NATIONAL MOBILITY EQUIPMENT DEALERS ASSOCIATION

QAP RULES

QUALITY ASSURANCE PROGRAM RULES

QAP-101

2015 EDITION

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I. Purpose and Scope

The Quality Assurance Program (QAP) is the only nationally recognized dealer accreditation program for the adaptive mobility equipment industry. The purpose of the program is to ensure the products and services provided by Quality Assurance Program (QAP) dealers meet or exceed customer needs and current government safety requirements. It is based on the principle that in order to satisfy customers consistently, companies must have a systematic and documented approach to quality. The program was developed to elevate the level of dealer performance to reliably meet consumers' personal transportation needs in the safest manner possible.

The QAP designation is indicative of enhanced vehicle modification and adaptive equipment installation consistent with the highest standards available in the industry. Dealers who install, sell, and service adaptive mobility equipment for private use, non-commercial vehicles, are required to follow guidelines written in accordance with motor vehicle safety standards, a professionally managed dynamic and static testing program and proven quality control practices that advocate the highest level of performance and safety.

QAP Requirements:

All NMEDA accredited dealers participate in the QAP and are held to extremely high standards for consumer safety and product quality. They are required to:

- Maintain a NMEDA approved Quality Control Manual that defines processes affecting quality and focuses on customer satisfaction and compliance to applicable industry and regulatory standards while fostering continuous improvement opportunities on product and services offered.
- Maintain Product, and Completed Operations, and Garage Keepers insurance for liability purposes and to protect the consumer and dealer.
- Have certified welders (or equivalent in Canada) if they perform structural modifications to vehicles to assure welds and modifications meet or exceed industry standards.
- Have technicians who are certified for the equipment they sell, install and service.
- Maintain detailed records of all adaptive work for at least seven years that are specific to a customer/vehicle for traceability and future reference.
- Undergo an audit at least annually by an independent Audit Firm to ensure compliance to the QAP Rules, NMEDA Guidelines, certain aspects of the Americans with Disabilities Act (ADA), the National Highway Traffic Safety Administration's (NHTSA) Federal Motor Vehicle Safety Standards (FMVSS) and "Make Inoperative" mandates as required. In Canada to meet applicable building code, and Transport Canada Canadian Motor Vehicle Safety Standards (CMVSS).

- Abide by the Mediation Committee's decisions whenever a complaint is lodged.
- Have a dedicated phone number manned by qualified service personnel and provide 24/7 hour emergency service or support assistance to their customers at home or on the road.
- Meet NMEDA shop facility and equipment requirements to assure ADA guidelines (or Canadian equivalent) are met or exceeded and customers are comfortable during fittings and on-site inspections.
- Perform weight analysis using calibrated four-corner scales to assure customer safety and completed product complies with all applicable motor vehicle safety standards and load carrying capacity requirements are maintained.
- Maintain calibration on measurement equipment to assure data accuracy and manufacturer installation instructions are followed.
- Use the NMEDA Servicing Dealer Agreement when offering products outside of the standard service area to assure the product or service will be performed by another accredited QAP dealer.

II. Program Participation

The Quality Assurance Program (QAP) is open to all dealers who install, service, and sell mobility equipment regardless if the dealer is a NMEDA member or not.

NMEDA Dealer Member: Participation in the QAP is required for all NMEDA dealer members; upon submission of the required documents and successful completion of an initial audit, an applicant's membership will be accepted and will remain as such until termination or suspension from the program.

Non-Member: Non-member mobility equipment dealers may become QAP accredited by completing the QAP for Non-members Application and following the accreditation process. Non-members participating in the QAP and are charged at a rate of $5,000.00 (USD) per year. Fees are payable annually based on the anniversary date of the initial successful audit. Non-members will only be listed in the QAP Dealer portion of the Circuit Breaker.

Member and Non-Member Participants with Multiple Locations:
NMEDA dealer member and non-member participants with multiple locations must have each individual location accredited separately based upon the type(s) of work performed and must have all locations QAP accredited for the type(s) of work performed at the location.

III. Categories of QAP Accreditation

The QAP accreditation categories are established by the type(s) of modifications that the mobility equipment dealer is performing with respect to the adaptive equipment industry.

QAP dealers can earn accreditation in any or all of the following four categories. The details related to the types of work included in each accreditation category.

NOTE: A shop/dealer must be accredited for all of the types of work that it performs.

Type 1 - Mobility Equipment Installer:

Also known simply as “Installer”. This is a dealer who is accredited to install all mobility equipment not considered as “Structural” or “High-Tech”, including, but not limited to:

- Trunk lifts for wheelchairs and scooters
- Portable ramps
- Power and manual wheelchair tie-downs
- Simple non-driver devices
- Manual hand controls
- Steering devices
- Left foot accelerator
- Pedal extensions
- Roof-top carriers
- Driver and passenger power and manual transfer seats
- Wheelchair lifts
- Secondary driving aids (non-electrical)
- Driver trainer brakes
- Power seat bases

Type 2 - Structural Vehicle Modifier:

Also known as “Modifier”. This is a dealer who is accredited to install all structural modifications including, but not limited to:

- Lowered floors

- Power pans
- Raised roofs
- Raised doors
- Support cages

NOTES:

A. A company that subcontracts structural modifications in their entirety will not be considered to be a Structural Modifier and cannot be accredited as such. All structural subcontracting must be made to properly accredited QAP Structural Modifiers.

B. A company performing structural modifications that subcontracts only their welding to certified welders will be considered a Structural Modifier. The Structural Modifier must have a copy of the subcontractor's welding certificates on file.

C. A company that subcontracts structural modifications cannot be advertised as if such modifications are performed there, nor can this be implied.

Type 3 – High-Tech Driving System Installer:

Also known as "High-Tech Installer". This is a dealer who is accredited to install all high-tech primary driving systems including, but not limited to:

- Low and zero effort steering systems with backup
- Low and zero effort braking systems with backup
- Electronic and pneumatic gas/brake
- Horizontal, joystick, hydraulic, and electronic steering systems
- Touch pads/secondary controls (requiring electrical)

Type 4 – Combination Installer/High-Tech/Structural:

This is a dealer who is accredited to install all adaptive mobility equipment including high-tech and who performs structural modifications as shown in Type's 1, 2, and 3.

IV NMEDA QAP Dealer Accreditation Process

The QAP accreditation process is detailed in this section. There is additional information and links to electronic forms provided on the NMEDA website at www.nmeda.com.

A. Complete a NMEDA Dealer Membership, or QAP Non-Member Application:

Request the membership (or QAP Non-member) application directly from NMEDA or visit the NMEDA web site to print the forms http://www.nmeda.com/join-nmeda/nmeda-qap-for-dealers/.

B. Forward required documentation to NMEDA:

Forward documents along with all required certificates (manufacturer training, welding (when applicable), etc.), a copy of the NHTSA registration letter or National Safety Mark where applicable, and certificate(s) of insurance as show in items B.1. through B.4. to the NMEDA Membership Coordinator.

1. **Certificates of Training:** Furnish copies of certificates of training from all of the manufacturers listed on your application form. Some manufacturers do not offer factory training and/or certificates. A letter stating that the dealer is authorized to sell and/or install their product must be furnished in lieu of a certificate. If the dealer cannot obtain a certificate or letter from the manufacturer, please contact the NMEDA QAP Coordinator.

2. **Welding**: US dealers must submit a welders' certification to AWS D1.1 or AWS D1.3 if structural modifications are made. If welding is contracted out, a copy of that welder's certificate must be included with the application. Test welds for certification must be done in accordance with AWS D1.3 sheet metal welding code or AWS D1.1 structural welding code.

   Canadian dealers must submit a welders' certification to Advanced Welding Techniques standards in accordance with sheet metal or structural welding code.

