



Quality • Safety • Innovation

# Updates to the QSF and Blended Audit Model

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Certified Organisation

# Background to the Changes

01

THE QSF  
SCHEME HAS  
BEEN RUNNING  
FOR 3 YEARS

02

WE HAVE  
LEARNT A LOT  
DURING THIS  
TIME

03

SOME CRITERIA  
HAVE BECOME  
OUTDATED

04

WE HAVE  
NEEDED TO  
INCLUDE NEW  
CRITERIA

05

ALWAYS  
INTENDED TO  
BE AGILE



## Why have we had to change?

- UKAS Requirements
- Partnerships, such as NFCC
- Other Standards
  - EU Working group TC/431
  - BS 8591
- Some Learning from Covid-19
- Developing new Supply Sector Module

# What has changed?

- Scheme criteria wording and some Module Titles
  - This affects all modules apart from Telehealth and NAEP
- Some of the changes are subtle, some more substantial
- The “BRAG” rating system has been replaced with “Compliance” ratings
- Certification will not be granted unless all improvement needs cleared
- Certificates will Run for 3-years
- Move to “Blended” audit model



# Examples of changes – Common Standards



Increased emphasis on evaluation of performance information and exception reporting.



Increased risk analysis and mitigation with regard to Business Continuity



Continuity of supply chain



Ethical marketing and competitor dealings



Advising TEC Quality of Significant Incidents or planned changes to critical systems

# Examples of Changes – Service Delivery



Greater emphasis on Business Continuity Risk Assessment and mitigation



Assessment split away from Installation



Strengthening of requirements for Self Install Models

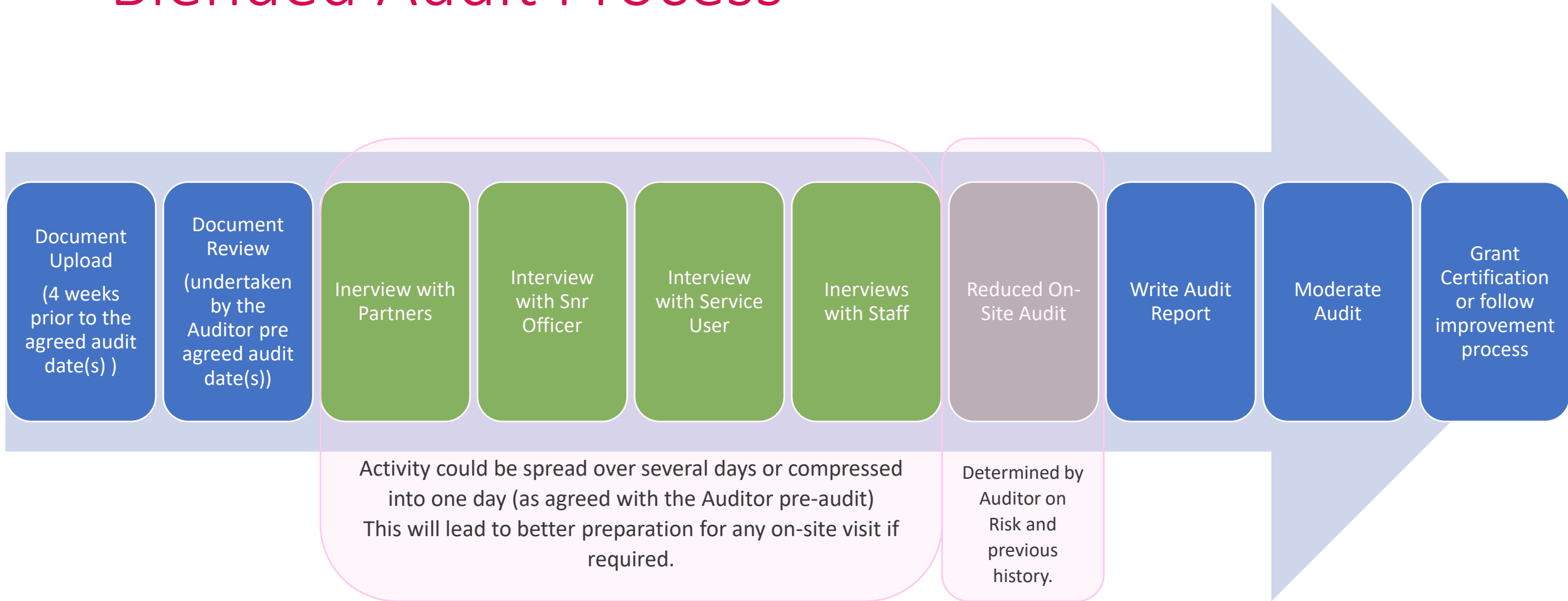


Post installation check sampling

## Move to a “Blended” Audit Model

- COVID-19 has taught us that things can be done differently
- Mixture of Virtual and Physical Audit
- Virtual meetings have proven very effective
- Moving forward, audits will be conducted remotely, with less on-site time
- Decision to conduct remotely, or on-site will be individual and will be based on previous audit history and improvement needs

# Blended Audit Process





# Key Dates


- 1<sup>st</sup> September 2020 - The Compliance Rating will come's into effect
- 1<sup>st</sup> November 2020 – Audits against the revised criteria
- September – A series of local “drop-in” virtual meetings will be held, to discuss the changes in more detail



## What if There is a Second Spike?

- Return to Business as Usual for auditing regime from 1<sup>st</sup> October, but with blended/virtual model
- If there is a second spike of Covid-19, we will continue to operate a normal schedule of audits

## More Information

- TEC Quality Website – [www.tecquality.org.uk](http://www.tecquality.org.uk)
  - Email – [admin@tecquality.org.uk](mailto:admin@tecquality.org.uk)
  - Telephone – 01625 520320
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