



PROCESS CHAIN QUALITY MARK
PERSONAL
ALARM SERVICES



Preface

The document in front of you presents the process chain quality mark personal alarm services. What is special to this quality mark is not only that it sprung from market needs in home care technology, but also that it was composed by the parties involved in that market. All organisations concerned, acknowledge that the quality of the personal alarm services' process chain is not a given in itself, but that it also depends on good attunement of all processes that are part of delivering personal alarm services.

In the process chain of personal alarm services, several organizations are involved in one or more roles. Therefore, quality always depends on how these roles combine in the processes reflecting their mutual relations. To offer clients reliable service, quality throughout the process chain has to be measured, guarded and it has to meet established criteria. The Process chain Quality Mark Personal Alarm Services offers a base level quality guarantee. Certified organisations have organized their processes in a way that all criteria are met, enabling them to provide optimal service. The starting point is always the client's perspective.

This Process chain Quality Personal Alarm Services document is about delivering personal alarm services. As such the quality mark is not complete. It remains work in progress. Not only because established conditions and standards will periodically be evaluated and, if necessary, adjusted; but also because new products and services within the personal alarm services segment will continuously be added to the process chain quality mark.

The members of the WDTM, the industry organization for home care technology, cooperated in bringing about the process chain quality mark. In several meetings and committees the members have shared their knowledge, experience, wishes and demands for the purpose of this process chain quality mark.

As industry organization WDTM, we hope that this process chain quality mark will render the quality of the entire personal alarm services process chain transparent and clear, and will enhance it to the benefit of end users, clients.

Roger Jongen
Board Member WDTM

Index

Preface	2
Index	3
1. Introduction	9
1.1 Reading guide	10
1.2 Application areas	10
1.2.1 Application area current version	10
1.3 Relation to legislation and other standards	10
1.3.1 Dutch law on professions in individual health care (Dutch acronym BIG)	11
1.3.2 Privacy Legislation	11
1.3.3 Telecommunication legislation	12
1.3.4 European standards	12
1.4 Organization Process chain Quality Mark Personal Alarm Services	13
1.4.1 WDTM Association	13
1.4.2 Board WDTM	14
1.4.3 WDTM Secretariat	14
1.4.4 College of Auditing	15
1.4.5 Audit Committee	15
2. Process model	16
2.1 Roles within the process chain	16
2.2 The process model	18
3. Criteria processes customer interface	20

3.1	Information supply	20
3.1.1	Responsibility	20
3.1.2	Preconditions	20
3.1.3	Process implementation	21
3.2	Contract	21
3.2.1	Responsibility	21
3.2.2	Preconditions	21
3.2.3	Process implementation	22
3.3	Instruction	22
3.3.1	Responsibility	22
3.3.2	Preconditions	22
3.3.3	Process implementation	23
3.4	Invoicing & collection	23
3.4.1	Responsibility	23
3.4.2	Preconditions	23
3.4.3	Process implementation	24
3.5	Data management	24
3.5.1	Responsibility	24
3.5.2	Preconditions	24
3.5.3	Process implementation	25
3.5.4	Additional process requirements	25
3.5.5	Standards	25
3.6	Measuring customer satisfaction	26
3.6.1	Responsibility	26

3.6.2	Preconditions	26
3.6.3	Process implementation	27
3.6.4	Additional requirements for the process	27
3.7	Contract termination	28
3.7.1	Responsibility	28
3.7.2	Preconditions	28
3.7.3	Process implementation	28
3.7.4	Standards	29
3.8	Appointment making	29
3.8.1	Responsibility	29
3.8.2	Preconditions	30
3.8.3	Process implementation	30
3.8.4	Standards	30
3.9	Complaints procedure	31
3.9.1	Responsibility	31
3.9.2	Preconditions	31
3.9.3	Process implementation	31
3.9.4	Additional requirements for the process	32
3.9.5	Standards	32
4.	Criteria processes product/service interface	33
4.1	Validating product/service	33
4.1.1	Responsibility	33
4.1.2	Preconditions	33
4.1.3	Process implementation	34

4.2	Installing	34
4.2.1	Responsibility	34
4.2.2	Preconditions	35
4.2.3	Process implementation	35
4.2.4	Additional process requirements	36
4.2.5	Standards	36
4.3	Alarm handling	36
4.3.1	Responsibility	37
4.3.2	Preconditions	37
4.3.3	Process implementation	38
4.3.4	Standards	38
4.4	Alarm response	39
4.4.1	Responsibility	39
4.4.2	Preconditions	39
4.4.3	Process implementation	40
4.4.4	Standards	40
4.5	Monitoring technical process chain	41
4.5.1	Responsibility	41
4.5.2	Preconditions	41
4.5.3	Process implementation	42
4.6	Incident management	42
4.6.1	Responsibility	42
4.6.2	Preconditions	42
4.6.3	Process	43

4.6.4	Standards	44
4.7	Disassembling	44
4.7.1	Responsibility	44
4.7.2	Process	44
4.7.3	Standards	45
5	Criteria processes element management	46
5.1	Continuity management	46
5.1.1	Responsibility	46
5.1.2	Preconditions	46
5.1.3	Process implementation	47
5.1.4	Standards	47
5.2	Home access management	47
5.2.1	Responsibility	47
5.2.2	Preconditions	47
5.2.3	Process implementation	47
5.2.4	Additional requirements for the process	48
5.3	Capacity management	48
5.3.1	Responsibility	49
5.3.2	Preconditions	49
5.3.3	Process implementation	49
5.3.4	Standards	49
5.4	Alarm server	49
5.4.1	Responsibility	50
5.4.2	Preconditions	50

5.4.3	Process implementation	51
5.5	Network components	51
5.5.1	Responsibility	51
5.5.2	Preconditions	52
5.5.3	Process implementation	52
5.6	Devices management	52
5.6.1	Responsibility	52
5.6.2	Preconditions	52
5.6.3	Process implementation	52
6	Certification procedure	54
6.1	Certification based on roles	54
6.2	Process assessments	54
6.3	Role assessment	55
6.4	Audit process	56
6.4.1	Application	56
6.4.2	Determining the audit committee	56
6.4.3	Making appointment + agreements	57
6.4.4	Audit	57
6.4.5	Audit assessment	57
6.4.6	Issuing certificate	58
6.4.7	Appeal procedure	58
Appendix I:	Notions & abbreviations	
Appendix II:	Checklist audit process chain quality mark	
Appendix III:	Audit activities	

1. Introduction

The industry organisation WDTM¹, the Dutch industry organization for home care technology, has jointly developed a process chain quality mark for personal alarm services.