3. **NHTSA Registration:** A copy of the letter of registration can be found at (http://www.nmeda.com/nmeda-membership-process/) and must be included with US dealers application. If there are questions about registering with NHTSA see the NMEDA website or call the NMEDA office for the NHTSA "Make Inoperative" packet.

Canadian dealers must submit a copy of the National Safety Mark from Transport Canada if they do structural modifications.

4. **Insurance Certificate:**

   An insurance certificate that meets the requirements of Section V "Program Requirements".

C. Initial Payment / Audit Fee:

Payment for Initial Audit in accordance with the applicant's dealer accreditation type is shown in table 1. Payment in USD must be made payable to "NMEDA" and must be included with the application. This Fee is subject to change periodically.

AUDIT FEE SCHEDULE

QAP Accreditation Type**	Payment Amount (USD)
1 – Mobility Installer	$975.00
2 – Structural Modifier	$1225.00
3 – High-Tech Installer	$1225.00
4 – Combo/Type 1-2-3	$1400.00

[Table 1]

**Note: Refer to Section III for more information on QAP Categories of Accreditation.
**Note: All QAP Non-members are required to pay the highest (Type 4) fee regardless of actual accreditation type

D. Provide any Missing documentation:

If the application does not contain all of the required information/documents the applicant will be sent written notice within 10 working days of receipt of the application that documentation is missing. The applicant must supply missing documentation to NMEDA within 30 days. If the missing documentation is not received within the 30 days allowed the application will be returned to the applicant at the applicant's expense.

E. Submission of the Quality Control Manual (QCM):

After the initial application is received and complete, the applicant will use Appendix D as a guide to develop and create the Quality Control Manual if they do not already have a manual that meets all of the requirements of Appendix D. In addition, the applicant can request a QCM template be provided to further assist in the development of the QCM. The applicant is responsible for developing and maintaining a manual for quality control and audit procedures for the NMEDA Quality Assurance Program. **The applicant will have 60 days from the date of initial application to complete the manual and return it to NMEDA for review.**

If additional information is required, NMEDA will inform the applicant and they will have 15 days from the date of the review letter to make corrections and/or add the information requested and return the manual to NMEDA. If these deadlines are not met the applicant will forfeit all fees paid and application documents will be returned. The application is not considered "approved" until the QCM is approved and signed off by NMEDA.

F. Auditing Firm notification of Application approval:

Once the QCM and initial application is approved, NMEDA will forward all relevant documents and applicant information to the audit firm. The audit firm will contact the dealer within fourteen (14) days to schedule the initial audit. The initial audit must be completed within six (6) weeks of application approval.

G. Third Party Audit Contract:

All QAP audits are conducted by a third party audit firm. This provides objectivity to the audits as well as removing subjectivity from NMEDA administration. Prior to scheduling and conducting the initial audit, the QAP applicant will engage with the audit firm and enter into contract directly with the audit firm. The audit firm will initiate the contract and once agreed and signed by the QAP applicant, the initial audit can be scheduled. The audit firm notifies NMEDA once the contract has been finalized. Note that in this contract there may be terms and additional fees outlined for items such as the cost(s) associated with an out-of-sequence audit, consulting, overtime, and other special circumstances. Barring any non-standard fees or special circumstances that may occur, the audit fee paid by the dealer is inclusive of all costs associated with the audit.

H. Conducting the initial audit: The audit will be conducted in accordance with the directions contained in the document titled "NMEDA QAP Audit Process" (Appendix A).

- **Product must be available for this audit**
- **The absence of product will result in a negative finding and will require an out of sequence audit (at additional full audit fee) within 30 days of the initial audit.**
- **Product provided for audit must have been processed within 12 months of the audit.**
- The "Audit Findings Action Matrix" (Appendix C), shows a clear expectation of the actions which are required as a result of the auditor's findings during the audit. Once the audit has taken place, the report is forwarded to NMEDA for

review. The NMEDA QAP Coordinator will follow up on any outstanding actions required by the dealer prior to QAP accreditation being issued.

I. Certificate of Accreditation:

After approval and acceptance of the initial audit report, NMEDA will issue the QAP Certificate of Accreditation. The dealer may then and not before then, make use or reference to NMEDA & / or QAP in advertising, electronic media, labels on vehicles, or printed materials.

J. Subsequent Audits and Billing:

Subsequent audits by the Audit Firm will take place annually, generally within one year anniversary from the initial audit; however, more or less time is acceptable to allow for efficient audit groupings. The billing is made from, and payable directly to the Audit Firm. The audit fees are shown in Table 1 and are pre-billed by the Audit Firm. The fee must be paid in full before the audit can take place.

V Program Requirements

A. Insurance:

- Garage Keeper's Liability – No minimum
- Product and Completed Operations policy – Check limits. This must be specifically named and listed as a separate coverage. It may be contained in the general liability policy or in the Garage Keepers' policy, but must be identified specifically. Product and Completed Operations must have limits of $1,000,000 per occurrence. Minimum limits on these policies must be $1,000,000 aggregate and be listed on the certificate.
- NMEDA will be named as a Certificate Holder and a copy of the certificate and all renewals must be sent to NMEDA office and maintained in the dealer's QAP file. Penalty: Failure to maintain up-to-date insurance certificates in the NMEDA file will result in suspension.

General Insurance Information

- Garage Keepers' Liability or Legal Liability is typically the same policy, therefore if one or the other are listed, that is acceptable.
- Garage Keepers' Liability must be listed as direct primary coverage so the customer's vehicle is insured as primary in the event of damage or loss.
- Garage Keepers' Liability only protects the client's vehicle when it is in the dealers care, custody and control. Typically products and completed operations coverage is not found in a garage keepers policy.
- When a general liability policy lists specific Products and Completed Operations, the client, their vehicle and others are covered once they leave the dealer's premises for any failures that may occur, including "failures to inform".

- Unless Products and Completed Operations polices are specifically listed on the Certificate of Insurance, auditing inspector will present the Certificate of Insurance to the QAP Coordinator for analysis.

B. Labeling and Label Log:

The purpose of the labeling program is to track all vehicles modified or sold by QAP dealers. The NMEDA QAP label is to be placed on ALL vehicles modified with new and/or used equipment in accordance with the NMEDA Guidelines**.** NMEDA or their representative will track the sale and use of these labels.

1. The dealer must purchase labels from the Audit Firm at a cost of $2.00 per label. Additional information and FAQs for the labeling policy, including the "QAP Label Decision Tree" and the Label Order Form can be found on the NMEDA website at:

   http://www.nmeda.com/join-nmeda/nmeda-qap-for-dealers/qap-labeling-policy-and-faq/

   If the dealer has an outstanding balance the labels will not be shipped until all fees are current. This Fee is subject to change periodically.

2. The QAP requires a dealer to have a label log, maintained in the following format. The label log binder is to be assembled with the Label Use Summary sheet for each month followed by the individual detailed label report forms for that month sorted with the latest month first. The QAP label number is to be applied to the inspection sheets that are contained in the Customer's file for cross-referencing. A chronologically sorted label log is considered a valuable resource. In addition to aiding the auditor, it will be valuable to the dealer in monitoring monthly activity and would be invaluable, in the event they were called upon to carry out a recall.

3. QAP reporting requirements will reflect label usage data on the Label Use Summary Form and Label Use Forms. This will provide data on dealer activity including how many labels were used and what types of equipment were installed. The Label Use Summary Form and Label Reporting Forms must be submitted electronically to the audit firm at the beginning of each month. All dealer information is to be sent to the Audit Firm at the following e-mail address: **info@radcoinc.com.**

   Penalties for infraction: If after sixty (60) days from the original due date, the label reports have not been received by the Audit Firm, the dealer's QAP status will be temporarily suspended from the program. The appropriate State agency and manufacturers that offer QAP discounts will immediately be notified of the suspension. To be reinstated, NMEDA must verify that the delinquent reports have

been received. Upon reinstatement the appropriate agencies and manufacturers will be notified.

