



**QUALITY CONTROL MANUAL**

**FOR**

**QAP ACCREDITED DEALERS**





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## **QUALITY POLICY:**

***QAP Accredited Dealers are committed to providing safe and reliable mobility solutions to our customers.***

### **1.0 SCOPE**

- 1.1 This Quality Control Manual (QCM) applies to all work and operations performed by QAP Accredited dealers in the scope of the QAP Rules.

### **2.0 DEFINITIONS AND ACRONYMS**

- 2.1 ADA – Americans with Disability Act
- 2.2 CMVSS – Canada Motor Vehicle Safety Standards
- 2.3 FMVSS – Federal Motor Vehicle Safety Standards (US)
- 2.4 F/CMVSS – Federal and Canada Motor Vehicle Safety Standards
- 2.5 GVWR - Gross Vehicle Weight Rating
- 2.6 Guidelines – A set of guideline requirements published by NMEDA
- 2.7 NHTSA – National Highway Traffic Safety Administration
- 2.8 NMEDA – National Mobility Equipment Dealers Association
- 2.9 NMEDA Member Portal – Each member is assigned a ‘member log in’ to access the member portal. Through this portal the member can view historical data, training records, or make any changes to their member information. The member portal can be accessed at [www.nmeda.com](http://www.nmeda.com) and clicking the “Member Portal” link.
- 2.10 NMEDA Guidelines – A set of instruction and requirements developed and published by NMEDA and used by the dealers as a best practice QAP – Quality Assurance Program.
- 2.11 QAP Administration Software – Software approved by NMEDA used to administer the QAP program (example: QAPx or Docutrack).
- 2.12 QAP Contact – the person assigned by the dealer responsible for adherence to the QAP including receiving inbound QAP information and dissemination to the workforce.
- 2.13 QAP Program Manager – is the person at NMEDA headquarters that handles interfacing from the member base on QAP related items.

- 2.14 QAP Rules – The Quality Assurance Program rules document published by NMEDA.
- 2.15 QCM – Quality Control Manual.
- 2.16 TC – Transport Canada. The NHTSA equivalent in Canada.

### **3.0 REFERENCE DOCUMENTS**

\*\*all documents are latest version

- 3.1 QAP-101 (NMEDA) QAP Rules
- 3.2 QAP-103 (NMEDA) Guidelines
- 3.3 OPS-002 (NMEDA) By-Laws
- 3.8 49 CFR Part 571 (NHTSA) Federal Motor Vehicle Safety Standards
- 3.9 49 CFR Part 595 (NHTSA) Make Inoperative Exemptions

### **4.0 GENERAL REQUIREMENTS**

- 4.1 The quality control system is designed to provide traceability and accountability for vehicle modifications and mobility equipment installations completed in accordance with the QAP Rules and Guidelines. This includes documentation of work activities related to the installation of mobility equipment in vehicles, including materials and components used, necessary process specifications and procedures, and final inspections which help management assure that the completed vehicle/product/installation complies with the customer order and the equipment manufacturers' specifications. This quality manual outlines how the dealers quality system aligns with the QAP Rules and Guidelines and works in parallel with the dealers internal quality control procedures.

### **5.0 RESPONSIBILITIES**

- 5.1 The QAP Contact's role is defined in the QAP Rules. The QAP Contact is responsible for interfacing with the NMEDA QAP Program Manager, disseminating QAP relevant information to the company personnel as distributed from NMEDA, and coordinating audit visits.
- 5.2 The technicians performing the adaptive work including installations and modifications are responsible to adhere to the QAP rules, manufacturer instructions, and any applicable Guidelines.

### **6.0 PROCESS CONTROL**

Processes are controlled through detailed equipment installation instructions, modification procedures, and applicable Guidelines. All job details are documented and archived in the QAP

Administration Software. The third-party audits are used to show the effectiveness of the process controls and any deficiencies found are investigated for root cause and potential corrective action.