The purpose of the process chain quality mark in the first place is to obtain transparency in the quality of services provided in the process chain of personal alarm services and to enhance this quality to the benefit of end users. The process chain quality mark lifts the quality of the entire process chain. WDTM supervises that the Process chain Quality Mark Personal Alarm Services² is correctly interpreted.

- The process chain quality mark contributes to better aligned links in the process chain, which reduces chances on mistakes.
- In the process chain quality mark responsibilities are attributed to the different links in the process chain, providing clarity.

The Process chain Quality Mark Personal Alarm Services provides a base level quality guarantee. Certified organizations have their processes organized in a way that all conditions for being able to provide qualitatively good service are met. End users, clients, are always the starting point.

For organizations involved, the process chain quality mark can be a goal to raise the quality of their service in personal alarm services provided and thus the quality of their internal organization involved in the delivery process. The result is satisfied end users, clients. Organizations' own processes constitute the starting point. The process chain quality mark is a tool for management to control these processes and to guide and guard the quality of these processes and the internal organization in a systematic way.

¹ Dutch acronym for Living, Services, Technology for People

² Apart from the fact that the WDTM ensures that the Process chain Quality Mark Personal Alarm Services is interpreted correctly, the WDTM can only guarantee the necessary quality of the organizations included at the moment of auditing. Therefore WDTM is not responsible for the quality after audits. WDTM will take her task as supervisor seriously and will investigate certified organizations with possible loss of quality and subsequently act to its abilities.

1.1 Reading guide

Chapters one, two and six shape the framework of the process chain quality mark. The first chapter goes into the organization of the process chain quality mark, the application areas and how it relates to legislation and standardization. The second chapter presents the theoretical framework on which the process chain quality mark is based. The sixth chapter provides information on the certification procedure and certification conditions. In chapters three up to and including five specific criteria per process are discussed in detail.

1.2 Application areas

The process chain quality mark applies to all processes involved in delivering personal alarm services. The phrase 'personal alarm services' is wider than merely the service 'personal alerting'. All services for which a system can actively or passively generate a personal alarm, received by a care contact centre, requiring certain response, can be included in the Process chain Quality Mark Personal alarm Services. By this definition, services like electronic door opening systems, fire- and burglar alarms, mobile alarm services and camera applications allowing video communication and remote care are also covered by the process chain quality mark.

1.2.1 Application area current version

Version 1.9 of the Process chain Quality Mark Personal Alarm Services only applies to the service of personal alerting. The following inclusion criterion applies:

- The processes, conditions and standardization of the alarm response segment only concerns alarm responses by Home care Organizations and nurses and care workers.

1.3 Relation to legislation and other standards

The products and services applied in the processes within the process chain of personal alarm services should provably comply with European and/or Dutch legislation and regulations. Products and services of organizations seeking to be certified should operate along this legislation and these regulations.

Legislation and regulations influencing the services in the field of personal alarm services are among others:

- European Directive for Medical devices
- European Directive for Electromagnetic Compatibility
- European Low Voltage Directive
- European Directive Radio and telecommunication (R&TTE)
- Dutch Buildings Decree
- Dutch Law on professions in individual health care
- Dutch Law on personal registration
- Dutch Personal Data Protection Act
- Dutch Telecommunication Law

1.3.1 Dutch law on professions in individual health care (Dutch acronym BIG)

The purpose of the BIG act is to further and guard the quality of health care. The act protects patients and clients from incompetent and careless treatment by caregivers. The BIG act uses the BIG register; in which caregivers can get themselves registered. Caregivers listed in the BIG register vouch for good quality and may carry protected titles as mentioned in the act. Certified organizations are to apply this legislation well, entailing among other things that they should act professionally and carefully, should monitor their quality, should maintain their expertise and should not use protected titles unlawfully.

1.3.2 Privacy Legislation

Privacy legislation, among which the Dutch law on personal registration and the Dutch Personal Data Protection Act is aimed at handling personal data correctly and discretely. Furthermore, in the laws in this field (Dutch law on personal registration and the Dutch Personal Data Protection Act) matters like providing data to third parties, informing the person to whom the data relate on the nature and content of these data and checking the accuracy of these data are arranged.

Alarm organizations can dispose over various details of their clients/subscribers that are privacy-sensitive. Examples are names and addresses of friends, family and other carers, medical data, psycho-social data, history, living habits etc. Privacy legislation applies to all of these.

1.3.3 Telecommunication legislation

In first instance, the law applies to providers of communication networks and infrastructure, but it also applies to providers of telecommunication services. This legislation is geared to free entry to the communication market and distribution of scarce resources (like frequencies) and granting licenses. In the law, demands are set for technical standardization and normalization, harmonization/interoperability of services and clear terms of delivery. It also holds rules to protect the privacy of users, for resource requirements, compensations, number allocation and number identification. Regarding the latter, reference can be made to using number identification in case of emergency assistance. The law does not specifically mention personal alarm services as communication services. Number identification of the alarm device at the care contact centre is obligatory in the Process chain Quality Mark Personal Alarm Services (see 5.4.2).

1.3.4 European standards

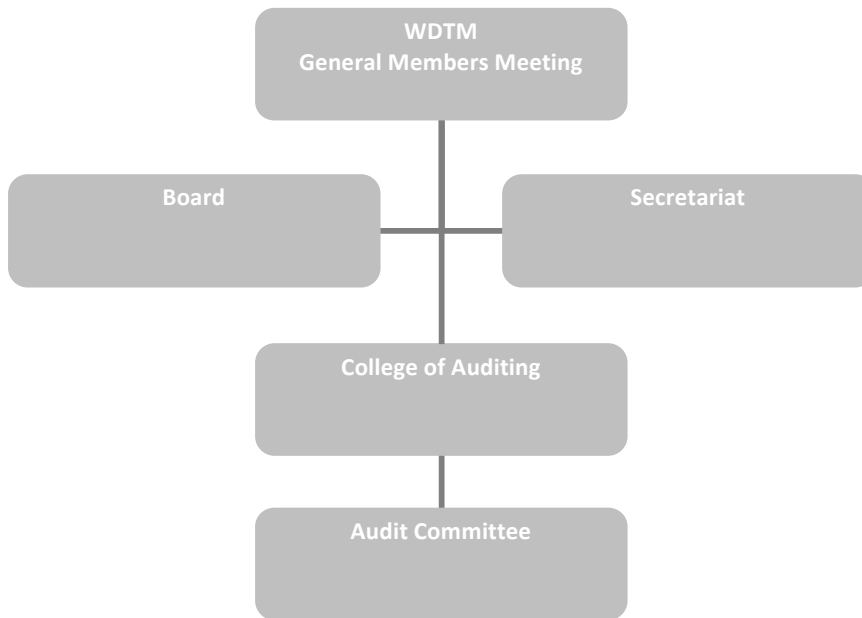
In Europe there are different standard systems which resources used have to meet. The European standard for alarm transmission systems was published by NEN in 2012. This is the NEN-EN 50136-1. This standard indicates which performance requirements should be met by the digital communication between the alarm signalling at risk locations and the alarm reception at the care contact centre. In addition to analogous signalling, this standard also describes the demands for digital signalling. Next to the NEN-EN 50136-1, the personal alarm products used should meet the NEN-EN 50134. This is the current European standard for social alarm systems, holding the minimum requirements products should meet. Products not meeting the NEN-EN 50134 are not considered personal alarm devices by the Process chain Quality Mark Personal Alarm Services. These standards are kept up-to-date by Cenelec Technical Committee 79. Products and services should meet the latest version of this standard at all times.

