



WHAT IS ISO 9001/ SN9001?

ISO 9001 and SN 9001 certifications were brought to the snow and ice management industry by the **Accredited Snow Contractors Association (ASCA)** as a verification system in which snow and ice management companies have an independent, third party verify that they have implemented the ANSI Accredited Industry Standards into their operations.

This verification assures clients and vendors — especially insurance vendors — that an ISO 9001/SN 9001 certified snow and ice management company is performing up to the highest standards.

ISO 9001 is an internationally recognized quality management system that ensures a company has the processes and procedures in place to guarantee service or product quality.

Certification, achieved through an audit from an independent third-party, is done annually by an auditing company that has been accredited to perform these audits. SN 9001 is the snow industry-specific addition to ISO 9001 and ensures a company not only has the processes and procedures in place to get the job done, but they have implemented and are operating by the American National Standards for Snow and Ice Management (i.e. Industry Standards).

In addition to quality assurance, combined ISO 9001 and SN 9001 companies have the best risk management practices and procedures in place, especially in the event of a potential slip-and-fall lawsuit.

What are the benefits of hiring ISO 9001 / SN 9001?

For years, baseless slip-and-fall claims have plagued the professional snow and ice management industry. Only recently has the Accredited Snow Contractors Association been fighting back, and we have joined that fight, too.

ISO 9001/SN9001 companies have:

- **Documented processes and procedures and can prove them**
- **A quality policy, manual, and control their documents and records (vital in a slip-and-fall claim)**
- **A management team committed to the quality management system**
- **Effective communication policies in place**
- **A process in place to review the quality management system on an ongoing basis**
- **A process in place to manage resources, service quality and measure results**
- **An ongoing plan to continually improve**
- **ANSI/ASCA Industry Standards**

Hiring an ISO 9001/SN9001 certified company provides you the assurance that they have the processes and procedures in place to get the job done. And, in the event of a slip-and-fall lawsuit, they will have the proper documentation in place to validate what happened on your property at a specific date and time.