



*SEAI Domestic Solar PV and NDMG Company Guidance on Quality Management System (QMS) Document Requirements*

It is a requirement of both the Domestic Solar PV Scheme and the NDMG Scheme that all registered or registering companies have a Quality Management System (QMS) in place to manage the quality and delivery of service.

**Please see the below guidance on acceptable QMS Documents.**

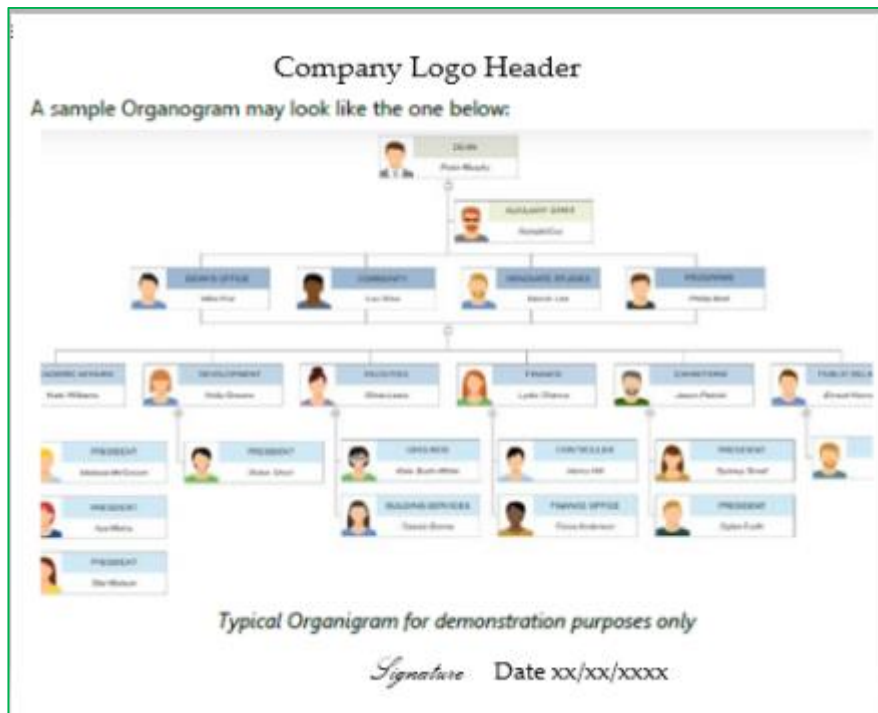
**Important note:** Please ensure that all submitted QMS documents are provided in **PDF format**, have been issued on **Company paper**, and contain both the **date and a signature**. This format is required to ensure the quality and validity of the documents that have been submitted.

## 1. Organisation Chart – key personnel/stakeholders, their roles and responsibilities

To be accepted please ensure the document meets the criteria set out in the **Important Note** above.

Ensure that the chart provides clear indication of the hierarchy within the organisation with clear reporting lines shown. Include all personnel, both internal and sub-contracted personnel should be identified (include the name and their role).

*Why SEAI require this - This document is required to allow SEAI visibility of the personnel responsible for particular roles within the organisation thus ensuring that the organisation has sufficient resources to provide an effective service to applicants.*



## 2. Evidence of Document Control Process

To be accepted please ensure the document meets the criteria set out in the **Important Note** above.

A document control process **must** indicate that the current **GDPR regulations will be adhered** to in relation to documents retained in relation to Solar PV or NDMG projects.

Please ensure that the wording of the document control process is homeowner centric as it should relate to how personal information will be processed, stored, backed up and ultimately disposed of. Provide timelines for data retention.

Provide a description of the systems infrastructure in place using a simple diagram similar to the sample below supported with a text description of the systems in use for logging calls, storing documents, and providing communications. (Please be sure to include the description of the firewalls in place to protect data).

*Why SEAI require this- This document is required to provide assurance that the personal data retained as part of a Solar PV or NDMG application are to be afforded the required data protection.*



### 3. Evidence of Complaints Process

*To be accepted please ensure the document meets the criteria set out in the **Important Note** above.*

A complaints and appeals process should provide clear instructions as to how a member of the public might submit a complaint or appeal as this would be presented on your website.

1. Where does the complaint or appeal go? (Provide the name of processor and email address to be used)
2. How long does the complainant expect to wait for a response/resolution? (Provide timelines for initial response and for a resolution)

3. How can the complaint/appeal be escalated within your organization if the complainant is not satisfied with the outcome? (Provide an alternate name of the person responsible for processing the escalated complaints and appeals and the email address to which this escalation should be directed)
4. How long does the complainant expect to wait for a response/resolution to the escalated complaint/appeal? (Provide timelines for initial response and for a resolution).

*Why SEAI require this - This document is required to provide evidence that the organisation has sufficient resources and processes in place to deal with customer complaints or appeals effectively and efficiently. A contract of engagement will be in place between the Domestic SPV/NDMG Company and the applicant. SEAI cannot assist in the resolution of complaints or appeals. For guidance on how to create an effective complaints process please visit <https://www.ombudsman.ie/guidance-for-service-providers/model-complaints-system-a/model-complaints.pdf>*

#### **4. Evidence of Quality Control Processes**

*To be accepted please ensure the document meets the criteria set out in the **Important Note** above.*

It is recommended that you draw up a Quality Policy. A Quality Policy can be one page document, it doesn't have to be very long. It can even be just a sentence.

It can state a commitment to compliance with the requirements for the scheme and that you will commit to the necessary resources. It also can include a commitment to both delivering high quality measures and continuous improvement.

It would be good practice to publish your Quality Policy on your Company website.

The Quality Policy may also include how services are monitored/measured, inspection processes, internal audit, non-conformities, and a senior management review.

It is a requirement to show that a lessons-learned approach is in place to ensure that a recurrence of errors will not occur.

*Why SEAI require this - A Quality Policy will show that the Company is serious about quality issues. It is in the interest of all parties that we learn from mistakes or errors. Repeating minor errors during installations causes additional workloads for your organisation and SEAI, and it also causes customer dissatisfaction.*

**Please note that a registration cannot be processed until a full suite of documentation including the above has been provided. SEAI Can only process a registration once all of the above information is provided, in the format specified.**



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