In addition to these NEN-standards, there is also the CE. The CE applies to all products within the EU. The European Low Voltage Directive is also called the VEM-Directive and it is the CE-version of the low voltage directive. It applies to electrical material intended for a nominal AC between 50 V and 1000 V and a nominal DC between 75 V and 1500 V.

It is associated organizations' own responsibility to follow guidelines relevant to them.

1.4 Organization Process chain Quality Mark Personal Alarm Services

The Process chain Quality Mark Personal Alarm Services is owned by the industry organisation WDTM. To manage the process chain quality mark and carry out certifications, the organisation order opted for is as follows:



Each section of the organisation is briefly discussed below, based on membership, tasks and powers/responsibilities.

1.4.1 WDTM Association

Membership

- All members of the industry organisation WDTM

Tasks

- Vote, based on proposed amendments in reference to the process chain quality mark, brought forward in the General Members Meetings.
- Vote, based on proposed members of the College of Auditing

Powers and responsibilities

- Taking decisions in the General Members Meetings in response to amendment proposals by the Board.
- Electing the (new) members for the College of Auditing during the General Members Meetings

1.4.2 Board WDTM

Membership

- In accordance with the statutes

Tasks

- Responsible for the content of and amendments to the process chain quality mark.
- Taking up amendment proposals of members or the College of Auditing
- Produce recommendations based on the above
- Submit these recommendations to be voted on by the WDTM members during the General Members Meetings

Powers and responsibilities

- The Board is responsible for making sure that content and formulated quality standards within the process chain quality mark, are not contrary to legislation and regulations.
- The Board is responsible for securing the total quality level of the process chain quality mark.

1.4.3 WDTM Secretariat

Tasks

- All administrative tasks concerning the process chain quality mark:
 - Forms administration
 - Certificates administration
 - Invoicing
 - Website
 - PR & communication

1.4.4 College of Auditing

Membership

- Members of the WDTM + external expert(s), appointed by the WDTM's General Members Meeting
- Each party within the process chain of personal alarm services is represented at least once
- Appointments are made for a period of four years
- Each member of WDTM can only be represented once

Tasks

- Granting certificates, based on the advisory report of the Audit Committee, to organisations which have completed the certification process successfully
- The College of Auditing gathers at least twice a year, concerning matters related to the audit process in general and to advisory reports produced by the audit committee(s) in particular

Powers and responsibilities

- Responsible for executing the audit process and possible changes in it
- Taking decisions in granting certificates

1.4.5 Audit Committee

Membership

- Is chaired by a member of the College of Auditing
- The chairman of the Audit Committee determines the composition of other committee members, from the members of WDTM
- Consists of a minimum of two persons

Tasks

- The committee carries out the actual audit of an organisation

Powers and responsibilities

- Powers: assesses the outcome of the audit and formulates this in an advisory report to the College of auditing

2. Process model

Personal alarm services are delivered in a process chain in which multiple organisations and/or actors are responsible for one or several aspects of the service. Within the process chain they play one or more roles. To guarantee the quality of the entire process chain to the end user, responsibilities must be clearly allocated to these roles. Instead of opting for defining quality criteria per role, the process model has been used, as the implementation of certain roles in the process chain may vary. Quality criteria are allotted to processes and these processes are in turn allotted to one or multiple roles. This way role conflicts are circumvented.

2.1 Roles within the process chain

Within the process chain quality mark, five roles are distinguished; supplier, installer, care contact centre, alarm response and the provider of personal alarm services. Customers and financers also play a role in the process chain of personal alarm services. The quality mark will hold no requirements in this respect, which will therefore be left outside its scope.

Supplier:

The organisation providing the software, hardware and other devices in the process chain of personal alarm services. The Process chain Quality Mark Personal Alarm Services does distinguish between business-to-business organisations and business-to-consumer organisations where necessary.

Installer:

The organisation installing and connecting the alarm equipment in customers' homes.

Care contact centre:

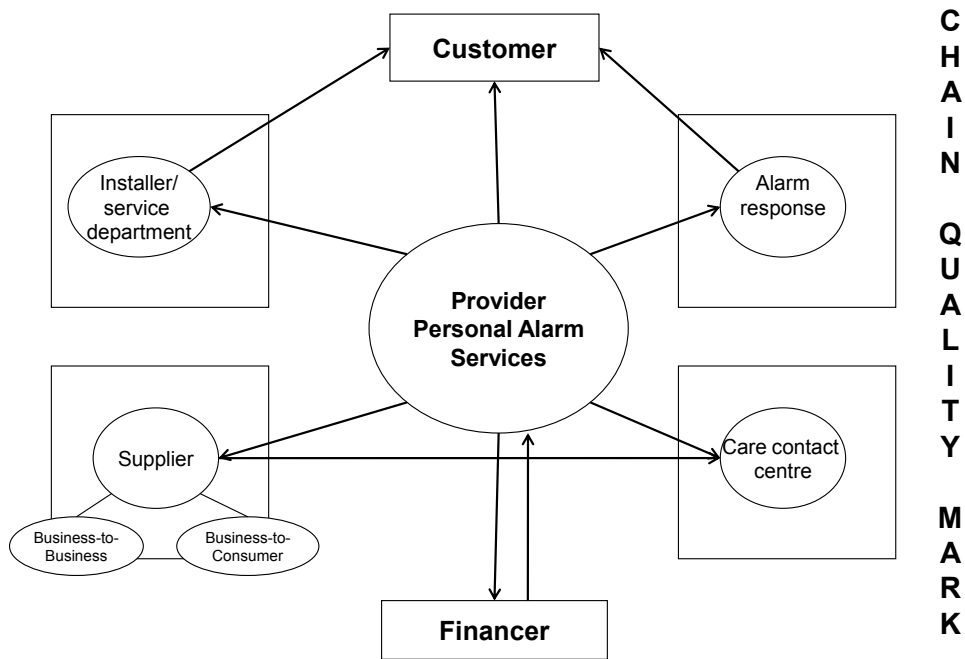
The organisation with the alarm data base, answering alarm signals. (Care) operators answer, assess and handle alarms.

