

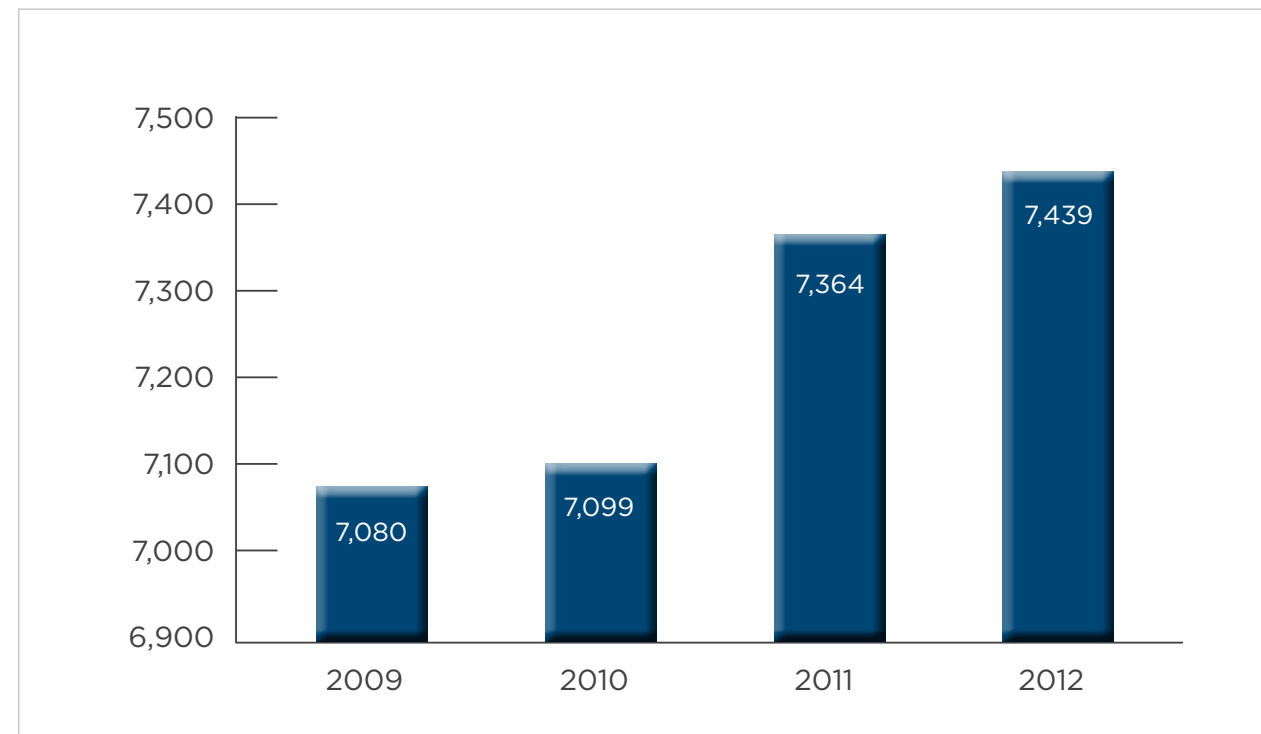
## Certification

The CPHQ program enjoyed another year of upward trends in 2012, gaining approximately 100 new CPHQs while maintaining a robust renewal rate of 72%. Although this rate is slightly lower than 2011, it continues to be higher than the national average. Several programming improvements, including an online recertification application, increased website usability and functionality, and increased communication with certificants, have helped these numbers grow. Persistent focus on a user-friendly process will continue to bode well for the program and increase the credential's value in the years to come.

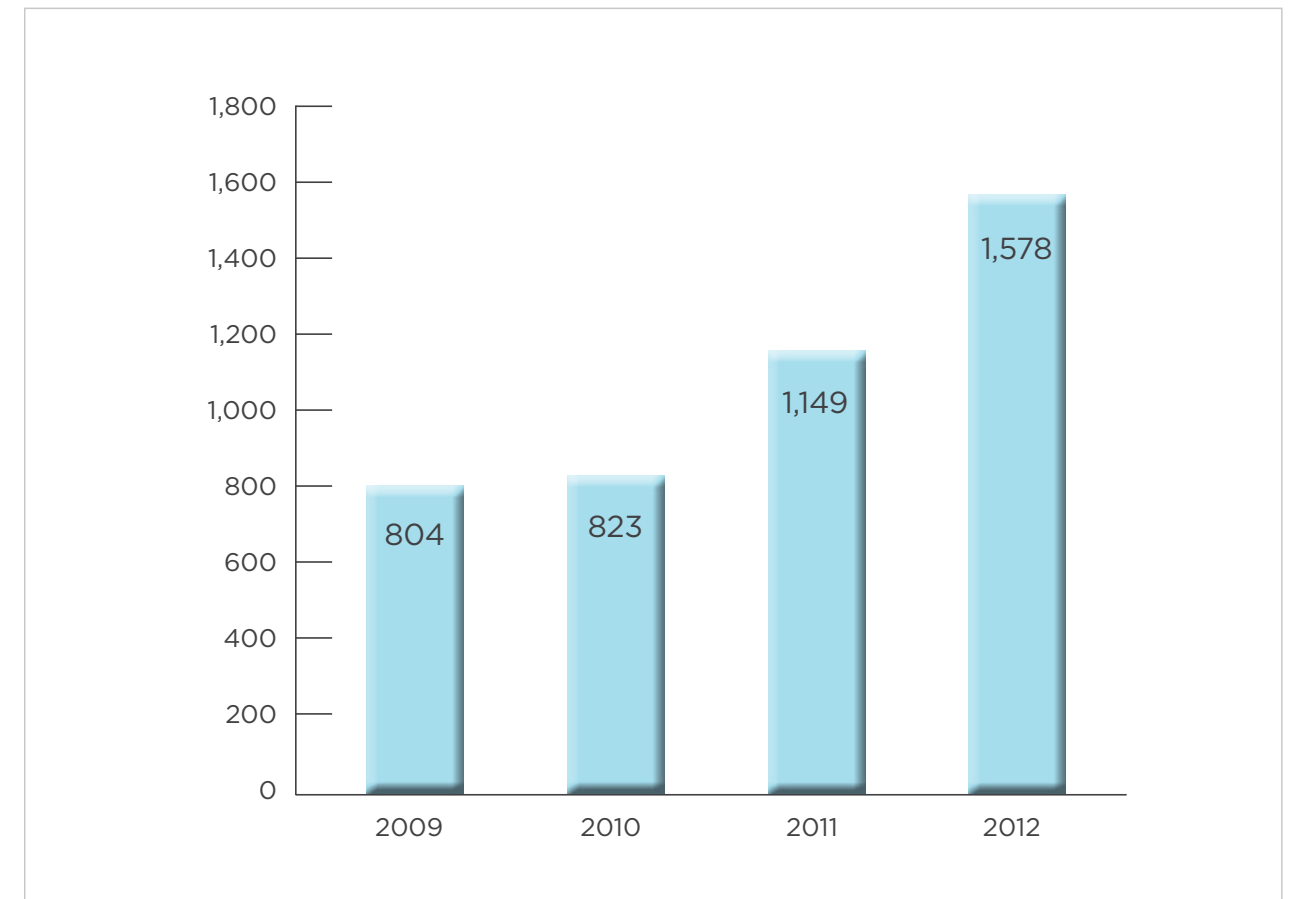


*CPHQs celebrate at the annual CPHQ Reception.*

## Total CPHQs



## CPHQ Candidates



## CPHQ Exam Pass Rate (U.S.)

