

Alarm Industry Best Practices through Quality Control...



Installation Quality Certification
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"Understanding the Installation Quality Certification Program"



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Quality across America...



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Quality across America...

**For 6 years running...
1986, 85, 84, 83, 82, 81,
Ford has designed
and built
the highest quality
American cars and trucks.
No other company can
make this statement.**



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Quality across America...

**Late
1980's**





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Quality across America...

1990's



QUALITY IS JOB 1. IT'S WORKING.

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Quality across America...

2000's



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Quality across America...

2000's



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Quality across America...

Today...

- Manufacturing
- Retail
- Service

So why have all of these business segments adopted quality initiative programs ??

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Why adopt a Quality Program...

Because quality initiatives / quality control programs are good for:

- Business
- Employees
- Customers

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Installation Quality Certification Program
Developed in 1992, as a tool of the NBFAA False Alarm Committee...

Today, recognized by every major industry group as the security industries quality control initiative...



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Based on a very simple premise...

*Systems designed properly,
with the proper equipment,
installed properly,
by trained technicians,
monitored properly, and
operated by properly trained users*

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*Typically,
operate with out
fault or failure
for YEARS...*

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The ultimate goal of the IQ Program being –
Two basic steps:

- 1) Creation of an established set of industry recognized benchmarks.
- 2) Implement so as to create reproducible results.

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And IQ accomplished this through the establishment of the IQ Program Guidelines:

- 1) Company Guidelines
- 2) User Training Guidelines
- 3) Employee Training Guidelines
- 4) System Design Guidelines
- 5) Equipment Guidelines
- 6) Installation Guidelines
- 7) Monitoring Guidelines

A complete set of the IQ Program Guidelines are include in your handouts

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Company Guidelines:

IQ Program Guidelines – Page # 7

- 1) Compliance with all local regulations.
- 2) Establish a Quality Control Team.
- 3) Establish policies and procedures to integrate quality initiatives into all segments of the company.

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User Training Guidelines:

IQ Program Guidelines – Page # 7

- 1) Provided with all instructional brochures.
- 2) Instructed on normal operation, and alarm reset procedures.
- 3) Completion of the IQ Checklist.
- 4) Provided with (5) day "training period".

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Employee Training Guidelines:

IQ Program Guidelines – Page # 7

- 1) All "qualified" technicians shall be either – NBFAA NTS or CANASA Level One Certified Alarm Technicians.
- 2) Receive minimum of 1 hour per month of IQ related training.

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System Design Guidelines:

IQ Program Guidelines – Page # 7 & 8

- 1) Designed by qualified individuals.
- 2) Creation of a sales – DO/DO NOT checklist
- 3) All power consuming devices to be point identified.
- 4) System designed to accommodate pets.

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Equipment Guidelines:

IQ Program Guidelines – Page # 8

- 1) All equipment must be UL, ULC, FM or IRI approved (or equivalent), and used for its intended purpose.
- 2) Panic alarms shall be audible, and of a two button design
- 3) System standby battery minimum = 4hr

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Installation Guidelines:

IQ Program Guidelines – Page # 8 & 9

- 1) UL or ULC configured systems comply.
- 2) Must comply with all applicable NFPA codes and standards. (NFPA 70 & 72)
- 3) Proper system grounding.
- 4) Point identification of all devices recommended.

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Monitoring Guidelines:

IQ Program Guidelines – Page # 9

- 1) IQ Certified Monitoring Company required.
- 2) Verify all burglar alarm signals (as applicable)
- 3) Monitoring station / installing company establish an alarm activation follow-up communication program.

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Why adopt a Quality Program...

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- Employees
- Customers

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Why adopt a Quality Program...

Because quality initiatives / quality control programs are good for:



The Sign of Installation Quality in electronic security and life safety

Public Safety


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Business Benefits:

- 1) Improved Customer Satisfaction
- 2) Improved Customer Retention
- 3) Reduced Costs (No Charge Repairs)
- 4) Increased Customer Referrals

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Employee Benefits:

- 1) Improved Employee Efficiency
- 2) Increased Technical Competency
- 3) Increased Employee Retention
- 4) Improved Employee Advancement

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Customer Benefits:

- 1) Increased Purchase Satisfaction
- 2) Reduced False Alarms
- 3) Reduced Service / Repairs
- 4) Improved System Operation

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Public Safety Benefits:

- 1) Reduced FALSE ALARMS...
- 2) Reduced FALSE ALARMS...
- 3) Reduced FALSE ALARMS...

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Why do I need the IQ Program ???

I can implement all of these quality initiatives in my company today, without being involved in the IQ Program...

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TRUE...

And we sincerely hope that whether you decide to join the IQ Program, or not, you WILL implement all of these quality initiatives in your company, IMMEDIATELY...

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Benefits of IQ Program Participation:

- 1) Power of 3rd party accreditation.
- 2) Impact of combined participation.
- 3) Recognition by consumer groups.
- 4) Recognition by media
- 5) Recognition by public safety groups.

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Benefits of IQ Program Participation:

- 6) Marketing advantage provided by your recognition as a "quality" provider of electronic security systems...

The closest thing in our industry to the:



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QUESTIONS...

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