Alarm Response:

Professional assistance sent in response to an alarm

Provider:

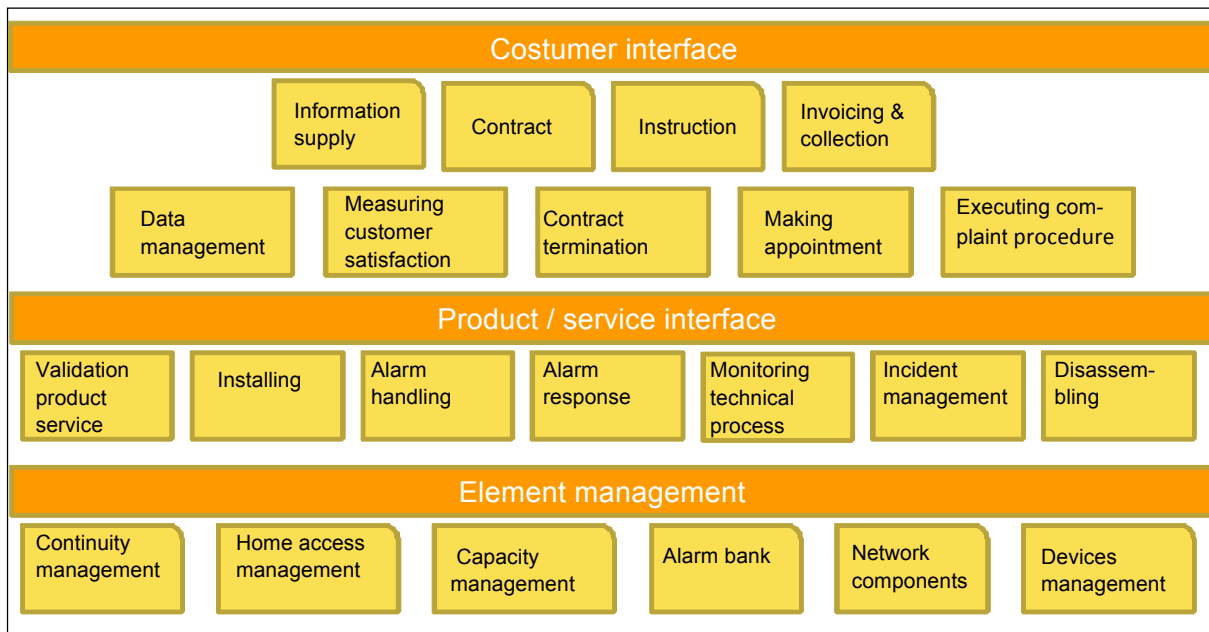
The provider of personal alarm services is the central organisation offering the services to end users or groups of end users. All roles come together here and are secured in the contract between provider and end user.



The process chain quality was set up to guarantee customers reliable care communication by securing determined quality. To financers, the process chain quality mark should become the instrument with which they can guarantee that their customers will receive good quality service. To be able to guarantee this, the techniques used and the service of the other five roles should meet set quality criteria. These five roles together constitute the process chain of personal alarm services. One organisation can fulfil one or more roles within the process chain of personal alarm services. Between all these roles there are different relations, like financial, operational or contractual ones.

2.2 The process model

The process model of the process chain quality mark has been derived from the TOM-model³, the model developed and used in the telecom sector. The process model of the process chain quality mark describes the processes to be established for good quality service in the field of personal alarm services. The process consists in a layered structure, the starting point of which is the customer. The process model has three layers: customer interface, product/service interface and element management. Accessory preconditions, minimum process steps and additional requirements and standards allocated to the processes are arranged in these layers.⁴



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To be able to guarantee the quality of the entire process chain, all processes in the process chain need to meet set criteria. To certify the process chain as a whole, each process needs to be certified.

³ Telecom Operations Map

⁴ Not all processes within the process model have set requirements for minimum process steps. These processes can be recognised in the process model by the rectangles with rounded, right upper corners.

For each of these processes criteria have been determined in the fields of:

- Preconditions: requirements set to the content of in- and output of a certain process, registration of a process and/or method of carrying out a process;
- Responsibility: Which role(s) is/are responsible for the process within the process chain of personal alarm services;
- Process implementation: which process steps should be run at a minimum;
- Standards: set norms for process (steps) turnaround times and/or process output.

3. Criteria processes customer interface

In the customer interface layer of the process chain quality mark nine processes have been defined. The processes in the customer interface layer start and end with the customer and relate to responsibilities between the provider of personal alarm services and customers, the end users. These processes provide the input for the processes in the product interface.

3.1 Information supply

The process of information supply relates to supplying customers, possible caregivers involved and other organisations with information on services and products related to personal alarm services. Information supply should offer clients sufficient information to make a sound decision on whether or not to subscribe to the service.

3.1.1 Responsibility

Within the process chain quality mark, the responsibility for the process of information supply is allocated to the role of provider of personal alarm services and to the role of alarm response.⁵

3.1.2 Preconditions

The following preconditions are set for information supply;

- The minimum subjects on which customers need to be informed:
 - Service description
 - Prices and subscription types
 - Customer terms
 - If applicable, the difference between response by caregivers and professional alarm response.
- Information should be available via two information channels at least;
- Information needs to be reliable (reliable as in relevant and up-to-date).

⁵ The responsibility of the alarm response only relates to information supply on delivering alarm response. The obligation to certify for this process does not apply to organisations not delivering directly to end users (by means of contractual relation).

3.1.3 Process implementation

Within the process chain quality mark, no further requirements are set for the process and process steps related to information supply. A process flow for the process of information supply, used within the own organisation, does have to be present.

3.2 Contract

The contract process relates to the effectuation of the agreement between the provider of personal alarm services and the customer or his/her administrator. This agreement describes the rights and obligations of both parties in relation to the personal alarm service type, allowing the performance agreed upon to be delivered and received.

3.2.1 Responsibility

In the process chain quality mark the responsibility for the contract process is allocated to the role of the provider personal alarm services and the role of alarm response.⁶

3.2.2 Preconditions

The following preconditions to the contract are set.

