



We are proud to be a
PPMS Certified Agency



PPMS Foundational Elements

1. Providing Leadership

Element # 1: Management Responsibility--
Reviewing vision, mission goals and expectations to ensure leadership within the company.

2. Creating a System

Element # 2: Management System--
Writing company policies, procedures and work instructions to create consistency and provide a baseline for improvement.

3. Defining Clients' Needs

Element # 3: Review of Client Issues--
Determining the company's liability to meet client's needs and expectations to ensure they will be met before a client places an account.

4. Controlling Internal Data

Element # 4: Document & Data Control--
Maintaining both electronic and paper forms of policies, procedures, work instructions, etc. and keeping all information concise, up-to-date and accessible.

5. Purchasing

Element # 5: Purchasing--Managing the purchasing process (major products and services only) to ensure vendors meet the needs of your company and your client.

6. Controlling Client Data

Element # 6: Control of Client & Customer-Supplied Data--Securing and controlling all data flowing into the office to protect privacy and help prevent fraud.

7. Tracking Data

Element # 7: Data Identification & Traceability--Understanding company information and where it belongs to avoid errors

8. Creating Consistent Performance

Element # 8: Process Control--Maintaining procedures or instructions for consistent performance to provide clients with evidence of and confidence in your performance.

9. Reviewing Processes

Element # 9: Inspection & Testing--
Testing, reviewing and verifying planned work processes to ensure consistency and to correct or improve processes as necessary.

10. Making sure the System Works

Element # 10: Inspection & Test Status--
Verifying that company processes occur in sequence to ensure cross-departmental processes work properly.

11. Identifying Mistakes and Problems

Element # 11: Identification of Nonconformity--Identifying and recording errors or problems to prevent further damage and improve service.

12. Continuously Improving

Element # 12: Corrective Action, Preventive Action & Continuous Improvement--
Correcting and preventing problems by finding a better, faster or more reliable way to accomplish work.

13. Planning for Disaster

Element #13: Handling, Storage, Preservation & Delivery--Disaster planning and delivery of information to protect client-provided data and integrity of service.

14. Securing Data

Element #14: Management of Records/Data--Handling, storing, retrieving and depositing of information to ensure efficient access to necessary data and proper disposal of outdated data.

15. Auditing the System

Element #15: Internal Management Audits--Ensuring procedures and policies are followed and the management system is working by having all departments inspected on a regular basis.

16. Training

Element #16: Training--Continuously training all staff to ensure employees are qualified to do their jobs effectively and avoid mistakes that affect the company's quality of service.

17. Measuring Results

Element #17: Process & Client Satisfaction Measurements--Measuring results internally and externally to confirm processes are performing well and to provide targets for improvement.

18. Electronic Data Security

Element #18: Information Management Systems & Technical Infrastructure Administration--Ensuring availability of systems; integrity of application and data; and confidentiality of information.