C. Maintaining Books, Records, Standards of Knowledge, and Tool Verification:

A dealer must maintain the following books and records in conjunction with the QAP Program. All Records shall be retained for a minimum of seven years (electronic storage is acceptable).

1. **Customer File:** This file must contain:
   a. Correlation between the file and the label log,
   b. A work order describing the work performed,
   c. Completed inspection checklists for the activities carried out,
   d. The names of the technicians who performed, and in the case of an uncertified technician, supervised the work ,
   e. Evidence that the customer was provided instruction on the use or maintenance of the devices installed,
   f. NHTSA Make Inoperative form if applicable,
   g. A copy of the customer's driver's license, or verification, if applicable.

2. **Training Verification:** Training certificates must be maintained (hardcopy or electronic) for all individuals who perform (and/or supervise) the work defined in the customer file as well as the required QAP 1, 2 and 3 online trainings.

3. **Standards of Knowledge:** The dealer must have the following documents on the premises and readily available to the person(s) performing the work. These documents can be in hardcopy or electronic form.

   a) NMEDA QAP Rules
   b) NMEDA Guidelines
   c) NMEDA By-Laws

4. **Calibrated Tool Verification:** The dealer must have a process in place, which ensures that only calibrated equipment/tools (such as torque wrenches, multi-meters, and four-corner scales) are accessible to the technician and that these devices are subject to calibration on a prescribed schedule.

   a. **Four-Corner Scales:** NHTSA requires that load carrying capacity measurements are made using a scale that has an accuracy of one-percent (1%) of the scale reading and that the calibration is traceable to NIST (US Sales). For Canadian sales traceable to Measurements Canada. The calibration interval shall be one-year (1 yr) maximum. The dealer shall be able to provide a calibration record that shows the calibration is current and the weight used traceable to NIST or MC.

b. **Torque Wrench(s):** QAP requires that technicians use calibrated torque wrenches for any installation requiring a specific torque value per the guidelines or the manufacturer/OEM instructions. The calibration interval shall be as-per the manufacturer recommendation or if not specified by the manufacturer is one-year (1 yr). The dealer can employ a 'per-use' method of calibration, but if using this method, there shall be a documented process that is approved by NMEDA.

c. **Multi-Meter**: Multi-meters are not required to be calibrated for purposes of checking grounds or troubleshooting. However, if the installation instructions from the manufacturer or guidelines require the dealer to document quantitative data for acceptance, any such measurement shall be made with a calibrated multi-meter and the dealer shall be able to provide evidence of current calibration.

5. **Access to Employee and Customer Files**: The dealer agrees to permit NMEDA, or its designated agent, to inspect records pertinent to this program, including customer and employee files during normal business hours. In order to verify that the dealer's "certified employees" are still employed, have valid certification, and that the labeling policy is being followed.

6. **Changes in Employees:** Any time a dealer makes employment changes that would create a change in their QAP accreditation or status (i.e. welding, insurance change) the dealer must immediately provide written notification to NMEDA of the change.

7. **Changes in listed Products:** The dealer was required to list all Manufacturers and Products they install, service, and sell at the dealership during the application process. Over time the dealer may discontinue using a particular product, or may begin using a new product that was not previously listed. The dealers QAP Contact is required to verify the accuracy of the Manufacturer and Product listing as stated in the QCM. Therefore, whenever there is a change to the Manufacturer or Product listing, the information in the dealers QC Manual (if applicable) shall be updated and a copy of the QCM or changes to the listing provided to the QAPC at NMEDA within one (1) week. The updating of the appendix in the QCM does not require formal revision or re-approval by NMEDA.

8. **NHTSA "Make Inoperative" Form** (US dealers only): The dealer is responsible for completing the "Make Inoperative" form for each vehicle it applies to.

9. **SAE Standards:** It is recommended that the dealer have the SAE Standards in Guidelines Section 31 – General Electrical Specifications. These standards can be obtained on the SAE website at www.sae.org or by calling SAE at (412) 776-4841.

D. Structural Manuals

All QAP Accredited Structural Vehicle Modifiers are required to have, on premises, the current copyrighted manuals for the structural modifications from NMEDA after their initial accreditation audit. The dealer is required to follow the practices described in the structural manuals, unless other documents that certify compliance are available and presented to NMEDA or its designee. If the dealer drops the structural category, the manual(s) must be returned to NMEDA. A dealer may also have completed independent testing, in which case, copies of the compliance documents must be made available to NMEDA or its designee upon request.

E. Mandatory Audits:

All QAP accredited dealers require an annual (yearly) audit by the Audit Firm. The audits are conducted in accordance with these rules and as described in Appendix A titled “NMEDA QAP Audit Process”.

- The NMEDA QAP Dealer Audit Reports are completed and sent to NMEDA headquarters by the auditor. A copy of the original report is put into the dealer’s QAP file. The dealer will be advised immediately, by the QAP Coordinator, of any discrepancies in their audit report and apprised of the corrective actions that are required to maintain QAP accreditation when necessary.

F. Shop Facility Specifications:

NMEDA QAP dealers are required to have shop facilities with the following minimum specifications:

- A permanent shop service area, separate from a showroom, which has a minimum of five (5’) feet (1.524 meters) of clear floor space around the perimeter of the vehicle (including any fully deployed ramp or lift) to allow the client to safely maneuver around, into, and out of the vehicle;
- Have a vehicle entry door of sufficient size to allow safe entry/egress of all vehicles that the dealer intends to sell and/or service.

G. QAP Facility Standards Compliance Policy:

A Quality Assurance Program participant in good standing with NMEDA, whose facility does not comply with the NMEDA QAP Rules, Section V, paragraph F for Shop Facility Specifications will be given time to comply according to the following timetable.

- Six (6) Months following an “Audit of Discovery”, the audit report that first cites that the mobility dealer is out of compliance, the dealer will have a plan in place, and ready for review, to correct facility according to the standard. This can be

accomplished any number of ways from simple remodeling to moving or changing facilities.

- The dealer will then have up to twelve (12) months to complete the planned action(s) that will bring the dealer's facility into compliance with the standard.

- Failure to comply with either bullet 1 or bullet 2 of this policy will result in an immediate suspension from QAP until the policy is adhered to by submitting a Facility Compliance Plan to NMEDA and/or correcting the physical building structure.

H. Equipment Requirements:

NMEDA QAP dealers shall have the following equipment at each location:

- Calibrated** 4-corner scales
- Small crimping tools of appropriate type for connectors used in the shop
- Large crimping tool (battery cable) of appropriate type for connectors used in the shop
- Multi-meter[1] (used for continuity and simple electrical measurements)
- Floor jack and jack stands, or vehicle hoist;
- Air compressor and air tools or appropriate corded/cordless tools
- Calibrated** Torque wrench(s)

**See Section V.C.4 for Calibration Requirements

[1] – if the multi-meter is used for any quantitative acceptance data, it must be calibrated**

I. 24/7 Emergency Service:

NMEDA QAP dealers must have a system in place that allows customers easy access to an after-hours answering service, or service telephone number, or service beeper number. Dealers must respond to a service call promptly within 30 minutes, and provide emergency assistance as warranted. It is highly recommended for the dealer to outline their response system in writing, maintained with the dealer's other standard operating procedures. NMEDA tracks through independent verification that each dealer provides this service. Non-compliance is grounds for immediate suspension from the program until compliance can be verified.

The after-hours service person responding is expected to:

1. Respond promptly within 30 minutes to a service call.
2. Verify that the situation is not life threatening.
3. Confirm whether or not the problem is related to the conversion.

4. Attempt to talk the customer through a corrective action/emergency backup procedure.
5. Confirm that the customer has completed the necessary corrective action and can safely get home and advise the customer to call again with any other problems.

NOTE: If the customer cannot complete the corrective action, the dealer is expected to advise the customer that a service person will be dispatched.