- The following minimum subjects should be included in the contract:
 - Service/performance description;
 - Current prices to be paid by customers and index regulations
 - Customers' personal data;⁷
 - General terms;
 - Contract duration;
 - Notice period;
 - Payment and collection terms;
 - Delivery terms.⁸

⁶ The responsibility of the alarm response only relates to the contract relating to delivering alarm response. The obligation to certify for this process does not apply to organisations not delivering directly to end users (by means of contractual relation).

⁷ Personal data meaning: Name, Address, Residence

⁸ If alarm calls are recorded and logged, it should be stated in the delivery terms.

3.2.3 Process implementation

Within the process chain quality mark, no further requirements are set for the process and process steps related to the contract. A process flow of the contract process, used within the own organisation, does have to be present.

3.3 Instruction

The instruction process relates to directives drawn up for the different actions and parts of personal alarm services and the equipment used, which customers should receive at the start of the service, in order to secure the efficacy of the service.

3.3.1 Responsibility

Within the process chain quality mark, responsibility for the instruction process is allocated to the role of provider of personal alarm services. In addition, the roles of supplier, installer and alarm response are responsible for instructions related to products and services delivered by them, both to end users and other companies. In this respect business-to-business organisations see to correct and complete instructions to business customers within the process chain, and business-to-consumer organisations carry the end responsibility for the instructions provided to end users.

3.3.2 Preconditions

Within the process chain quality mark, the following preconditions regarding instruction are set to the roles of provider, installer, alarm response and business-to-consumer supplier:

- There should be instructions on at least the following subjects:
 - How to operate the alarm device (also see installing process);
 - Home access;
 - Professional alarm response (if applicable);
 - Home infrastructure;
 - If applicable, caregiver instruction and how/when they can minimally be reached;
 - Passing on changes in personal data;
 - The entire service;
 - Complaints procedure;
 - Contract termination.
- Customers should possess written versions of the instructions mentioned;
- The instructions on operating the alarm device and the instruction on the entire service should, in addition to the written version, also be verbally explained;
- Instructions need to be given before or during the installation of the alarm device;

- There should be a service number for customers, where they can ask questions and get further explanation on instructions given earlier and received in writing.

For business-to-business organisations it suffices to provide both verbal and written instructions to purchasers, so that they can understand and convey the full operation of the product and accessory service(s).

3.3.3 Process implementation

Within the process chain quality mark, no further requirements are set for the process and process steps related to instruction. A process flow of the instruction process, used within the own organisation, does have to be present.

3.4 Invoicing & collection

The process of invoicing & collection relates to the invoices sent to customers and/or the collection run from customers for services rendered.

3.4.1 Responsibility

Within the process chain quality mark, the responsibility for the invoicing & collection process is allocated to the provider personal alarm services and the alarm response role.⁹

3.4.2 Preconditions

Within the process chain quality mark, the following preconditions for invoicing & collection are set:

- Invoicing and collection should be in accordance with the contract between provider and customer or his/her administrator;
- At customer's request, invoices should be provided on paper;
- Collection for the services(s) should be run at least once per quarter;
- Copy descriptions should be clear to customers.

⁹ The responsibility of the alarm response only relates to the invoice and collection relating to delivering alarm response. The obligation to certify for this process does not apply to organisations not delivering directly to end users (by means of contractual relation).

3.4.3 Process implementation

Within the process chain quality mark, no further requirements are set for the process and process steps related to invoicing & collection. A process for the instruction process, used within the own organisation, does have to be present.

3.5 Data management

The data management process relates to active and passive management of customer data necessary to delivering a good quality service.

3.5.1 Responsibility

Within the process chain quality mark, the responsibility for the data management process is allocated to the provider personal alarm services. In addition, the alarm response role is responsible for managing the data related to products and services delivered by them.¹⁰ If applicable, also the care contact centre role should be certified for this process.

3.5.2 Preconditions

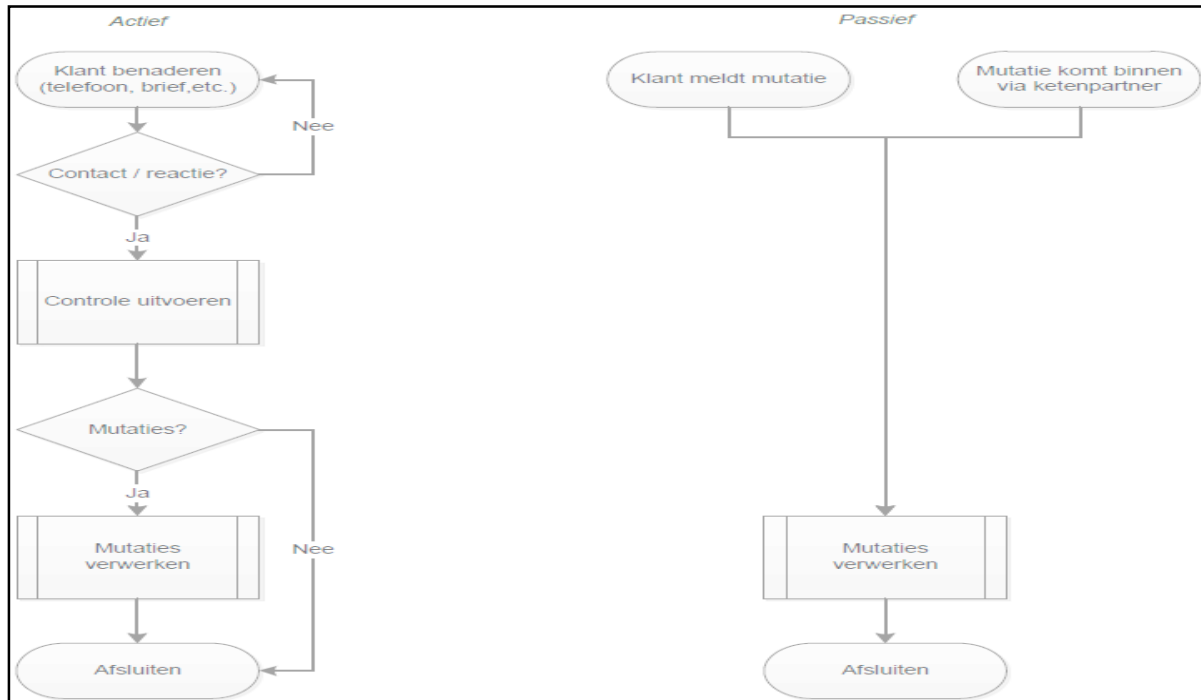
Within the process chain quality mark, the following preconditions for the process are set:

- At least the following data should be managed:
 - Personal data;
 - Telephone numbers caregivers (if applicable);
 - Medical data (if applicable);
 - Alarm device identification.

