NATIONAL MOBILITY EQUIPMENT DEALERS ASSOCIATION

MANUFACTURER QAP RULES (MQAP)

QUALITY ASSURANCE PROGRAM RULES

QAP-104 (A)

[Effective January 01, 2016]

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I. Purpose and Scope

The purpose of the Manufacturer Quality Assurance Program (MQAP) is to ensure that products manufactured and distributed by NMEDA Manufacturer members 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 manufacturer performance to reliably meet consumers' personal transportation needs in the safest manner possible. MQAP is an accreditation open to all mobility equipment manufacturers including NMEDA members and non-members.

MQAP Requirements Summary

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

- Submit applicable federal safety standard compliance data to NMEDA's Compliance Review Program (CRP)
- Show compliance with California Air Resources Board (CARB) requirements
- Maintain liability insurance to protect the consumer and manufacturer
- Provide 24-hour service for all products sold
- Provide detailed operation instructions
- Have a documented certification training program

II. Program Participation

The Manufacturer Quality Assurance Program (MQAP) is open to all manufacturers who produce mobility equipment regardless if the manufacturer is or is not a NMEDA member.

NMEDA Manufacturer Member: Participation in the MQAP is required for all NMEDA manufacturer members.

Non-Member: Any mobility equipment manufacturer may become MQAP accredited by completing the MQAP for Non-members Application and following the accreditation process.

III. Categories of MQAP Accreditation

The MQAP accreditation categories are established based on the type(s) of products that are produced. MQAP manufacturers can earn accreditation in any or all of the following categories:

Type 1 – Vehicle Manufacturer:

A manufacturer who produces adaptive mobility vehicles, including:

- Original Equipment Manufacturer (OEM)
- Intermediate Stage Manufacturers (ISM)
- Alterers
- Final Stage Manufacturers (FSM)

Type 2 - Component Manufacturer:

A manufacturer who produces adaptive mobility equipment, including:

- Seating systems
- Lifts and Ramps
- Hitches
- Securement systems
- Primary and Secondary controls
- Any other equipment listed in the NMEDA QAP

IV. NMEDA MQAP Manufacturer Accreditation Process

A. Complete NMEDA Manufacturer member, or MQAP Non-Member Application.

B. Forward required documentation to NMEDA:

For documents, electronic versions are preferred (PDF).

1. Completed Application (original)
2. NHTSA Registration letter (copy) **USA only
3. Insurance Certificate (copy)
4. Operation Instructions or Owner's Manual for all vehicles manufactured (copy)
5. Manufacturer's certification training program (document or outline)
6. Sample copies showing all types of labels being applied
7. Service Network listing and process steps (see Section F)
8. First year's dues payment
9. Test results or signed statement from CRP coordinator showing compliance with all Section VII (CRP) elements for all vehicles manufactured including all weights on the Vehicle Description Form (submission to CRP)

C. Acceptance:

NMEDA will issue an accreditation certificate once all required elements (items 1-8) are received and approved, and CRP (item 9) has been satisfied. If there are any missing documents, the NMEDA membership coordinator will provide written notice within ten (10) calendar days to the applicant. The applicant will have thirty (30) calendar days to provide the

missing elements or a plan on when the missing elements will be provided.

D. Renewal:

Accreditation is renewed annually on the member or non-member's anniversary. Annual membership or non-member dues are required to be paid in accordance with the NMEDA Bylaws Article III, Section 2 in order to maintain good standing status.

V. Program Requirements

A. Compliance Review Program (CRP)

Participation in the NMEDA CRP is required for all manufacturers. The CRP has a select set of federal safety standards put forth for manufacturers to validate compliance. The set of standards may change from calendar year-to-year. All products and components manufactured that have applicable safety standards shall be posted on the NMEDA website. Manufacturers will have sixty-days (60) from first sale date to submit to CRP.

A listing of required CRP elements are shown in section VII.

B. Documentation

Operating Instructions – showing how the product is operated and detailing any warnings and/or important aspects of operation to the dealer or consumer.

C. Insurance

Manufacturers shall have, as a minimum, liability insurance to cover the manufacturer and the consumer. They shall submit insurance state plate (affidavit) with their CRP submission and then provide updates (as

necessary) with their annual membership renewal.

