

MVP Criteria

The NTEA introduced its [Member Verification Program \(MVP\)](#) in May of 2005 to help fleet managers and truck dealers easily identify suppliers and upfitters who have made this higher commitment to excellence. This Program recognizes truck equipment manufacturers and distributors who successfully document the implementation of specified business standards and processes and who demonstrate compliance with applicable government regulations. While the MVP is not a certification program, it does support the effective use of safety and quality standards.

What does NTEA require from its MVP members?

Criteria A — For Distributors and Manufacturers that Upfit

Beginning July 1, 2009, distributors and manufacturers that complete vehicles in the intermediate, final and altered stage certification processes must verify that they meet the first five (5) of the following criteria and then one additional of the remaining two (2) criteria. In total, companies must verify that they meet six out of the seven criteria.

- Documentation of company registration with the National Highway Traffic Safety Administration (NHTSA) **(Required)**
- Documentation of five recently completed vehicle certification labels **(Required)**
- Documentation of \$1 Million in product liability insurance or other means of financial responsibility **(Required)**
- Documentation of name(s) and certification(s) of the qualifying employee(s) and a copy of the certification program for 10% of shop employees **(Required)****
- Documentation of safety manual or meeting reports **(Required as of July 1, 2009)**

In addition, one of the following two criteria must be met:

- Documentation of a basic quality assurance program
- Documentation of educational credits **(New as of July 1, 2009)**

Criteria B — For Manufacturers of Bodies and Equipment

Beginning July 1, 2009, manufacturers that manufacture a product but do not install bodies or equipment requiring an Intermediate, Final or Altered Stage Certification Label must verify that they meet the first five (5) of the following criteria and then one additional of the remaining two (2) criteria. In total, companies must verify that they meet six out of the seven criteria.

- Documentation of \$2 Million in product liability insurance or other means of financial responsibility **(Required)**
- Documentation of name(s) and certification(s) of the qualifying employee(s) and a copy of the certification program for 10% of shop employees **(Required)****

- Documentation of a written installation and operating instructions for products sold through distributors/upfitters (**Required**)
- Documentation of a written product warranty program (**Required**)
- Documentation of safety manual or meeting reports (**Required as of July 1, 2009**)

In addition, one of the following two criteria must be met:

- Documentation of a basic quality assurance program
- Documentation of educational credits (**New as of July 1, 2009**)

*** As of July 1, 2009, 10% of shop/production employees must hold certifications (current requirements state that one technician/mechanic must be certified).*

MVP criteria are reviewed, scrutinized and strengthened on a regular basis. Every MVP member must document compliance with these upgraded criteria as their status comes up for renewal (every three years). This ensures MVP businesses continuously strive to maintain a commitment to professionalism, industry knowledge, and high performance standards.