¹⁰ The obligation to certify for this process does not apply to organisations not delivering directly to end users (by means of contractual relation).

3.5.3 Process implementation

The data management process should at least comprise the following process steps:



3.5.4 Additional process requirements

Within the process chain quality mark, the following additional requirements for the process of data management are set:

- Both processes, active and passive data management, need to be supported.

3.5.5 Standards

Within the process chain quality mark, the following standards for the process of data management are set:

- $\geq 95\%$ of the connected customers is contacted at least once every two years to check customer data;
- $\geq 95\%$ of the non-urgent mutations is processed within five business days;
- $\geq 95\%$ of the urgent mutations, for which is noted that they can threaten service delivery, is processed within one business day;
- $\geq 70\%$ of the customer data is reliable and up-to-date.

3.6 Measuring customer satisfaction

The process of measuring customer satisfaction relates to the customer (end user) satisfaction with the entire service or parts of the personal alarm service delivered.

3.6.1 Responsibility

In the process chain quality mark, responsibility for the process of measuring end users' customer satisfaction is allocated to the role of provider personal alarm services. However, all other roles need to certify themselves for this process as well; they can focus on customer satisfaction of end users (business-to-consumer) or on customer satisfaction of purchasers (business-to-business). In mutual agreement, it can be recorded that the provider, for instance, will carry out customer satisfaction surveys for multiple roles.

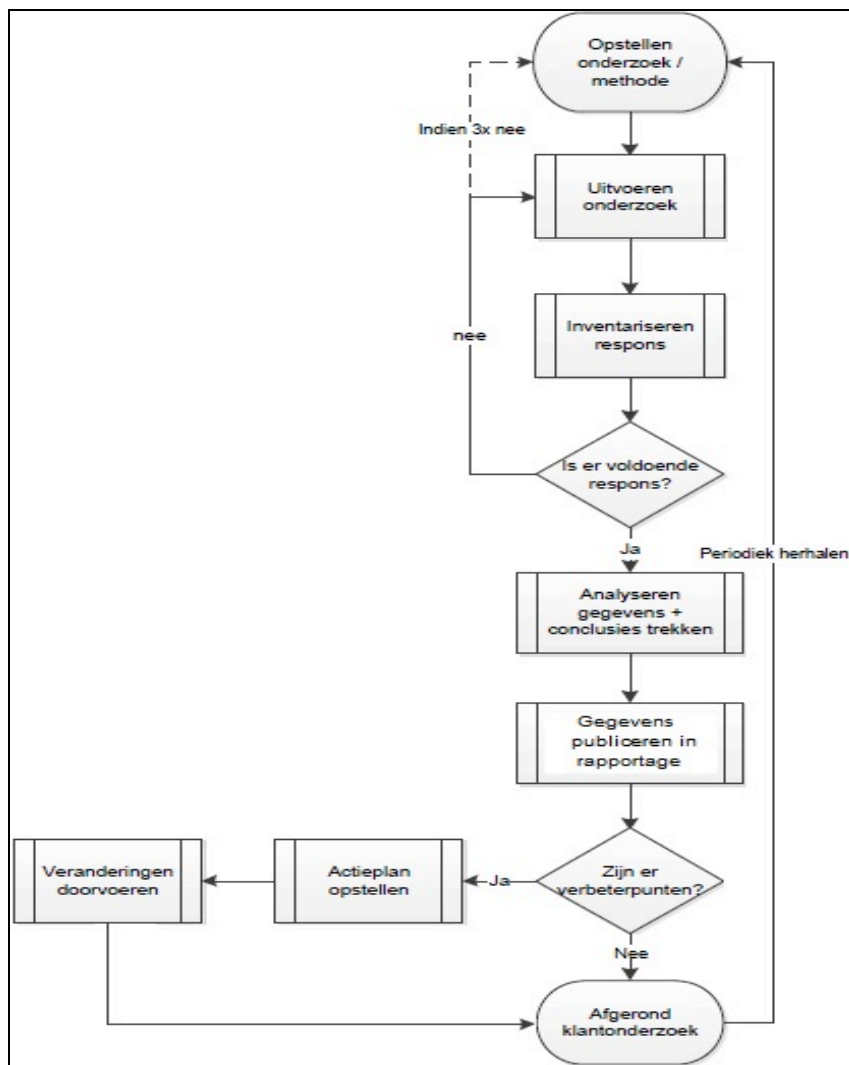
3.6.2 Preconditions

Within the process chain quality mark, the following preconditions for the customer satisfaction measuring process are set:

- The minimum content of the survey should concern the following subjects:
 - Appreciation of the products/services;
 - Quality perception of the products/services;
 - Are the products/services good value for money?
 - Company communication and product delivery;
- Different methods (telephone, online, written, in-depth interviewing, group discussions, etc.) for the satisfaction survey can be used;
- Business-to-consumer organisations have to make the results of satisfaction surveys available on demand (also to potential customers). Business-to-business organisations are expected to monitor customer satisfaction both actively and passively and take actions on this basis to secure customer satisfaction.

3.6.3 Process implementation

Within the process chain quality mark, no additional requirements are set for the process and the process steps to be taken, concerning measuring customer satisfaction by business-to-business organisations. A process flow of the process used within the own organisation does have to be present. The process of measuring customer satisfaction to be carried out by business-to-consumer organisations should at least have the following process steps:



3.6.4 Additional requirements for the process

Within the process chain quality mark, the following requirements are set for the process of measuring customer satisfaction:

- At least once every two years, customer satisfaction surveys should be carried out among customers of personal alarm services or among purchasers of products and/or services in the process chain;
- A minimum of 50% of the customers should be approached for the survey up to a maximum of 500 customers.

3.7 Contract termination

The process of contract termination relates to ending service delivery to customers. This termination can be initiated by both provider and customer. Both will have to do so according to contractual delivery conditions.