If an after-hours service person must be dispatched for a road call:

1. The service person is to confirm that the customer is in a safe location, and confirm any directions needed to find the customer.
2. The service person is to inform the customer that the emergency service will likely be a temporary repair, intended only to get the customer safely home. Therefore, a subsequent service appointment must be scheduled during normal service hours.
3. The service person must confirm their approximate arrival time.
4. The service person must confirm the approximate cost of the service call (if the service is not covered under warranty).

J. Out of Area Sales and Service Requirements: After-Sale Service Dealer Agreements:

Out of NMEDAs commitment to the health, safety and well-being of those often most vulnerable, as well as the overall high quality experience and outcome for the customer with the disability, NMEDA QAP dealers who sell adaptive vehicles and/or mobility equipment must ensure the following service condition is met for their customers:

All vehicles outfitted with new warranted mobility products for use by individuals with disabilities must be sold and delivered only in the selling dealer's service area, or in mutual agreement with another NMEDA QAP accredited facility (without crossing international Borders) who will serve the client. This mutual agreement should be evidenced by a completed "NMEDA QAP Servicing Agreement Form" (See Appendix B), which is to be signed by the NMEDA selling QAP dealer, the servicing NMEDA QAP facility, and the customer prior to finalizing the sale.

A service area is defined as an area within 100 miles (160 km) or 2 hours drive time (whichever is shorter in the best judgment of the selling dealer) from which a NMEDA QAP accredited facility can reasonably service customers to the level of service expected of a NMEDA QAP compliant facility. The servicing NMEDA QAP facility is required to have technicians certified to service the mobility products installed by the selling dealer.

The definition of this proximity assumes that customers who purchase a vehicle, adaptive equipment, or both, will drive the distance for repairs to an NMEDA QAP accredited facility, and ensures that 24/7 emergency service can be administered on behalf of the customer in a reasonable and timely manner.

Customer Acknowledgement of limited QAP Service Availability:

1. If there is no QAP accredited service facility within 100 miles (160 km) or 2 hours drive time from the customer's place of residence, a NMEDA QAP Servicing Agreement Form signed by the customer will be placed in the customer file.

2. If the selling dealer has called at least four (4), or all of the lesser number available, of the NMEDA QAP accredited service providers within 100 miles (160 km) or 2 hours drive time from the customers place of residence and has found no one willing to service the products sold, a NMEDA QAP Servicing Agreement Form listing the service providers contacted and signed by the customer will be placed in the customer's file.

Misrepresentation of After-Sale Service Availability:

Without first establishing written service agreements between dealers, no NMEDA QAP dealer shall state or imply to a client or potential customer that following a sale, ANY DEALER can or will provide service to the vehicle or adaptive equipment package.

After-Sale Equipment Use, Training, and Demonstration:

The NMEDA QAP dealer must demonstrate the proper use and maintenance of the equipment to the end user/operator of the mobility equipment. This demonstration and training should include the proper fit and use of any included wheelchair tie down systems and wheelchair passenger restraint systems (refer to www.travelsafer.org). Furthermore, it is highly recommended to allow the end user/operator to demonstrate their competency in the use of all systems sold or provided by the dealer.

K. QAP Contact:

A QAP Contact (Primary) shall be assigned for each dealer location. The QAP Contact shall be the main point of contact within the organization that all QAP relevant information flows through (from NMEDA, Audit Firm, etc.). The QAP Contact's name, phone number, and email address shall be provided to the NMEDA QAP Coordinator and listed in the member's information that is visible via the NMEDA member portal. It is the dealer's responsibility to assure the NMEDA member portal information is accurate and up to date.

The QAP Contact has the responsibility to receive inbound information and disseminate the information, as appropriate, to the dealer's internal workforce. The QAP Contact will be the main point of contact for audit scheduling, corrective actions, Short Circuit notifications, QAP alerts as well as any other pertinent information. The QAP Contact shall host or be available during all audits. NMEDA shall be notified immediately if there is any change to the QAP Contact.

The dealer may opt to assign a Secondary QAP Contact. If so, both contacts shall be listed in the NMEDA member information (portal) and be indicated which is "Primary QAP Contact" and which is the "Secondary QAP Contact". When the dealer assigns both, the Primary contact is one that is resident at the dealer site (location) and is named on, and responsible for, all correspondence and actions, and the Secondary is a backup to the Primary and is copied on, but not responsible for, all correspondence and actions. Additionally, the Secondary QAP Contact is not required to reside on-site.

VI Status of NMEDA QAP Accreditation

A. **Application Pending:** Once the application is received by NMEDA, the NMEDA/Dealer Licensing Agreement, payment for the initial audit and all certifications are submitted for review, the applicant will be put in pending status.

B. **Accredited / Good Standing:** This can only occur after at least one audit whereby all examples of work commensurate with the corresponding accreditation category(ies) are audited and have passed.

C. **Suspended:** See Section IX.

VII Reasons for Withholding the QAP Accreditation and Suspension

NMEDA reserves the right to suspend a dealer from NMEDA QAP for the following reasons:

A. If the dealer has expired certifications discovered during audit.
B. If the dealer does not have the required four-corner scales at each location.

* Due to FMVSS/CMVSS 110 requirements, the QAP Committee feels it is vital to the program's success that each QAP location has its own set of scales.

C. If the dealer does not provide the mandatory 24-hour service, as outlined in Section 4 [Service Practices] of the NMEDA Guidelines.
D. If the dealer has multiple locations and not all of them are QAP accredited.
E. The label report is due ten days after the end of the month, but suspension is warranted after sixty (60) calendar days.

F. If the dealer has a complaint filed against them by a customer or another dealer that is not moving toward resolution through the Mediation Committee, due to dealer's actions or inaction.
G. If the dealer does not have the required customer documentation.
H. If the dealer does not have the required tools, equipment, and/or facility requirements.
I. Non-progress on application after thirty (30) calendar days, or Quality Control Manual after sixty (60) calendar days.
J. Substantiated complaints by the Mediation Committee.
K. Non-payment of dues and/or fees relating to the program.

VIII Termination from the QAP and Loss of NMEDA Affiliation

Accreditation can be terminated for any of the following reasons:

A. Not undertaking the actions required as per the Audit Findings Action Matrix (Appendix C).
B. Providing false information to either NMEDA or the Audit Firm.
C. Recommendation for suspension of a participant verified by the QAP Coordinator.
D. A dealer who is found to be out of compliance with the NMEDA Guidelines, or does not allow a re-audit of their facility will lose their accreditation from the Quality Assurance Program and (for members) NMEDA membership.
E. A dealer who makes any type of false advertisement, either expressed or implied, will be notified in writing to cease. If, after receipt of the letter, the false advertising continues, the dealer will be terminated from the QAP and will not be able to reapply for QAP accreditation or regain NMEDA membership (if they were a member) without unanimous approval by the NMEDA board of directors.
F. If a complaint is filed against a dealer by another dealer and it has been verified that quality work is not being performed as to the NMEDA Guidelines and/or applicable structural manuals and actions to correct the problem, as directed by NMEDA, have been met with refusal on the part of the dealer.

Upon receipt of notification of termination from the program the dealer Forfeits all fees and must immediately:

- **Cease making any reference that indicates QAP and/or NMEDA on modified vehicles, websites, invoices, advertising, publicity, or other releases.**
- **Return all labels to the Administrator. Dealer also forfeits all funds paid to Administrator for the labels.**
- **Return of the NMEDA QAP Accreditation Certificate.**

IXSuspension and Reinstatement Process

A. If a NMEDA QAP dealer is found in violation of any suspension offense (See below), they will be sent a letter stating that they will be suspended in fourteen (14) calendar days of the date on the letter unless the violation can be cleared up. Scheduling an out-of sequence audit would constitute initiation of rectification within the 14-day time frame.

1. If the violation is resolved within the 14-day timeframe and NMEDA is notified in writing with appropriate documentation, a letter will be sent to the subject dealer stating that the situation has been corrected and that they retain their positive NMEDA QAP accreditation status.