## 7.0 LABELING AND CUSTOMER FORMS

- 7.1 **Tire Placard Label** – The “Tire and Loading Information” placard/label is a requirement of F/CMVSS 571.110. This label is to be completed and placed on the vehicle by the OEM or modifier certifying a vehicle prior to first retail sale. For a mobility dealer, this label should already be installed on the “B” Pillar of the vehicle and does not normally need to be replaced. F/CMVSS 571.110 allows a modifying dealer to use the companion “Caution: Load Carrying Capacity Reduced” label whenever the dealer adds the lesser of one and a half percent (1.5%) of the GVWR or 100 lbs net weight to the vehicle during modifications. The assumption is that the original tire placard label will remain on the vehicle. If the tire placard label is missing or if the dealer chooses to replace the tire placard, it shall be done in accordance with the requirements of F/CMVSS 571.110.
- 7.2 **Caution: Load Carrying Capacity Reduced Label** – When the lesser of one and a half percent (1.5%) of GVWR or 100 lbs of net weight is added to the vehicle by the dealer, the load carrying capacity reduced label is applied to the vehicle on the driver's side door post (B Pillar), within 1 inch of the existing Tire Placard on vehicle in accordance with the guidelines. This label is used to list a reduction in load carrying capacity and is a companion to the tire placard label. The label must disclose the total reduction in load carrying capacity after modifications as it applies to what is shown on the tire placard. When this label is used, the existing tire placard remains as-is.
- 7.3 **Make Inoperative Label** - Each vehicle that has been taken out of one of the approved Federal Motor Vehicle Safety Standards (FMVSS) must be labeled the driver's side B-Pillar / door post with a NHTSA Make Inoperative label. [Does not apply to Canadian dealers].
- 7.4 **QAP Label** - All vehicles modified are to be labeled with the QAP label as shown in the Guidelines. The labels are to provide traceability of the vehicle and of the components installed or modifications made. The QAP label number is used in the QAP administration software as the key field for the job.
- 7.5 **Vehicle Delivery Form**
- This form is required on ALL jobs
  - Intent: Capture critical program requirements that have to do with transferring knowledge, information, or expectations to the customer
  - Check only the boxes that apply - not all sections are applicable for all jobs
  - Sections of the form are identified and initialed by the customer
  - A customer and dealer signature are required for this form
- 7.6 **Make Inoperative Form**
- This form is required on most jobs
  - Intent: Inform customer when one of the FMVSS is made inoperative during the

modification process

- The form includes bullets that show the common mobility equipment installations and modifications
- If your job makes a FMVSS inoperative, it must be checked on the form
- Use to disclose reduction in load carrying capacity when modification adds 220lbs or more to the vehicle
- Do not use for pass-through vehicles where no work was done
- This form does not apply to Canadian dealers
- A customer signature is required for this form

#### 7.7 **Out of Area Service Agreement Form**

- This form is not used on all jobs
- Use **ONLY** when the customer's home (delivery point) is outside of the dealers QAP defined service area of 100-mile radius or two-hour drive
- Do not use this form if the customer is local to your shop
- A customer and dealer signature are required for this form

#### 7.8 **Statement of Customer Experience Form**

- This form is not used on all jobs
- Use **ONLY** when you **DO NOT** have a DRS Assessment report (prescription) on file *and* you are installing primary driving controls *and* the client has current experience with the equipment to be installed
- Do not use if you have a prescription for the client on file for the equipment being requested
- Do not use for secondary controls or any other equipment other than primary driving controls
- Do not use this form if a client wants to change the type of equipment currently installed (i.e. push-rock to push-twist). In this case they must get a new Assessment from a C/DRS first
- A customer signature is required for this form

#### 7.9 **Wiring Diagram Form**

- This form is not used on all jobs
- Intent: Used when adding wiring to a vehicle that is **NOT PART** of any equipment installation instructions to provide enough detail that another tech can understand what was done
- Do not use this form if you are installing equipment wiring that is included in the manufacturers installation instructions and has sufficient detail for future troubleshooting
- (example) If you have only generic instructions for a hitch mounted lift, and the instructions say to run two wires from the battery back to the lift with no further specifics on the wire routing, use this form
- If you have only generic instructions and they are not vehicle specific, use this form and either take photos, or make annotations on the form
- Use this form anytime you think it's needed for future troubleshooting purposes
- Docutrack users do not have to use this form if they upload adequate photos of the wiring into the job

## **8.0 INSPECTIONS**

### **8.1 CUSTOMER VEHICLE INSPECTION**

- 8.1.1 When a customer brings a vehicle into the dealership to be modified, or for non-routine service and/or additional adaptive mobility work an inspection is completed to determine if the vehicle is in good order and is capable of accepting the proposed modifications. The customer is notified if there is any additional work required or recommended to bring the vehicle into compliance, or to meet any safety standards.