D. Labeling

Completed products shall be labeled for compliance to all applicable federal, state, and industry standards including Federal and Canada Motor Vehicle Safety Standards (F/CMVSS), when applicable. These include Certification Label, Tire Placard, CARB, and Make Inoperative Labels as required.

E. Weight Compliance

Completed vehicles shall not exceed OEM weight ratings including GVWR and GAWR (front and rear). The available load carrying capacity shall allow for a minimum of 150 lbs. (68 kg) per designated seating position (DSP).

F. Service

In an effort to provide the end user with the comfort and security of knowing the vehicle purchased will be serviced and maintained as necessary by qualified technicians, the manufacturer shall have a service network capable of reaching all customers within a twenty-four hour period. The technicians performing the service and/or maintenance shall be trained in accordance with Training section G. The service network shall be documented and include the names, addresses, and phone numbers of all qualified service providers, as well as the process steps necessary to provide support to the service provider . The terms and conditions of the service arrangement shall be made part of the vehicle delivery documents.

G. Training

The manufacturer shall have a documented training program that provides certification training to the installation/service technicians. The certification training shall be made available to and delivered to all

dealers and/or service providers. There shall be pass/fail criteria established in the training program, and a 'certificate of completion' or letter of certification shall be provided to candidates who have successfully completed the training. The training certificate or certification letter shall include an expiration date or state that there is no expiration date.

H. Best Practices

- Quality system – it is expected that the manufacturer is producing under a controlled environment with repeatable processes that result in conforming product focused on satisfying the needs of the customer.

- Safety Defect Recall – the manufacturer is expected to have a process in place to be able to recall manufactured and/or delivered vehicles or equipment.

I. Non-Compliance

A manufacturer who has been found in non-compliance for any of the following reasons may have their accreditation status changed from "good standing" to "suspended":

- Failure to pay annual dues within sixty (60) days of due date
- Failure to meet any of the MQAP Program Requirements

Manufacturers found in non-compliance (other than non-payment of annual dues which results in automatic suspension) will be notified by the QAP Coordinator and will have no more than thirty (30) days to provide objective evidence that the non-compliance has been resolved.

If after thirty (30) days the non-compliance remains unresolved the manufacturer's status will be changed to "suspended" and the manufacturer will no longer be allowed to promote or display the QAP or MQAP logo on any vehicle/product or in any form of media, including but not limited to: literature, documents, websites, and/or social media.

Manufacturers may be reinstated to 'good standing' when they have satisfied all required corrective actions.

VI. Definitions and Acronyms

Acronym	Description
CARB	California Air Resources Board
CRP	Compliance Review Program
DOT	Department Of Transportation
DSP	Designated Seating Positions
F/CMVSS	Federal/Canada Motor Vehicle Safety Standards
FSM	Final Stage Manufacturer
GAWR	Gross Axle Weight Rating
GVWR	Gross Vehicle Weight Rating
ISM	Intermediate Stage Manufacturer
MFG	Manufacturer
MQAP	Manufacturer Quality Assurance Program
NMEDA	National Mobility Equipment Dealers Association
NHTSA	National Highway Traffic Safety Administration
OEM	Original Equipment Manufacturer
PDF	Adobe Systems – Portable Document Format
QAP	Quality Assurance Program

TC	Transport Canada
WTORS	Wheelchair Tie-down and Restraint System

VII. CRP elements to be submitted

F/CMVSS or Applicable Spec	Description
110	Tire Selection and Rims
206	Door Locks / Retention Components
207	Seating Systems
208	Occupant Crash Protection
210	Seat Belt Anchorages
214	Side Impact Protection
225	Child Restraints (Canada 210.1 & .2)
301	Fuel System Integrity
302	Flammability of Materials
CARB E.O.	California Air Resources Board Executive Order
ADA	Ramp load test (600 lbs.)
DOT-T-93-03	Durability Test /Power Operated Ramps (15,600 min)
Transport Canada	Compliance Label (Canada MFG only)
WTORS C-10	Wheelchair Tie-down and Occupant Restraint