



# Q-Mark Survey & Installation Scheme for External Windows & Doorsets

The correct installation of windows and doorsets is essential for maintaining a product's weather and security performance and for prolonging its service life. The BM TRADA Q-Mark Survey & Installation Scheme has been introduced specifically to maximise service life through the adoption of a rigorous and documented installation and audit procedure.

## Aims of the scheme

- To raise awareness of the need for correct installation of windows and doorsets
- To raise the on-going standard of installation of both windows and doorsets
- To ensure that windows and doorset assemblies are specified (during sales and survey) and installed in line with a suitable code of practice or formalised work instructions and comply with all relevant statutory regulations and manufacturer recommendations
- To ensure product performance is maintained as a result of correct installation

## Benefits of the scheme

- Provides members with a strong competitive advantage proving the credibility of the installation work
- Increases potential business as independent third party certification becomes widely specified
- Association with the BM TRADA Q-Mark brand, already widely recognised as a leading provider of independent third party certification
- Members' details easily identifiable to specifiers via inclusion on the BM TRADA Q-Mark website
- PR support of BM TRADA Certification to announce scheme membership
- On-going marketing support from BM TRADA Certification to promote and raise awareness of the scheme amongst key specifiers

## How does the scheme work?

Through the effective implementation of a management control system that is assessed and audited as part of the installer scheme requirements. This will require the member to have in existence:

- A defined set of written procedures and instructions for undertaking the survey and installation
- Clearly defined and documented procedures to ensure that the information for a contract/order is identifiable, recorded and available to relevant personnel

(continued overleaf)

## How does the scheme work? (contd...)

- A formalised survey procedure and checklists to record all elements of the survey including customer requirements and limiting factors
- A formal documented quoting procedure that will also detail the agreed scope of works and product specification
- Detailed written training requirements and records for all relevant sales, survey and installation staff
- Controlled copies of the installation procedures (scope) to be in the possession of all installers, directly or indirectly employed
- Forms to record evidence of final inspection for all installers
- A documented process for dealing with customer feedback/complaints and any remedial works
- Written details of the responsible disposal of old window products
- Written details of guarantee and maintenance/operating instructions for all installations
- A company representative to independently audit installations performed by each installer or installation team on a periodic basis
- A documented procedure to ensure the sales/survey was conducted correctly and that no identifiable problems were missed that caused additional work during Installation
- A procedure to ensure that installed windows and doors are labelled to the scheme requirements

## How to become a registered installer

Following receipt of an application to join the scheme, BM TRADA Certification will conduct an initial audit both at the company premises and on site during a live installation to review procedures, practices and availability of all documentation by the installer(s).

Once any required changes have been made and BM TRADA Certification are satisfied that the scheme requirements have been met, the applicant will be issued with a certificate and their details will be shown on our website.

Continual surveillance visits will be conducted at both the company premises and on site during final stages of installation work, by BM TRADA Certification to ensure continued compliance.

**For more information please contact:**

**Adam Osborn:** t 01494 569826 . m 07795 262652 . e aosborn@bmtrada.com

**Jim Collins:** t 0208 399 6689 . m 07801 649578 . e jcollins@bmtrada.com