2. If the situation is not resolved, the dealer will be notified after the fourteen (14) calendar days that they have been suspended until they can correct the violation and provide documentation to NMEDA.

3. Letters will be issued to all businesses, and state and industry organizations that require NMEDA QAP as an operating criterion announcing the dealer's suspension from QAP.

4. Once the violation is resolved, NMEDA will issue a letter to all parties announcing the dealer's reinstatement of QAP accreditation on the 30th day of the month in which the suspension is lifted. (Note that some issues may require more than 30 days to resolve)

Suspension means the member (or QAP accredited non-member) is prohibited from applying NMEDA QAP labels to vehicles. Upon future review of the dealer's label log and vehicle files it is discovered that labels have been applied during the suspension period, the dealer shall be recommended for removal from NMEDA for a period of twelve (12) months. They may reapply for membership (or QAP non-member accreditation), subject to the fees appropriate for any first time applicant, after the twelve (12) month suspension is completed.

For those dealers who rely on their NMEDA QAP designation for their ability to bid on or to continue to provide products under their existing contracts, motivation for their ongoing commitment and compliance to this program should be crystal clear.

For those dealers who do not take their suspension seriously and who continue to apply QAP labels, it is a clear breach of our code of conduct, which will result in their loss of NMEDA QAP accreditation, and for members, loss of NMEDA membership.

X. Complaint Process

The dealer will request a complaint/mediation form from NMEDA and the written complaint will be referred to the Mediation Committee for action. The Complaint/Mediation Form is also available on the NMEDA web site under the documents section of the members' area.

NMEDA Headquarters will accept verbal dealer to dealer complaints as long as they are readily verifiable complaints i.e. a dealer that does not provide 24-hour emergency service.

XI. Privacy Policy:

Information provided by the dealer including the application, insurance policies, training and welding certifications is confidential and will only be shared with the Audit Firm as necessary; audit reports are confidential. NMEDA will only provide forms and documentation as required by a court of law.

XII. NMEDA QAP Dealer Buy/Sell Regulations and Procedures:

A. In the event a NMEDA QAP accredited mobility dealership is sold, the new owner(s) must notify NMEDA immediately (within 30 days of taking possession of the business of the sale and re-file the following documents:

1. A new dealer membership (or QAP non-member) application listing the new owner(s) and staff (note business name change if applicable)
2. A Dealer Participation Agreement signed by the new owner(s)
3. Send in the required certificates of insurance for Product and Garage Keepers Liability coverage showing new ownership
4. A copy of a letter to the National Highway Traffic Safety Administration (NHTSA) registering the new owner as a specialty vehicle modifier for people with disabilities (US dealers only)

(NOTE: These documents must be filed with NMEDA prior to the next scheduled audit. If not, the business' QAP accreditation will be terminated at that time and the business must reapply.)

B. If there is a change in technical personnel, the new owner must declare the change and arrange to have NMEDA receive the training certificates for new personnel.

1. The dealer's status will be maintained for sixty (60) calendar days awaiting documentation at which time the dealership's QAP accreditation (and if member, membership status) will be suspended.

C. If a NMEDA QAP dealership is purchased and the new ownership changes locations.

1. Within thirty (30) calendar days of taking possession of the business, the new ownership will file a new application for membership (or QAP non-member application) in accordance with Sections XI; A & B declaring the facility change and make arrangements for an out of sequence audit.
2. The new ownership will be allowed to maintain their membership (or non-member QAP accreditation) status until the out-of-sequence audit can be arranged.

D. If a NMEDA QAP dealership is purchased by a non NMEDA mobility location and shares the same name with other mobility dealerships of the purchasing company.

1. The new owner must follow the steps in Sections XI: A & B as they apply to the situation.
2. In addition, the new owner must complete a membership (or QAP non-member) application for other mobility dealership(s) within thirty (30) calendar days of obtaining ownership and follow the prescribed path to becoming a NMEDA QAP dealer.

(NOTE: If there is a change in the company name, NMEDA will change the information in the database, and on the NMEDA website to reflect the new name upon receipt of valid documentation. No change in NMEDAs records or reporting will be made unless proper documentation has been submitted to NMEDA and accepted.)

IMPORTANT: The NMEDA QAP designation may not be used for any purpose by the new ownership until the above requirements have been satisfied.

APPENDIX A
NMEDA QAP AUDIT PROCESS

PRE-AUDIT:

Note: For new QAP dealers preparing for the initial audit start by following pre-audit section A. For existing QAP dealers (dealers in good standing) that are preparing for an annual audit start by following the pre-audit section B.

A. New QAP Dealers / Initial Audit Only:

Audit Firm (AF) is to schedule the initial audit within six (6) weeks of receiving a completed application form, all applicable documents including NMEDA approved Quality Control Manual (QCM), and initial audit payment check from NMEDA. Audit Firm will inform NMEDA when the first audit is scheduled.

1. The Audit Firm should notify the Auditor at least two weeks prior to the actual audit. The Auditor shall review and confirm the following:

    a. Name, address, phone #, dealer contacts.
    b. Dealer QAP Accreditation Type applied for (Installer, High Tech, Structural Modifier, or Combo/All).
    c. Any QAP Appeals pending or in force.
    d. List of Manufacturers and Products that the dealer represents (see QCM).
    e. All application documentation is on file at NMEDA.
    f. All documentation necessary for a successful audit is on file at dealer location.
    g. Review of the NMEDA approved Quality Control Manual (QCM) for the dealer location.

    The auditor shall confirm with the dealer as part of the scheduling process that there will be product available to be inspected during the audit. The amount of product or modifications depends on what type of accreditation the dealer has applied. Failure to have product available during the agreed audit date(s) can result in an out of sequence audit at full cost to the dealer.

The Auditor is expected to spend an adequate amount of time in order to be properly prepared for the audit. The purpose of the pre-audit preparation is to familiarize the Auditor with the dealer.

B. Annual Audits / QAP Dealers in Good Standing:

Audit Firm (AF) uses audit schedule that is shared with NMEDA to process the audits. The audits will typically be scheduled at the anniversary of the initial audit, plus or minus thirty (30) days, and can vary to allow for efficient audit grouping and logistics planning.

1. The Auditor, prior to the actual audit will prepare by review the following, as a minimum:

    a. Log into the NMEDA database (AMS) and review applicable member information.
    b. Confirm Dealer name, address, phone #, dealer contacts including QAP contact.
    c. Date of last audit.
    d. # Labels purchased since last audit, label numbers outstanding.
    e. Level/Type of Dealer QAP Accreditation.
    f. Review previous audit reports (up to the last two) and make notes of any follow up actions or items to 'look for'.
    g. Review pertinent dealer history including CARs, action items, suspensions, mediation activities, and the like.
    h. Review the dealers approved QC Manual and any of the appendices including organizational charts, tools/equipment list, equipment manufacturer/product list, and what type of inspection checklists are being used, as necessary.

The Auditor is expected to spend an adequate amount of time necessary in order to be properly prepared for dealer audit. The purpose of the pre-audit preparation is to familiarize the Auditor with the dealer, as well as important issues (past discrepancies, product changes, location changes, etc.) or areas of focus.

If the auditor finds anything that there is a question about or any concerns, the auditor shall contact the NMEDA QAP Coordinator to resolve the issue prior to performing the audit.

CONDUCTING THE AUDIT:

1. The Auditor arrives at dealer, meets the contact person, and begins by reviewing the dealers QC Manual and asking if there are any questions prior to beginning the audit. Then using the NMEDA approved QAP Audit Report; the auditor starts by confirming there are no changes to the dealer's business information, including accreditation type. Once complete the auditor follows the progression of the Audit Form.

