



AV9000 Compliance Program – AV Product

Purpose

The program intends to promote the application of Quality Management in the AV Industry by facilitating the best practices of product application. By using the same language as the Design Review, Staging, and Commissioning Checklists found in the AV9000 Standard, AV9000 Compliant Companies (Designers and Integrators) can assimilate these best practices into their consistent processes for the benefit of the End Users. In this way, an AV Designer or Integrator can sample some of the benefits of quality management, in the hopes of eventually achieving ISO9001:2015 as well as AV9000 Certifications. Further, AV9000 Compliant companies are much more likely to design and install systems with your products being applied in accordance with best practices.

The “AV9000 Compliant” Certificate assigned to a Product makes a statement that the Manufacturer of this product promotes Quality Management, is focused on its proper application, and is willing to assist the AV Companies who specify or integrate this product into engineered systems to do so in accordance with the state-of-the-art monitoring and measuring techniques for the benefit of the users.

Requirements and Policies

1. The Manufacturer attests that they support the AV9000 Compliant Program.
2. The company provides step-by-step guidance in each of the following three categories for the product selected for Compliance (assistance from your Field Support Help Desk may prove invaluable here!).
 - a. Design Review Checklist – what steps verify or validate the application of this product? What conditions must exist to attain the intended performance (environmental, input requirements, output requirements, cable lengths or type, power requirements, etc.)? What calculations are necessary to be made to predict this performance? What notifications exist to alert the customer of end-of-life? What specialized product training is required?
 - b. Staging Checklist – AV Integrators are required to completely stage the system being installed in their shops before they are shipped to assure proper configuration, functionality, performance, and best installation practice. What tests should be made to verify your product functions properly? What instrumentation, test signals, monitoring devices should be applied to verify your product is properly connected, configured, and communicating with other devices? What thermal tests are required? How should the product be properly mounted for ease of serviceability? What records should be made for replicating the configuration should a failure occur? What tests are required to assure the product functions properly before shipping the system to the site?
 - c. Commissioning Checklist - After the product is installed into the engineered system, what tests would validate its proper application? What instrumentation is needed? Are there



reports generated by the product that would validate the boundary conditions the product sees? What data should be recorded to facilitate its replacement should a failure occur?

3. The Manufacturer furnishes a list of all test equipment required, along with tolerances. Note that this instrumentation must be field-ready, portable, and economical, since many integrators might need to procure several. Note also that ISO9000 companies are required to have any instrument used in calibrating their 'products' (systems) calibrated annually to an NIST (for the USA-other countries have different national standards institutes) - traceable standard.
4. The company submits the required product training, if any, for designing and installing the product.
5. The company pays a filing fee of \$500 for each product submitted (first 10 product lines free for annual sponsors).
6. In general, the Certificate applies to one product. Should the product evolve such that the checklist changes, a new application must be submitted.
7. The term of the Compliance Certificate is for the life of the product, or until the Checklists need to be modified.
8. If a submission is unsatisfactory for whatever reason, or a program non-compliance surfaces, the company will have 45 days to correct the issue cited in the declination without incurring additional fees. Filing fees are not refundable.



Application – AV Product

1. Company

Name:	_____
Address:	_____
C,S,Z	_____

2. Primary Contact: (Name, Email, Phone)

Name:	_____
Title:	_____
Email:	_____
Phone:	_____

3. Name of Responsible Party Affirming Company Compliance:

Name:	_____
Title:	_____
Email:	_____
Phone:	_____

4. Affirmation

The undersigned affirms that _____ (“AV Manufacturer”) supports the principles of AV9000 and Quality Management and supports the best practices in the application of our products.

Product Model Number being submitted:

Make:	_____
Model:	_____
Product Description:	_____

Signed: _____ Date: _____



Supporting Documentation:

- a. Design Review Checklist Tests
- b. Staging Checklist Tests
- c. Commissioning Checklist Tests
- d. List of required training for proper application
- e. List of Instrumentation required for proper application.

Filing for AV9000 Compliance in 3 steps:

1. Payment can be made via our website.
2. Application and documentation for the AV9000 Compliance Program will not be processed without the filing fee. If you are an annual sponsor in good standing, contact admin@aqav.org for a discount code. Please note that a separate application is required for each product.
3. Upload executed application and all documentation on our website.
4. You will be contacted by the audit team to set-up an appointment for your audit.

Applying for AV9000 Certification



1. Apply for AV9000 Compliance.
2. Submit a copy of the company's ISO9000 certificate.
3. Submit a copy of the company's Quality Policy Statement.

AQAV and its auditors will not, under any circumstances, discuss product with anyone but the audit team. If required AQAV and its auditors will sign a non-disclosure. Prior to submission, please forward your non-disclosure to admin@AQAV.org.