, on behalf of QualityPro and the industry, thanks for your dedication to raising the bar for our industry!

OSHA TOOLBOX

OSHA Basics

OSHA Basics

Your State's Plan

OSHA Inspection Resources

General Duty Clause

Posting Requirements

Injury and Illness Reporting

Medical Services & First Aid

Respiratory Protection

Hazard Communication

Consultants

FAQ's & Standards

Disclaimer

OSHA Toolbox :: OSHA Basics

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OSHA

Before highlighting specific OSHA safety standards, we want to briefly review OSHA itself. Founded in 1971 by the Occupational Safety and Health Act (the Act), OSHA is charged with protecting our nation's workers, and strives to accomplish its goal through enforcement, education, and outreach.

Your Nearest Federal, State or OSHA Consultation Office

To find the contact information for the nearest OSHA Federal, state or consultation office, click here: <https://www.osha.gov/html/RAmap.html>

OSHA's On-site Consultation Program

This program offers free and confidential advice to small and medium-sized businesses in all states across the country, with priority given to high-hazard worksites.

On-site consultation services are separate from enforcement and do not result in penalties or citations. Consultants from state agencies or universities work with employers to identify workplace hazards, provide advice on compliance with OSHA standards, and assist in establishing injury and illness prevention programs.

<https://www.osha.gov/dcsp/smallbusiness/consult.html>

State OSHA Plans

States are encouraged to develop and operate their own job safety and health programs. If a state does not choose to establish a state OSHA plan, the Federal statutes apply.

Currently 22 states/ jurisdictions operate state plans that cover both private sector and state/local government employees. Five states have plans that cover public employees only.

The states highlighted in blue below have state OSHA implementation plans. These plans may be more restrictive than the Federal statutes; but they must at least meet the Federal rules.

QualityPro Resources :: Fleet Management Toolbox**Search**

Fleet Management

Technical Education

Presentations

Testing & Training



The Pest Management Fleet provides a unique and important opportunity for Quality Pro Member companies to generate value far beyond the basic purpose of carrying equipment, supplies and pest management technicians to customer sites. The traditional view of Pest Management fleets is that they are part of the cost of doing business; a necessary evil. However, the fleet is a strategic asset with unique properties that may be tailored to your business, maximizing the benefits you get from your fleet. Use QualityPro's Fleet Management Toolbox to maximize the effectiveness of this multifaceted asset!

QualityPro Resources :: Testing & Training

[Fleet Management](#)
[Technical Education](#)
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As a member of QualityPro, you have access to testing and training. All QualityPro companies can access the QualityPro, QualityPro Schools and GreenPro tests, view tested employees, and print off employees' certificates at no charge at www.npmatesting.com.

If you don't have an account set up and would like one, e-mail QualityPro@pestworld.org to request one be setup for you.

The study materials for these exams as well as the Pest Management In Food Plants exam are available for download below:



Order Form for Testing and Training Manuals

Use this order form to receive print copied of any of the

Posted: 12/15/2014



Pest Management in Food Plants Study Manual (pdf)

Pest Management in Food Plants Study Manual (2014)

Posted: 12/15/2014



Pest Management in Food Plants Checklist (pdf)

Pest Management in Food Plants Checklist

Posted: 12/15/2014

Marketing Materials

qualityprotools.org/marketing



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[QualityPro Sales Points and Presentation](#)

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Welcome to the National Pest Management Association Testing Site

[Click on an icon below to get started on your exam]



**Pest Management
in Food Plants**



QUALITYPro Test



**QUALITYPro Canada
Testing**



**Manejo de Plagas en las
Fabricas de Alimentos
Canada, US o Mexico**



QUALITYPro School



**Bienvenue à
l'examen QualityPro
Canada**



**Manejo de Plagas en las
Fabricas de Alimentos
Otros paises menos
Canada, US o Mexico**



QualityPro Standards



Business Operations

- Application for Employment
- Reference Checking Requirements
- Motor Vehicle Record Checks
- Drug-Free Workplace Requirements
- Company Dress/Vehicle Policy
- Insurance Requirements



Consumer Relations

- Advertising Practices
- Warranty/Service Agreement
- Communication Practices



Environmental Stewardship

- Integrated Pest Management Practices
- Pesticide Handling Practices
- Information to Consumers About IPM



Program Integrity

- At each renewal, certified companies send a signed affidavit along with their payment.
- Every year, 10% of certified companies are randomly selected for an audit. Selected companies are asked to supply evidence that demonstrates compliance with the QualityPro Standards.
- A grievance procedure is in place ([detailed in the Bylaws](#)). When a complaint is received, both the reporting company and the reported company receive audits. The reporting company remains anonymous.



NPMA Member Benefits

- NPMA membership is a prerequisite for QualityPro Certification
- The benefits of NPMA, help QualityPro Certified companies be the best

If you need something, Ask NPMA or QualityPro

NPMA

www.npmapestworld.org

npma@pestworld.org

QualityPro

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