    Audit Note 1: It is not required to follow in exact sequence of the form so long as all items are completed by the conclusion of the audit. The suggested order is as follows:

2. Conduct Facilities Review.

   Audit Note 2: For the initial audit, the auditor shall have measuring tools at their disposal and shall verify all of the QAP facilities requirements, including taking measurements. On subsequent audits, the auditor is not required to re-perform these inspections and/or measurements unless there has been any physical change to the layout or location of the facility.

   Audit Note 3: For all audits, pay particular attention to bathroom accessibility requirements and any specific client safety or comfort issues that may reasonably be identified due to facility design, renovation, and/or location. This procedure should be followed at every audit to confirm the facility is still in compliance with ADA. During the initial audit, these are physically measured; and during the on-going audits these are visually observed to assure there have not been changes from the initial audit.
3. Conduct Documentation Review.

   Audit Note 4: For the initial audit, the QC Manual is fully reviewed. For on-going annual audits, the auditor only needs to understand if there have been any changes to the manual, if there have, these elements shall be verified, if there have not been changes, it is not necessary to re-review.

   Audit Note 5: When inspecting the label log, verify if the label report complete and up to date, if the dealer has adequate labels on hand, and if all the jobs shown are in the scope of the dealer's accreditation type.

   Audit Note 6: When selecting the five (5) completed Job/Customer Files for review try to select those jobs that contain multiple product installations across the dealer's product categories.

   Audit Note 7: When randomly selecting the three (3) additional customer/sales records/files for label usage review. The intent of this review is to assure the dealer is following the labeling policy. It is understood that some files selected at random may not be ones with QAP labels applied, that is OK so long as the product was not required to have a label applied (reference the QAP Label Decision Tree if necessary). Request access to company sales order file, or other general customer files, and randomly select customers who have not previously been inspected. Once selected, try to match up those sales orders to the NMEDA Label Log and determine if those jobs had been labeled and recorded properly. The purpose of this process is to see if there are any labels missing from jobs that should have required them. This sampling provides assurance the policy is being followed.
4. Conduct Personnel Review.

5. Conduct Shop Inspection. The auditor shall go to the shop floor and review a sampling of product which reflects the scope of work for which the dealer is accredited. Sections that are not applicable to the dealer are shown as “N/A”.

   Audit Note 8: Because the audits are in-part, time-based, it is not expected the auditor will be able to find and inspect all elements the dealer is accredited for. The audit firm and auditor shall use good judgment to ‘cycle’ through the dealers capabilities of accreditation through a series of audits so that over the ‘cycle’ (and it may be different for each dealer), that each element of the guidelines are inspected. This point is extremely important to consider during the pre-audit review stage, and working with the dealer during the scheduling phase so that this can be accomplished in a manner satisfactory to both parties. The use of an element matrix planning tool is encouraged on the part of the audit firm to satisfy this methodology.

   Audit Note 9: A dealer that does not have sufficient product to demonstrate compliance to their accreditation level and/or as agreed in the pre-audit scheduling may result in a negative audit finding and may require an out-of-sequence audit at full cost to the dealer. This is why it is of paramount importance that the dealer is intimately involved with the scheduling of the audit as described in the “Pre Audit” process. The dealer will be notified of all deficiencies and informed. Non-compliance on the next audit could result in a major finding that could lead to suspension.

   Audit Note 10: During the shop walk-through the auditor shall collect random samples of Manufacturer Equipment/Product information that will later be used to validate (show traceability) to the dealers Manufacturer and Product listing, as well as linkage to the technician(s) certification(s). The dealer is required to have certified technicians for all equipment/products they sell, install, and service.

6. Conduct Tools/Parts Review (Part E).

   Audit Note 11: The dealer’s QC Manual appendix should provide a listing of all tools and equipment that is required by QAP. Verify this listing shows if calibration is required .

   Audit Note 12: Concerning calibration, per the QAP Rules, calibration is required for the four-corner scales and torque wrench(s) as a minimum. The calibration interval shall be annual if it is not listed and the date of last calibration shall be recorded on the device or per a control/serial number log. The absence of calibration evidence shall be recorded as a finding. The dealer, at their discretion is allowed to employ ‘per-use’ calibration practices or similar, but if the dealer

chooses these types of methods, they must provide a documented process that details the method and that a copy of that process shall be included as part of the audit report for NMEDA review. When verifying the four-corner scale calibration, the dealer must provide evidence the calibration was performed with a weight that has a certification traceable to NIST (for USA) and MC (for Canada). The accuracy of the scale shall be a minimum of one-percent (1%) of the scale reading per NHTSA 571.110.

7. Complete any comments or observations.

8. Hold a closing meeting with the dealer. This should include the audit contact and QAP contact as a minimum and may include anyone else the dealer would like to be involved. During the closing meeting:

    a. Review all observations and findings with the dealer. If the dealer has any comments or notes, these should be recorded or attached to the audit report.
    b. Provide the dealer with a complete copy of all audit findings and forms completed during the audit.
    c. Provide the dealer with the “Dealer QAP Feedback Form” to be completed by the dealer in confidence after the auditor has left the facility.
    d. Ask the dealer if he/she has any questions regarding the audit.
    e. Ask the dealer if he/she has any questions about the QAP program in general and if the dealer is aware of how to obtain marketing information that could be valuable to the dealer in promoting the importance and Value of QAP to its customers, clients, visitors, and/or employees. If the dealer has any comments or would like additional information or marketing material, note this on the audit report that is provided to the NMEDA QAP Coordinator.

        Audit Note 13: The auditor is not responsible to know or provide this information directly to the dealer; rather the auditor should document the dealers’ needs and present them to NMEDA for follow up action.

9. At the conclusion of the audit, the Auditor shall send a completed copy of the signed Dealer Audit Report to NMEDA within twenty-four (24) hours. The preferred method of delivery is electronic, either by scanned email or Fax to the NMEDA office for evaluation and action. If hard copy is sent, it shall be sent via overnight delivery and a tracking number shall be provided.

POST AUDIT:

1. The NMEDA QAP Coordinator compiles all audit findings, feedback results, and any comments or opportunities for improvement acquired during the audit and saves the files electronically in the dealer file that can be accesses through the member portal (NMEDA account and log in credentials required).

2. The QAP Coordinator, using the Audit Findings Matrix and with the advice of the Quality Control Director as necessary will determine if any Corrective Action Requests (CARs) are warranted as a result of the audit.

    a. If there are CARs issued to the dealer, the CARs will be sent electronically to the QAP contact on file in the NMEDA database (member information portal) in addition to a summary letter sent to the dealer audit point of contact.

    b. All CARs are completed using the member portal of the NMEDA website or by alternate means authorized by the NMEDA QAPC.

    c. The dealer QAP contact is responsible to complete the CAR in the time frames/ due dates shown on the CAR form or as defined by the QAPC. If the due date(s) on the CAR are unacceptable or unachievable by the dealer, the dealer QAP contact shall notify the NMEDA QAP Coordinator (QAPC) and suggest a new date. It is up to the QAPC whether or not to accept the new suggested date. If a new date is approved it will be updated on the CAR form and the dealer QAP contact will be notified.

    d. Should the dealer fail to meet any of the CAR due date/deadlines as notated on the CAR form, additional penalties can be applied including out of sequence audit, additional support documentation or objective evidence to be sent, and if not resolved may include suspension of the dealers QAP accreditation and/or membership termination.

3. The QAPC when necessary creates a summary of findings/deficiencies to be addressed during the next audit and attaches it to the completed form for future review by the Audit Firm and/or auditor. The summary will include the findings, highlighting the following as a double check in the process:
    - Any areas of concern or non-compliance as witnessed by the Auditor
    - Points to be followed up on at the next Audit

OUT OF SEQUENCE AUDIT
(also known as Out-of-Sequence-Audit Request or OSAR)

OVERVIEW:

Out-of-sequence audits are typically the result of a finding or noncompliance found during a dealers annual audit. However they can also be mandated from the NMEDA office from the mediation committee, corrective action request (CAR), or under the order of the board of directors and/or other governing bodies.