3.7.1 Responsibility

In the process chain quality mark, the responsibility for the process of contract termination is allocated to the role of the provider personal alarm services and the role of alarm response.¹¹

3.7.2 Preconditions

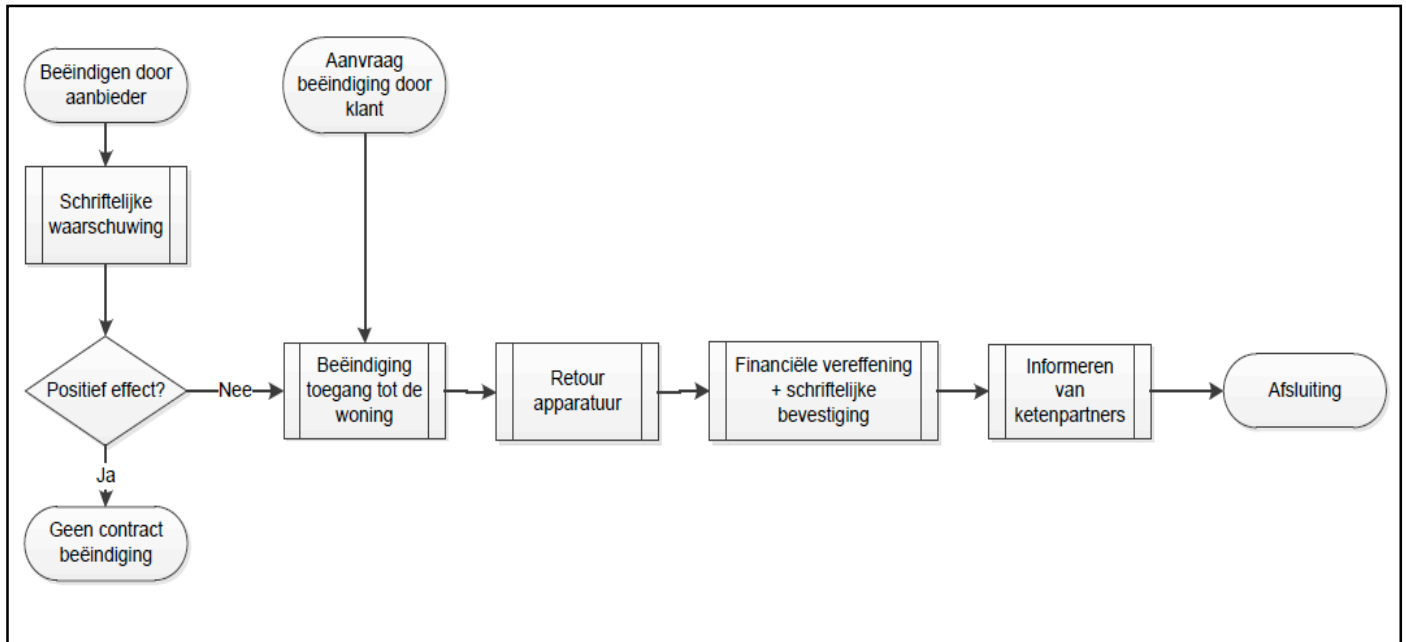
Within the process chain quality mark, the following preconditions for the process of contract termination are set:

- Contract termination by the provider can only occur in case of incorrect use of the service and/or payment default by the customer and is to be carried out carefully. The customer must have been given written warning prior to contract termination. This warning should explain the reason and submit possible consequences;
- The notice period for providers is three months (in crisis situations the provider notice period can be reduced to one month, if legally possible).

3.7.3 Process implementation

The process of contract termination in the extramural sector has to hold the following minimum of process steps:

¹¹ The responsibility for the alarm response only relates to contract termination concerning the alarm response service. The obligation to be certified for this process does not apply to organisations which do not deliver services directly to end users (by means of a contractual relation).



3.7.4 Standards

Within the process chain quality mark, the following standards for the process of contract termination have been determined:

- In $\geq 90\%$ of all cases, the process steps 'termination home access', 'financial settlement + written confirmation', 'return equipment' and 'informing process chain partners', if applicable, have a maximum duration of 5 business days.

3.8 Appointment making

The appointment making process relates to the appointment that has to be made to install the alarm device with the customer, or, in the intramural sector, in the customer's room. Making the appointment results in action at the customer's place, to whom it is clear what to expect in terms of dates on which installation (extramural), instruction and testing take place.

3.8.1 Responsibility

In the process chain quality mark, the responsibility for the appointment making process is allocated to the role of provider personal alarm services. If applicable, the care contact centre and installer roles too should be certified for this process.

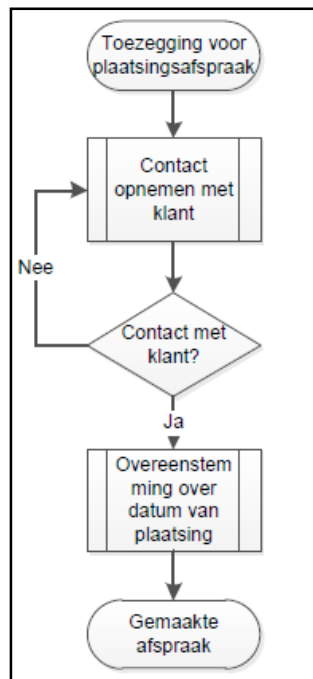
3.8.2 Preconditions

Within the process chain quality mark, the following preconditions for the appointment making process apply:

- Each provider, installer and care contact centre has booked the installing appointment and communicated it both within the own organisation and to the customer. This can be done based on written or verbal consent from the customer.
- Each provider has a protocol for emergency installations. It lists who can apply for emergency installations and what the indicators are.

3.8.3 Process implementation

The appointment making process needs to comprise the following process steps at a minimum:



3.8.4 Standards

Within the process chain quality mark, the following standards for the appointment making process in extramural settings have been determined:

- Installation appointments should be made within 5 business days after consent in $\geq 90\%$ of all cases;

- The actual installation should take place within 10 business days after consent in $\geq 90\%$ of all cases;¹²
- An installation appointment for an emergency placement should be made within 24 hours after consent in $\geq 90\%$ of all cases;
- The actual emergency placement should take place within 24 hours after consent in $\geq 90\%$ of all cases.¹³

3.9 Complaints procedure

The process around the complaints procedure relates to the procedure in which customer complaints regarding all facets of the personal alarm service will be settled. Basically, complaints can be filed with each organisation that has a role within the process chain. The provider has the responsibility to make arrangements with the different parties regarding complaints handling.

3.9.1 Responsibility

Within the process chain quality mark, the process of the complaints procedure is a responsibility of all roles.

3.9.2 Preconditions

Within the process chain quality mark, the following preconditions apply for the process of the complaints procedure:

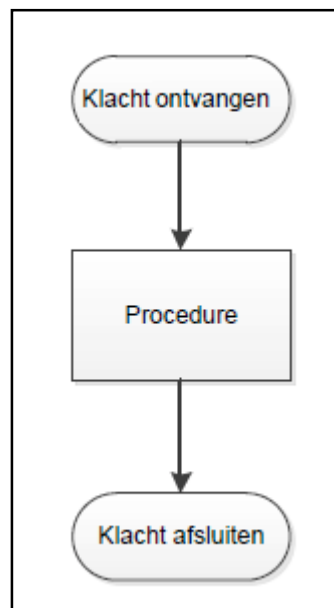
- All complaints need to be registered.