### **8.1 FINAL INSPECTION**

- 8.2.1 A Final inspection is performed on all vehicles and/or mobility products to be delivered. The inspection on mobility equipment installations should be done by someone other than the installer who is qualified by the manufacturer. A record including the date and person who performed the inspection shall be included with the job record.

## **9.0 THIRD PARTY AUDIT**

- 9.1 Each dealer location is audited annually by NMEDAs audit firm. The purpose of these audits is to provide independent verification that the dealer is complying with the QAP Rules, the NMEDA guidelines, Bylaws, applicable sections of the Americans with Disability Act (ADA), NHTSA (or Transport Canada) and applicable Federal (or Canada) Motor Vehicle Safety Standards (FMVSS/CMVSS), and any applicable regulatory standards. The QAP Contact or designee is the point of contact for the audits.
- 9.2 Non-conformances (or findings) discovered during the audits are reported to the dealer and to NMEDA. In addition, these findings are summarized and used for dealer metrics.

## **10.0 CUSTOMER SATISFACTION**

- 10.1 Customer satisfaction and safety are a priority of the dealer. The dealer does everything in its power to assure the customer is provided safe mobility solutions and is satisfied with all aspects of the sale including, but not limited to professionalism provided, quality of products and services, and after sale servicing.
- 10.2 The dealer reviews all customer returns and customer complaints for opportunities to continuously improve the quality of work or service delivered to the customer.



## **11.0 CUSTOMER FILE / DOCUMENTATION**

- 11.1 The QAP Administration software is used to input all customer file documentation, including customer and vehicle information, job details, completed forms and inspections.
- 11.2 The documentation required for a job and captured by the QAP Administration Software will include all items required by the QAP Rules and Guidelines that may include:
- The NMEDA label number applied
  - Job detail (aka work order) that describes all work completed
  - The name(s) of the technicians who performed the work (or name of persons who supervised noncertified technicians work)
  - A weight analysis (when required)
  - A listing of installed equipment or components, including serial number, model number and/or part number as applicable
  - All in-process and final inspections
  - Wiring diagrams and/or photos, schematics, for all installed equipment as required
  - The NHTSA Make Inoperative Form (when applicable)
  - The out of area service agreement (when applicable)
  - The Statement of Customer Experience (when applicable)
  - The Vehicle Delivery form
  - A copy of the customers driver's license or verification (when applicable)
  - The name of the Driver Rehabilitation Specialist (DRS) (when applicable)
  - Evidence of customer instruction/training/experience on operation and maintenance of all products installed
  - Evidence of a road test (when required)

## **12.0 NON-CONFORMING MATERIAL**

- 12.1 Non-conforming material is identified and segregated from work in progress.
- 12.2 Non-conforming material is never to be used on any open work orders.

## **13.0 CALIBRATED TOOLS LISTING AND CERTIFICATES**

- 13.1 A list of all the dealers calibrated tools along with each of the tools individual calibration certificate(s) are uploaded in the QAP administration and found in the location documents section. The dealer is responsible to keep the list updated and to upload/replace the calibration certificates with the most current version after their calibrations are completed.

## **14.0 PRODUCT LISTING**

- 14.1 A listing of all products (mobility equipment) the dealer is approved and/or authorized to install, service and/or deliver is uploaded in the QAP administration software and found in the location documents section. This is list of equipment or products that the dealer has staff certified or authorized by the manufacturer to install service or deliver. The dealer is responsible to keep this list updated.

## **15.0 TRAINING**

- 15.1 All technicians or persons supervising technicians work are required to have the proper training for the mobility manufacturer's equipment and product being installed, sold, or serviced per the QAP Rules.
- 15.2 Manufacturer training can take place on-line, on-site, or at any location suitable to for the training. In most cases there is a training certificate provided and on other cases a letter of completion from the manufacturer.
- 15.3 All evidence of training including training certificates and records of training completions are retained in the employee file that is part of the QAP administration software.

## **16.0 QUALITY RECORD RETENTION**

- 16.1 Quality records that are stored in the QAP administration software or on-site by the dealer are stored for a minimum of seven years.