The cost of an out-of-sequence audit, unless expressly agreed, is born by the dealer and is billable in advance of the audit. The cost of the out-of-sequence audit is determined by the AF and is not always equal to the standard published audit price structure; it may be higher or lower than the annual price point. The payment for the audit is made to directly to the AF in accordance with the independent contract between the AF and the dealer member. Failure to accommodate the out-of-sequence audit when required can result in unfavorable action including member suspension, or for non-members, loss of QAP accreditation.

PURPOSE:

The purpose of the out-of-sequence audit is typically to validate the closure of an action item, and may be limited in scope as a result. However there are circumstances where the audit is a full complete audit same as any annual audit. The AF will identify to the dealer what the scope is of the out-of-sequence audit in advance of the audit.

PRE-AUDIT:

1. Audit Firm (AF) is to schedule the out-of-sequence audit and will inform NMEDA when the audit is scheduled.

2. The AF shall send any advance paperwork, CARs, or other requirements to the dealer to assure the expectation on the audit scope are understood.

3. The dealer has the responsibility to ask any questions and resolve any matters ahead of the audit commencement and in ample time to allow the AF to reschedule the audit if that becomes necessary. Failure to resolve all matters not understood can result in another out-of-sequence audit.

OUT OF SEQUENCE AUDIT PROCESS:

1. The Auditor arrives at dealer, meets the QAP contact and/or the designated person and begins the audit.

2. The scope of the out-of-sequence audit varies and will be different for each circumstance so there will not be a detail herein about the audit specifics. As described in the “purpose” statement, the intention of the audit is to validate a previously known noncompliance or corrective action. The auditor at this point will validate the required actions on the behalf of the dealer were completed and are satisfactory.

3. Go over any findings with dealer’s QAP contact or designee and complete notes on Dealer’s Audit report or applicable documents. Make sure that the dealer is given a complete copy of all audit findings at the time of audit. No new findings that were unreported here should be included in the final report to NMEDA.

4. The Auditor shall send a completed copy of the signed Dealer Audit Report to NMEDA within twenty-four (24) hours. The preferred method of delivery is electronic, either by scanned email or Fax to the NMEDA office for evaluation and action. If hard copy is sent, it shall be sent via overnight delivery and a tracking number shall be provided.

NATIONAL MOBILITY EQUIPMENT DEALERS ASSOCIATION
QUALITY ASSURANCE PROGRAM
APPENDIX B
NMEDA SERVICING DEALER AGREEMENT

Selling Dealer Name | **City, State/Province, Zip**

Vehicle Year/Make/Model | **VIN**

Customer Name | **City, State/Province, Zip**

Instructions: Complete only one of the two Parts (A or B). Place a check mark in the box indicating what Part applies.

☐ **PART A** – The NMEDA QAP accredited service facility listed below agrees to service the mobility equipment installed by the selling dealer shown on this form in accordance with the NMEDA QAP Membership Rules.

Servicing Facility Name | **Phone**

City, State/Province, Zip | **Other Contact Info**

☐ **PART B** – One of the three conditions outlined below are true. Place a check mark in the box to indicate which of the three conditions apply and complete the form as necessary. At least one box (1-3) must be checked and Customer Acknowledgement must be signed.

☐ (1) There is no NMEDA QAP accredited facilities within 100 miles (160 km) or 2hr driving distance from the customers location (without crossing international borders). The closest NMEDA QAP accredited facility is approximately _____ mi/km or _____ hours driving distance from the customer's location.

☐ (2) None of the accredited facilities contacted** have technician(s) certified to repair/service all of the mobility equipment installed by the selling dealer.

☐ (3) None of the accredited facilities contacted** agrees to service the mobility equipment installed.

****Note**: If box (2) or (3) are checked, the selling dealer must contact a minimum of four NMEDA QAP accredited facilities in the customer's location and list them on this form. Additional note: there may be more than four facilities in the customers' area, not all may have been contacted, if there are less than four facilities in the customers' location, all shall be contacted and listed.

List all NMEDA QAP Accredited Dealers Contacted (does not apply if Part A, or B (1) is checked):

Facility Name:	City, State/Province, Zip	Date Contacted:	Name of Person Contacted:

A. *Customer Acknowledgement (Required for Part B only)*

I _____ understand that this vehicle is being delivered outside of the selling dealer's service area, and that there is no NMEDA QAP accredited facility, or none capable, or none in mutual agreement to perform servicing on my vehicle. By signing below, I acknowledge that I am the one with primary responsibility for this vehicle and that I am waiving the selling dealers' obligation to provide 24/7 Emergency Service as outlined in the NMEDA QAP membership rules effective on the date signed. Furthermore, I understand that I will be responsible for the costs of transporting the vehicle to the selling dealer or any other service facility of my choosing if repairs, routine maintenance, or service are required.

Selling Dealer Signature | **Date**

Customer Signature | **Date**

Servicing Facility Signature (Part A only) | **Date**

Additional Comments:

APPENDIX C
AUDIT FINDINGS AND ACTIONS MATRIX

FINDING	NMEDA ACTION	DEALER ACTION	AUDIT FIRM ACTION	DISPOSITION
Major	QAP Coordinator will issue a formal Corrective Action Request (CAR) to the dealer's primary QAP Contact. The CAR will include a description of the finding, along with a due date for the dealer to respond. Once there is evidence the dealer has been notified their membership status will be changed to "Suspended" until the time the CAR is completed and approved.	Dealer is required to identify the root cause of the finding and complete the action necessary to prevent the finding from recurring. The dealer completes the CAR and returns to NMEDA by the due date, or asks for an extension.	Verification of the effectiveness of the corrective action will be evaluated during the next scheduled audit.	The CAR will be closed when approved by NMEDA and a record of the finding recorded. If the CAR is not approved, NMEDA will reply to the dealer with any further actions. Failure by the dealer to respond to the CAR or perform the steps necessary to close the CAR will result in continued suspension and may lead to termination from the QAP.
Major-OSAR (out-of-sequence audit required)	QAP Coordinator will issue a formal Corrective Action Request (CAR) to the dealer's primary QAP Contact. The CAR will include a description of the finding, along with a due date for the dealer to respond. Once there is evidence the dealer has been notified their membership status will be changed to "Suspended" until the time the CAR is completed and approved.	Dealer is required to identify the root cause of the finding and complete the action necessary to prevent the finding from recurring. The dealer completes the CAR and returns to NMEDA by the due date, or asks for an extension.	Once the CAR is approved, NMEDA will notify the Audit Firm to schedule an out of sequence audit. The Audit Firm will complete the audit and provide the results to NMEDA for review.	The CAR will be closed when approved by NMEDA and a record of the finding recorded. If the CAR is not approved, NMEDA will reply to the dealer with any further actions. Failure by the dealer to respond to the CAR or perform the steps necessary to close the CAR will result in continued suspension and may lead to termination from the QAP.
Minor	QAP Coordinator will issue a correspondence to the dealer's primary QAP contact notifying them of the action that is necessary to close the Minor finding and the due date to avoid further action or suspension. The dealer's membership status remains in good standing.	Dealer is required to complete all actions necessary including providing objective evidence to satisfy the QAP Coordinator that the action is completed.	Verification of the effectiveness of the action will be evaluated during the next scheduled audit.	The Minor finding is closed when the QAP Coordinator issues confirmation back to the dealer. In the event the dealer does not respond to the action(s) by the due date(s) assigned by the QAP Coordinator, the dealer's membership status will be changed to "Suspended" and remain suspended until the issue is resolved.
Opportunity For Improvement (OFI)	No Action, the information is recorded on the audit report but is not counted as a finding.	No Action is formally requirered by the dealer, but the dealer should consider the opportunity and if it can improve the dealer's product or process. Additionally, the dealer should consider its potential consequences for future audits.	The auditor will review OFIs recorded from previous audits during pre-audit preparation and observe if the condition is acceptable during the next scheduled audit.	None

NOTES:

Two consecutive suspensions demonstrate a lack of commitment and should result in the removal of NMEDA QAP accreditation for a period of not less than six (6) months.

