



HRO Today Provider Certification

At **HRO Today**, our extensive data and understanding of the market through the Baker's Dozen Customer Satisfaction Ratings, our magazine and our research, as well as our company and team experience, combined with a global group of expert Association members, has provided the right level of knowledge and skills to create a successful program – **The HRO Today Provider Certification Program**.



Steps to the **HRO Today** Provider Certification Program

Provider Certification

Certification can be one of the most powerful initiatives of an organization or industry.



After completing your application, you will receive instructions to complete additional steps. If previous stage was denied, you'll receive notification accordingly. If denied, you'll have to wait a full 30 days before you're able to reapply.



Certification means companies can maximize existing market potential, demonstrating to current and prospective customers they have undergone a rigorous audit and testing process, reaching a specific level of accountability of standards and ethics.



All certified providers will be featured on the HR Procurement Center powered by *HRO Today*. HR Procurement Center has launched as the first fully operational marketplace for HR executives and industry service providers, which will serve as the official listing and purchasing service for only the most reputable vendors.



The HR Procurement Center will provide HR buyers a proficient procurement process to streamline purchasing and safeguard buyers to ensure they pay the best price for goods and services, save time by choosing the most reputable vendors, and minimize order delays and mistakes.



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Gain points for successfully completed steps. Get 100 points to receive your Certified Provider badge.

1

GENERAL Application (10 points)

a. Requirement: Company description and list of key personnel.

2

Provider Questionnaire, Company Experience and Qualifications (25 points)

a. Requirement: Answer 7/7 questions that speak to experience of business and qualifications of key personnel; technical experience in performing work of similar size and scope; experience in providing HR services and technology, qualifications of staff and adequacy of labor commitment to meet or exceed service levels needed, as well as financial wellbeing.

3

Provider Questionnaire, Approach and Methodology (25 points)

b. Requirement: Answer 7/7 questions that speak to your approach and methodology of service delivery. Case studies demonstrate understanding of customers' needs and requirements. Approach and methodology meets or exceeds timelines and performance/implementation expectations, technology components, utilization and maintenance, reporting and industry solutioning.

4

Provider Survey Questionnaire (30 points)

a. Requirement: Answer 20 multiple choice and / or True/False questions (16/20 questions must be answered correctly/80% or better to pass)

5

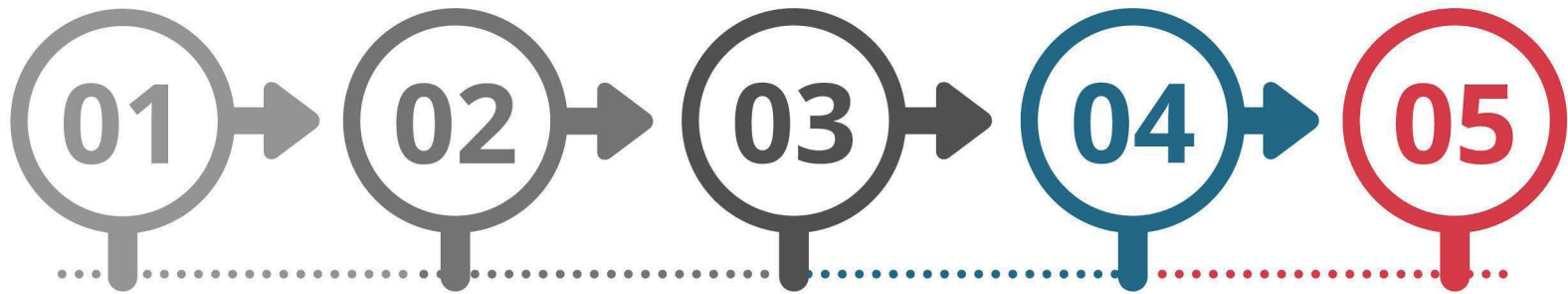
Customer Satisfaction References (10 points)

a. Requirement: Assessment of 3 company references for Regional providers or 5 company references for Global providers previous work by client references and references with demonstrated success in providing similar services. Providers who have completed the Bakers Dozen survey in the past 12 months will use that customer satisfaction data to confirm references. Those who have not completed the Bakers Dozen in the last 12 months will utilize the Bakers Dozen survey methodology and the customer satisfaction questions component of the Bakers Dozen to compile references.



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The auditing process will examine:



INFORMATION

General information about the company. Requested information includes data, facts and figures.

QUALIFICATIONS

Information about company, including experience, qualifications, financial well-being, labor commitments and practices.

METHODOLOGY

Information about company's approach and methodology as it relates to services provided, including information about ethics and standards.

QUESTIONNAIRE

Completeness and correctness of answers to 20 multiple choice and/or True/False questions.

REFERENCES

Two to three reference checks will be needed to evaluate customer satisfaction of current customers within prior 12 months.

FEES: ALL applicants pay a non-refundable application fee of \$199.00
(one time) Pricing (non-members): \$999.00 | Renewal \$999.00
Pricing (HRO Today Association members): \$799.00 | Renewal \$499.00

**All applicants pay a one-time non-refundable application fee.*

Annual Recertification:

A company must recertify annually to continue using the badge. Recertification includes updates to the application and questionnaires, as applicable, successful completion of the current version of the Company Experience and Qualifications Questionnaire and Company Approach/Methodology Questionnaire. While there is no application fee for recertification, you will pay \$999.00 to renew your badge. Association members pay only \$499.00 for renewal.