

The TMA Five Diamond Five Points of Excellence



Commitment to:

1. Random inspections and quality criteria standards by a nationally-recognized testing laboratory such as FM Approvals, Intertek/ETL and UL.
2. The highest levels of customer service.
3. Ongoing job-related education and testing by having 100% of central station operators certified through TMA online training.
4. Raising the industry standards through TMA membership and participation in its activities.
5. Reducing false dispatches.

The TMA Five Diamond certification is granted annually to central stations that satisfy all of the requirements of the five points of excellence.

If your company qualifies for this prestigious designation, you can join the ranks of the nearly 200 TMA Five Diamond-certified alarm companies that are raising the bar for the rest of the industry.

Contact TMA to learn more about the TMA Five Diamond program and how to apply.

The Monitoring Association
8150 Leesburg Pike Suite 700
Vienna, VA 22182

membership@tma.us
703-242-4670 x 18
www.tma.us

Application/renewal fee:
\$250 per monitoring center



TMA Five Diamond Certification



*The standard of excellence
for the monitoring industry*

Why TMA Five Diamond?

A COMPETITIVE EDGE

“Five Diamond is an integral part of our advertising program that includes radio, television and direct-mail campaigns. Earning the designation and the required training demonstrates our company’s commitment to providing the best response and service available in a tangible way to our team.”

—Jim Callahan, President
Ackerman Security

“The content of the TMA training program supplements our internal programs with valuable information on the history of alarm systems and use, as well as the involvement and contributions of municipalities and authorities. The prestigious Five Diamond rating highlights the commitment our company has to developing our employees to deliver a quality experience for our customers.”

—Adam Mayer, Vice President
IntelligentHome (Time Warner Cable)

“The certification has become known as the industry’s gold standard for central stations, and shows current and potential customers that we are committed to the highest levels of customer service, ongoing education and testing, raising industry standards, and reducing false dispatches. Many of its dealers have chosen COPS as their monitoring provider because of the TMA Five Diamond designation.”

—Jim McMullen, President
COPS Monitoring

“Five Diamond embodies everything our company stands for. It’s excellence for our customers, excellence for our employees; it really tells the dealer in a very crowded marketplace that we’re one of the best of the best.”

—Trey Alter, President and CEO
Dynamark

“[Five Diamond] shows our prospective and current clients that we are a highly qualified central station office. It helped us position our company into one of the higher tiers with our insurance carrier and thereby allowed us to enjoy favorable rates and discounts. Controlling costs is vital to maintaining our competitive edge and profitability.”

—Andrew Lowitt, Vice President
Metrodial

“Five Diamond helps us maintain the highest quality training in a manner that is affordable and consistent.”

—Paolo Piscatelli, COO
Watchlight Insurance Benefits

2017 TMA Five Diamond Certification Benefits and Resources

- Online Marketing Tool Kit to help you use your certification to promote your business.
- Updated Level 1 operator training to better prepare your operators.
- TMA notifications regarding government and other RFPs.
- Annual TMA Five Diamond logo usage license.
- Updated year plate for your TMA Five Diamond plaque.
- Opportunity to apply for the TMA Excellence awards and to host the Fall Operations Management Seminar, providing industry awareness and public recognition.
- Listing on the TMA Website and in *TMA Dispatch*.
- Verification of status to the public when asked to vouch for your alarm company.