



**ICC Evaluation Service, LLC**  
Western Regional Office  
3060 Saturn Street, Suite 100  
Brea, CA 92821  
t: 562.699.0543  
f: 562.695.4694  
[www.icc-es.org](http://www.icc-es.org)

## **Continuous Staff Upgrading Key to ICC-ES Success**

*Investment in expanded staff benefits ICC-ES clients by providing quality, timely service*

The ICC Evaluation Service (ICC-ES) speed of product evaluation is at an all-time high, and customer service has been best in class through the Connect+ Customer Care service. All of this has happened as a result of a variety of improvements and the continuous addition of talented technical staff. ICC-ES new staffers, like their veteran colleagues, bring a wealth of industry knowledge and experience that allows ICC-ES to continually serve its clients at a high level.

“In every instance, we have seized the opportunity to upgrade through the acquisition of new talent to supplement our existing staff and streamline our business,” said ICC-ES President Shahin Moinian. “The changes have allowed ICC-ES to better serve our customers, improve staff quality and undergo a significant change in the organization’s work culture and customer care that dramatically reduced the amount of time it takes to process applications.”

ICC-ES continues to focus on client needs and its commitment to offering the highest quality of technical evaluations and timely issuance of reports. ICC-ES fully understands the importance of providing the quality of its reports that clients and code officials demand and expects.

The speed of ICC-ES product evaluation is at an all-time high, thanks to the streamlining of the process, implementation of new business software, and the efforts of the team to move things rapidly so you can meet your product launch dates for new products.

Our Connect+ Customer Care Service was implemented last year. It has been an absolute success. Clients now obtain immediate information on how to apply for product evaluation and what is needed to complete the process. This best-in-class, customer care service benefits existing and new clients by offering a dedicated team of informed staff committed to offering the best customer service in the industry.

You can read more about our new staffers here: [www.icc-es.org/Gould](http://www.icc-es.org/Gould), [www.icc-es.org/Chui\\_Wong](http://www.icc-es.org/Chui_Wong).