



## **CERTIFICATION APPEALS**

### *Request for Appeal*

#### **Steps/Criteria:**

1. Appeals may be accepted based on one or more of the following conditions:
  - a. Exam based: Candidate believes an exam question was unclear, misleading, and/or contained no correct answer
  - b. Portfolio based: Candidate has exhausted portfolio re-submittal options and believes a critical flaw was made with the portfolio review
  - c. Interview based: Candidate participated in the Gold-level Lean Certification interview, and believes a critical flaw was made by the interviewers.
2. Appeals must be received within 60 days from the date on the letter of notification that certification is denied.
3. Candidates will be required to submit a formal letter of appeal, specifically stating their grounds for appeal. Candidates can mail the formal letter of appeal to the address provided below or can email a PDF version of the letter to [certification@sme.org](mailto:certification@sme.org)

SME  
Attention: Certification  
1000 Town Center  
Suite 1910  
Southfield, MI 48075

4. For Lean Certification portfolio-based appeals:
  - a. Candidates must present their grounds for appeal based on the information presented within their submitted and scored portfolios.
  - b. Candidates will be informed by SME staff that the candidate portfolio(s) and score sheet(s) shall be submitted to the COA, in addition the candidate's request for appeal.
  - c. Additional projects submitted, that are not included the portfolio that is under appeal, shall NOT be considered as part of the appeal.
5. Staff will provide the appropriate Certification Subcommittee and COA Chairperson with the request for appeal within 5 business days of receipt.
6. The Certification Subcommittee will consider the appeal at their next regularly scheduled meeting and arrive at consensus during that meeting. The Subcommittee will provide feedback to the candidate, if appropriate, on reasons for denying the appeal.
7. Candidate will be provided a response within 60 business days of receipt of appeal by staff.
8. The Certification Subcommittee COA decision on the appeal shall be final.