



## The Association for Quality in Audio Visual Technology, Inc.

*“Saving the AV Industry...one system at a time”*

### AV9000 Compliance Program – AV Product

#### Purpose

The program aims to promote the application of Quality Management in the AV Industry by facilitating the adoption of best practices in product application. By using the same language as the Design Review, Staging, and Commissioning Checklists in the AV9000 Standard, AV9000 Compliant Companies (Designers and Integrators) can integrate these best practices into their consistent processes for the benefit of End Users. In this way, an AV Designer or Integrator can sample some of the benefits of quality management, in 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 will support an 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?
    - i. What conditions must exist to attain the intended performance (environmental, input requirements, output requirements, cable lengths or type, power requirements, etc.)?
    - ii. What calculations are necessary to be made to predict this performance?
    - iii. What notifications are available to alert the customer to the end of life?
    - iv. What specialized product training is required?
    - v.
  - b. Staging Checklist: AV Integrators are required to fully stage the system being installed in their shops before it is shipped to ensure proper configuration, functionality, performance, and best installation practices.
    - i. What tests should be made to verify your product functions properly?
    - ii. What instrumentation, test signals, **and** monitoring devices should be applied to verify your product is properly connected, configured, and communicating with other devices?

- iii. What thermal tests are required? How should the product be properly mounted for ease of serviceability?
    - iv. What records should be made for replicating the configuration in case a failure occurs?
    - v. What tests are required to ensure 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?
    - i. What instrumentation is needed?
    - ii. Are there reports generated by the product that would validate the boundary conditions the product sees?
    - iii. What data should be recorded to facilitate its replacement should a failure occur?
- 3. The Manufacturer is to furnish a list of all required test equipment, along with tolerances. Note that this instrumentation must be field-ready, portable, and economical, as many integrators may need to procure several. Note also that ISO9000 companies are required to have any instrument used in calibrating their 'products' (systems) calibrated annually to a NIST-traceable standard (for the USA; other countries have different national standards institutes).
- 4. The company submits any required product training for designing and installation of the product.
- 5. The company pays a \$1,000 filing fee for each product submitted (the first 6 product lines are free for annual sponsors).
- 6. In general, the Certificate applies to one product. Should the product evolve beyond the applied-for item and the checklist for the item changes, a new application must be submitted.
- 7. The Compliance Certificate is valid for the life of the product or until the checklists need to be modified. The product is required to be submitted annually for review.
- 8. If the original submission is unsatisfactory for any reason or a program noncompliance is identified, the company has 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.

Continued ...

**Filing for AV9000 Compliance in 3 steps:**

1. Payment can be made via a [link](#) on our website. 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](mailto:admin@aqav.org) for a discount code. Please note that a separate application is required for each product.
2. Upload the executed application and all documentation to our website at this [link](#).
3. You will be contacted by the audit team to schedule your appointment.

**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](mailto:admin@AQAV.org).