



The Association for Quality in Audio Visual Technology, Inc.

"Saving the AV Industry...one system at a time"

AV9000 Compliance Program for Integrators

Purpose:

The program intends to provide a "steppingstone" for companies to demonstrate their commitment to quality on behalf of their customers by applying some of the metrics in the AV9000 Standard, specifically as it applies to Staging, Commissioning, and System Acceptance. In this way, an AV company can sample some of the benefits of quality management, in the hopes of eventually achieving ISO9001:2015 as well as AV9000 Certifications.

The "AV9000 Compliant" Certificate provides to the company that achieves it a compelling message to any prospective buyer that the AV Company manages its quality in accordance with the state-of-the-art monitoring and measuring techniques for the benefit of the users.

Requirements:

1. The company affirms that it has established, implemented, and maintains a quality policy that:
 - a. Is appropriate for the purpose and context of the organization.
 - b. Provides a framework for setting quality objectives, using the AV9000 Standard as a foundation.
 - c. Have procedures in place that use the applicable checklists of the AV9000 Standard on all services provided.
 - d. Includes a commitment to satisfy applicable customer requirements.
 - e. Includes a commitment to continual improvement of the quality management system the company further affirms that it has communicated this policy and it is understood within the organization, and it is available to relevant interested parties, as appropriate. (The company's quality policy statement shall be provided.)
2. The company selects six (6) projects they have completed and submits evidence for audit to AQAV's audit department:
 - a. Completed Staging Reports, with signed affidavit, and detailed information such as measurements and observations.
 - b. Completed Commissioning Reports, with signed affidavit, and detailed information such as measurements and observations.
 - c. Customer Acknowledgements of Satisfactory Completion of all promised deliverables (zero defects, training, documentation, etc.).
 - d. List of all test equipment used to acquire the measurements recorded in the Reports (make, model, serial number, calibration due date, and if certificates exist of the instrument being traceable to an NIST (in the USA, or as applicable elsewhere) standard.
 - e. A digital photograph of the test instruments with their portable transport cases.



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/Users/Admin/Documents/QMS-AQAV/QMS/AV9000_Compliance/AV9000 Compliant AVCompanies_02-07-2020.docx

3. Representatives attend a short "Conference Audit" using Skype or IP videoconferencing if available to discuss the application of the AV9000 metrics in the projects.
4. The company pays a filing fee of \$750 (\$500 if an AQAV member in good standing).
5. The Certificate applies to one address location, ONLY. Each company address must apply separately.
6. The term of the Compliance Certificate is One Year. The holder agrees to continue to apply the Staging and Commissioning Checklists and acquire Customer Acknowledgements of Completed Systems. The certificate holder is entitled to display the "AV9000 Compliant" Logo for the duration of the term.
7. 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.

Filing for AV9000 Compliance in 3 steps:

1. Payment can be made via our website <https://www.aqav.org/product-page/av9000-compliance-program>.
1. Application and documentation for the AV9000 Compliance Program will not be processed without the filing fee. If you are a member in good standing, contact admin@AQAV.org for a discount code.
*Please note that a separate application is required for each company location.
2. Upload executed application and all documentation on our website via Dropbox.
<https://www.aqav.org/av9000-compliant>.
3. You will be contacted by the audit team to set-up an appointment for your audit.

***Office Location**

If you have multiple offices, documentation and filing fee is required for each office. Please specify which office you are applying for and make sure that all corresponding documentation is from that office.





Application

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 Company”) located at address, _____ consistently applies (at the least) the AV9000 Staging and Commissioning Checklists on each engineered AV system furnished since the following date: _____.

I also affirm that the “AV Company” acquires a Customer Acknowledgement of Satisfactory Completion on each system furnished, where the Customer acknowledges receipt of all expected deliverables, an installation free of defects, documentation drawings and manuals, etc., and that designated operators have been trained on the system (unless specifically excluded in contract). I further attest that the “AV Company” possesses the portable calibrated instrumentation to acquire the metrics outlined in the Checklists, and that our personnel have the metrological training and proficiency to properly use this instrumentation. Supporting documentation, as defined below, is attached.

Signed: _____ Date: _____



AV Integrator - Supporting Documentation:

5. Copy of Quality Policy Statement
6. Submit the following information for Six (6) projects:
 - a. Staging Reports, showing support information and measured readings and comments, signature of qualified personnel (CQD, CQT).
 - b. Commissioning Reports, showing support information and measured readings and comments, signature of qualified personnel (CQD, CQT).
 - c. Customer Acknowledgments of Satisfactory Completion, as described above.
 - d. List of test instrumentation used for the completion of the Checklists, including make, model, serial number, calibration due date, and if calibration includes certificates to a traceable standard (i.e., for US companies, the National Institute of Standards and Technology).
 - e. Digital photograph of the equipment, showing corresponding transport cases.

Office Location

If you have multiple offices, documentation and filing fee is required for each office. Please specify which office you are applying for and make sure that all corresponding documentation is from that office.

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.