APPENDIX D
QUALITY CONTROL MANUAL (QCM) REQUIREMENTS

A. Instructions for completing the Quality Control Manual:

The dealers quality control manual, also known as the “QCM” is the primary document used that shows NMEDA the benefits and value that is being provided to the dealers customers. NMEDA provides the dealer with the flexibility to use an existing company quality manual, create a new one from scratch, or create one using the sample template that NMEDA provides. As well it provides a valuable link to each of the QAP Rules and an understanding of how the Guidelines are being followed. To the NMEDA third party auditors, it is an extremely valuable resource that assures the audit process goes smoothly. The use of the QCM Template is not mandatory as long as all the minimum elements listed in this appendix are included in the completed manual.

Below are the established minimum required elements (or components) for a QAP compliant QCM. It is noted that while there is an order to the list of elements, it is not mandatory that the dealer’s QCM follow this order as shown. The important aspect is that each of these elements are covered somewhere in the QCM, whether they stand alone, or are combined together.

As a minimum the dealers QCM shall contain the following elements unless otherwise stated as (optional):

1. **Quality Policy:**

   A stated quality policy that is specific to the dealer. The quality policy should include an element of how they are satisfying the customer.

2. **Scope:**

   Describes the scope of work performed at the dealership including the accreditation type. Makes reference to the use of the approved Guidelines.

3. **Definitions and Acronyms:**

   A list clarifying any acronyms or verbiage used in the QCM document that a reader may need assistance with.

4. **QAP Program Requirements:**

   A statement describing how the dealer complies with each of the QAP Program Requirements found in section V of the QAP Rules, and if any are not applicable, that should be indicated. This section shall also describe how the dealer generates, controls, approves, releases, stores, and destroys QAP

required documents such as customer/vehicle files.

5. **General Requirements:**

   Describes the purpose of the quality control system implemented at the dealership. Includes the dealers commitment to the QAP Rules and established Guidelines as well as any applicable motor vehicle safety standards and other applicable industry standards employed.

6. **Organizational Chart:**

   This is recommended to be an Appendix to the QCM. That way the appendix can be updated without revising the manual. The organizational chart can be graphical or can be text based and again, depends on the size and complexity of the dealer. It may be that there is one person responsible for everything, or that there are multiple people. As a minimum the section shall describe the name and title of the person that is designated as the QAP contact. This name shall also be listed in the member information portal on the NMEDA website.

7. **Responsibilities and Authority:**

   Describes (by title, not name) who is responsible for what major activities at the dealership, who is authorized to make changes to processes, or allow shipment of product. Shall include that there is a primary QAP contact that is responsible to maintain current dealer information on the NMEDA website member portal, and receive and disseminate QAP related information as it is distributed by NMEDA via Short Circuits, Circuit Breaker, or other targeted emails, notifications and/or letters. If the dealer opted to assign a secondary QAP contact it should be mentioned here.

8. **Process Control:**

   This section of the QCM should describe the methods used for controlling the dealer's internal processes and will vary depending on the size and complexity of the dealer location. Describe how the dealer assures their processes remain in control. If the dealer has a document control system it should be mentioned here. State how the dealer inspects work in-process and if there are records as a result of the inspections.

9. **Receiving Inspection:**

   Describe how the dealer receives material to assure it is compliant with the

manufacturer, NMEDA, regulatory agency, or industry specifications. This is a simple description, not a complex process work instruction. If there is an internal work instruction, that can be referenced here.

10. **Process Flow (optional):**

    It is optional that the dealer provide a process flow. This is best depicted visually with a flow chart, however can be accomplished by other means. The purpose of the process flow chart is not only to aid the dealer employees performing work, but also for the auditor to understand how the dealer processes work through the shop location. There is no right or wrong to process flow, it should accurately reflect how work is processed in a serial or parallel manner.

11. **Non-conforming Material:**

    Describe how the dealer handles nonconforming material either in-process, or at incoming, or anywhere in the process. How the non-conforming material is segregated and identified so it is not installed or accepted as conforming material.

12. **NMEDA Guidelines:**

    Describe how the dealer interprets and understands the NMEDA guidelines, could also include what parts of the guidelines apply and what do not apply. This is not a rewriting of the guidelines, but can be as simple as a short sentence that states the Guidelines are used as a reference when there are no manufacturer instructions.

13. **Customer Satisfaction:**

    Describes what processes the dealer employs to satisfy its customers. This should include a minimum description of the following:
    - A high level overview of the customer satisfaction process.
    - The follow-up process if there is a returned item or the customer is not satisfied with the product or service.
    - How customer complaints or returns handled/processed.

14. **Labeling:**

    Labeling is a large part of the QAP. In addition to the QAP label, there can be other labels such as Make Inoperative, Load Carrying Capacity, Tire Placards

and more. This section shall describe the process the dealer performs for labeling, including the label log, and goes through each of the label types used at the location.

15. **Measuring and Test Equipment:**

    This section describes how the dealer maintains and calibrates measuring and test equipment (MT&E) such as the four-corner scales, multi-meter (if applicable), and torque wrenches. For example, if the dealer calibrates in-house or uses a third party service. It is recommended that this section is a higher level description and reference an Appendix that can be used to list each piece of MT&E, its calibration interval, and serial numbers.

16. **Corrective and Preventive Action:**

    Describe the process the dealer performs to correct and/or prevent anomalies or nonconformance's found by in-process and final inspections, NMEDA, or the audit firm. It should be noted that audits may result in nonconformance's and this section should state how those deficiencies are handled and if not already described in the Responsibilities section, who (by title) is responsible to handle these situations.

17. **Training Requirements:**

    A review of what types of training is required, this includes QAP 1-2-3 and technician training for each manufacturer product, as well could include optional certification training and welding if the dealer is a Structural modifier. Note: if the installation is supervised then there shall be a record for the person supervising, and that a training certificate for that person is on file.

18. **Revision Log:**

    There shall be a revision log that is part of the QCM that shows the revision history of any changes made to the manual after NMEDA approval.

19. **Manual Review:**

    The dealer is required to review the QCM at least annually and provide evidence the review was completed. This section should indicate that the dealer reviews the manual for fitness for use and to assure any changes to policies, processes or other regulatory changes have been considered and incorporated as necessary. It is suggested to use a manual review checklist as

the basis for the review and to use a log sheet that shows the date and person(s) responsible for completing the review. The auditor will review this log at each annual audit. The Dealer QC Manual Annual Review Checklist [QAP-F15] can be downloaded or requested from the NMEDA.

20. **Equipment Manufacturer and Product Listing**

    The QC Manual shall contain a product listing, or a reference to the product listing (if electronically stored and controlled). It is suggested the listing be an Appendix to the manual. The list should include as a minimum, the Manufacturer name and Product Type for every piece of adaptive mobility equipment the dealer sells, installs, or services at its location. When there are changes to the product listing, the dealer's QAP contact shall provide NMEDA with the updated listing.

Additional notes about the QC Manual:

- There are required (minimum) elements as described, however it is understood that some elements may be blended together. So long as each minimum element is covered, the manual will be acceptable.
- The dealer may have an existing quality control or quality assurance manual. If that manual includes all of the minimum elements, there is no need to create an additional manual for NMEDA.
- The manual is intended to be flexible for accommodating small dealers, as well as large dealerships. The primary purpose is to document the dealer's processes as they apply to complying with the QAP rules. Manual size is not important and is dependent on the scope and complexity of the dealer location.
  A sample QC Manual Template can be provided by NMEDA for dealers that would like more assistance with the creation of the manual. Contact NMEDA for further assistance if necessary. The QC Manual Template can be supplied by request or found on the NMEDA website document section.