

A photograph of a modern, brightly lit room, likely an operating room (OR), with a ceiling of recessed lighting and a large wall display showing a 360-degree view of the room. The text 'OR. 360°' is visible on the wall. The image is framed by a large green diagonal shape.

AV9000

QUALITY ASSURANCE WHITEPAPER

LEVEL 3 AUDIOVISUAL IS A PROUD AQAV MEMBER

The Association for Quality in Audio Visual Technology, Inc. (AQAV) is a non-profit organization that is dedicated to improving the operational art of designing & installing audio visual technology. They focus on the quality management systems (the “human systems”) that AV companies use to assure consistent quality. They point to applicable standards and best practices developed by Avixa, Synaducon, AES, SMPTE, and others.

THE CHALLENGE



Rapid advancement in AV technology has resulted in more product knowledge required than ever before, which merely underscores the need for fundamental education in the operational art. While there is excellent individual focused training available from industry associations and manufactures, there is not the requisite quality management of the AV companies performing the services.

With AV technology moving from the eclectic to the mainstream of our corporate and educational cultures, the cost of technology exceeds \$80B and is steadily growing worldwide. The estimates

on the cost of poor quality, defects, lost hours, rework, etc exceed \$15B.

Customers, manufacturers, integrators, independent programmers all want to know how to contain and control these costs. This begs the question:

What companies can effectively manage their quality to assure the client always gets their AV system as it was ordered, in its entirety, and that the system performs at levels as intended, and that it was provided in accordance with best industry practices?



THE AQAV SOLUTION

AQAV has defined the standard for quality management for AV companies for the benefit of all the stakeholders, including the users of integrated AV technology so as to:

- Better systems and services for the users.
- Improvements in the operational art.
- Reduction in waste and its resultant cost impact to profits.

THE AQAV SOLUTION

1. Start with the ISO9000:2015 standard.
2. Add AV industry-specific language to help clarify its application to AV work.
3. Add AV metrics for monitoring and measuring activities. (Steps two and three are a consensus of a cross-functional representative forum of the AV industry. The quality checklists in the metrics have proven to be effective in achieving zero-defect systems for years and in face have been adopted for over a thousands systems.)

AV9000



THE AV9000 RESULT

Companies are *AV9000 Certified* when they successfully pass the audit at their location(s).

- Registration is for three years. Surveillance audits are performed each year.
- Certified ISO9000 auditors verify the company's documented quality management system for compliance to the standard, to the AV9000 metrics.
- The audit confirms that the processes are applied consistently by in the organization that has an impact on the quality of the services.

THIS RESULT IS NOTHING NEW

This exact approach has been applied successfully in the following industries:

- Automotive
 - Aerospace
 - Telecommunications
- ...and is currently underway in several other industries.

OUR BENEFITS



AV9000 compliance benefits and AV company, whether they achieve certification or not. The benefits are substantial:

- Greater efficiency
- Definitive increase in profits
- More satisfied clients
- Boost in employee morale, lower employee turnover
- Ease in training new employees due to documented procedures



CERTIFICATION



HOW YOU CAN **ACHIEVE CERTIFICATION**

There are several paths that you can take while reaching the achievement of AQAV Certifications, depending on your company's current situation.

For those companies who are not ISO9000 certified, you will need to address this, even as you start to incorporate the checklists into your procedures, however developed they are at the time. You will more than likely engage an ISO9000 consultant who will lead you through the process. An AV9000 consultant can assist in preparing you for the industry metrics of the

standard. Both will lead you to a pre-registration audit so that you may be prepared for the Registration audit. The Registrar confirms that your Quality Management System complies with both ISO9000 and AV9000, and there is sufficient evidence to show that your company consistently follows your system by everyone in the organization, for every project it engages in. When successful, you earn the certification. The certification is valid for three years, and requires an annual surveillance audit to verify that the organization remains in compliance, and there

CERTIFICATION



are signs of continual improvement. For companies that are ISO 9000 certified already, things are much simpler. The Registrar confirms that the Quality Management System, as documented in the organization's Quality Manual and Procedure Manuals *point to* the AV9000 metrics. The AV9000 Registrar inspects the quality records to confirm that the organization is performing the tests listed in the checklists; the equipment is calibrated, etc. Once certification is attained, the only annual costs would be a reasonable fee for the surveillance audits. The

consultants are generally used in the first time around. If significant changes in the organization occur or if future guidance is required, they could always be engaged as needed.





Level 3 Audiovisual is a firm believer that quality in AV integration should be the highest priority. We stage ALL of our AV projects in our 20,000 sq-ft staging facility. This key process ensures all your equipment works before being brought on-site and keeps your project moving on time. It eliminates most un-foreseen hassles and electronic malfunctions for a smooth integration experience. At Level 3 Audiovisual we **Design - Build - Integrate** only the finest solutions.



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