3.9.3 Process implementation

The process of the complaints procedure should comprise the following process steps at a minimum:

¹² Should the customer want a different date, it should be granted. If this installing appointment should be outside the 10 business days norm, it can be excluded from the norm calculation, if these deviations are registered in date order.

¹³ Should the customer want a different date, it should be granted. If this installing appointment should be outside the 24 hours norm, it can be excluded from the norm calculation, if these deviations are registered in date order.



3.9.4 Additional requirements for the process

Within the process chain quality mark, the following additional requirements for the complaints procedure process are set:

- In the complaints procedure both sides should be heard
- Customers should periodically be informed on the progress and status of their complaints.

3.9.5 Standards

Within the process chain quality mark, the following standards for the complaints procedure process have been determined:

- $\geq 90\%$ of all received complaints should be confirmed in writing within three business days
- $\geq 75\%$ of all received complaints should be settled within ten business days.

4. Criteria processes product/service interface

In the process chain quality mark, seven processes have been defined in the product/service interface layer. These are the basic processes in delivering personal alarm services, constituting the actual process chain. Input from these processes is generated from customer interface and element management processes.

4.1 Validating product/service

The process of product/service validation relates to the validation of a product, service or upgrade within the scope of personal alarm services. Each new product, service and/or upgrade introduced into an existing process chain of personal alarm services is to be assessed according to a standard procedure. This is in order to validate that the new product, service and/or upgrade meets the criteria demanded in concordance with the Process chain Quality Mark Personal Alarm Services, Dutch legislation and European directives, so that quality and availability of the existing service is not influenced negatively.

4.1.1 Responsibility

In the process chain quality mark, the responsibility for the process of validating products/services is allocated to the contact care centre. In addition, the roles of provider, installer, supplier and alarm response too will have to be certified for this process, if it applies to them.

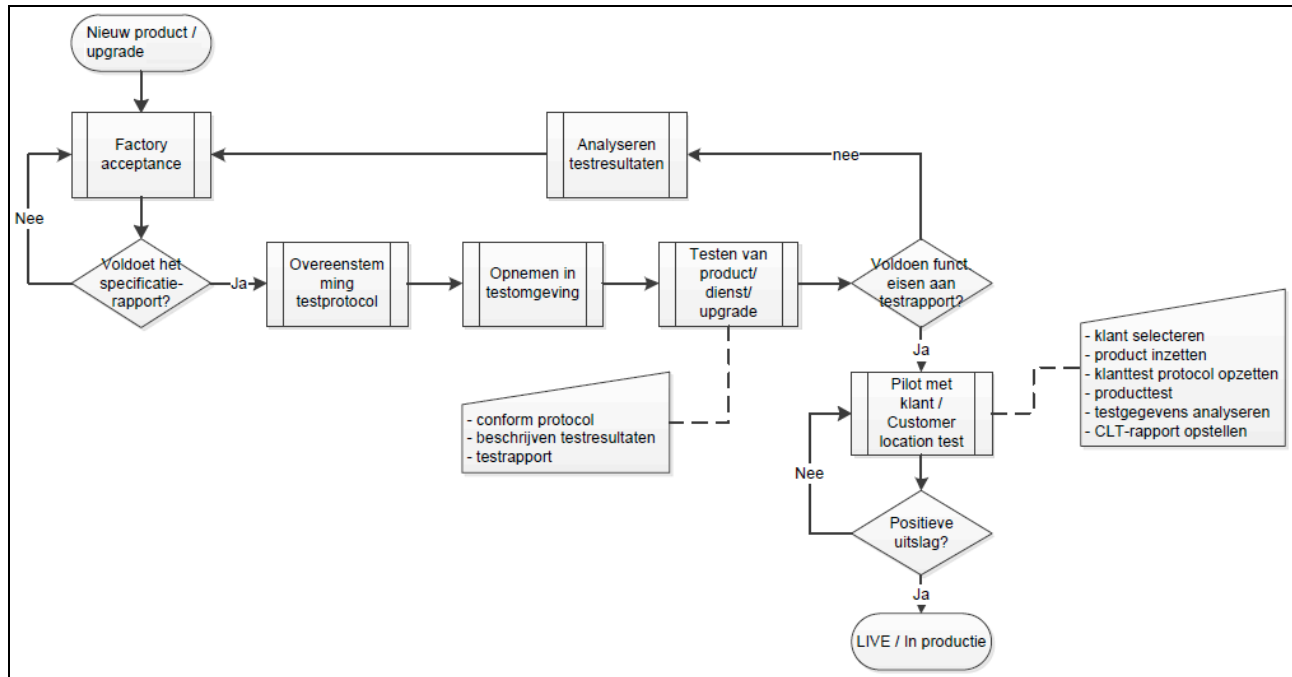
4.1.2 Preconditions

For the process of validating products/services, the following preconditions apply within the process chain quality mark:

- A concrete, separate test environment or test data base has to be available.

4.1.3 Process implementation

Within the process chain quality, no additional requirements are set for the process and process steps around new services. A process flow used in the own organisation for the new service process does have to be present. The process of product/upgrade validation needs to harbour the following process steps at a minimum:



4.2 Installing

The installing process should result in alarm equipment installed, connected and placed in such a way that proper functioning can be guaranteed. This concerns installing IP, analogous as well as mobile devices.

4.2.1 Responsibility

Within the process chain quality mark, responsibility for the installing process is allocated to the role of installer.

4.2.2 Preconditions

- Customer data in the application(s) should at a minimum meet the following content:
 - user's personal data;
 - name and telephone number of the general physician;
 - medical data;
 - contact data alarm response;
 - home access procedure;
 - contact data of contact persons and how they are related to the user.
- These customer data are to be passed on to relevant process chain partners;
- Using preferred circuits is obligatory when connecting to an analogous telephone link (NPR-CLC/TS 50134 – 7.4.1). This allows alarms to go through successfully, also when the transmission is being used at that moment by other devices;
- Installers (volunteers too) are instructed/trained yearly, either by qualified installing experts and/or by the alarm equipment supplier;
- An installing expert can be reached as back-up for troubleshooting during installation (by volunteers);
- In principle, alarm devices should be compatible with all types of infrastructure, on condition that this infrastructure offers secured alarm device access under the established access level.

4.2.3 Process implementation

In daily practice, the installing process shows a wide diversity in the build-up of process steps. The way in which the installing process is built up depends on the quality of the process and the eventual output of the process. For this reason, no standard process flow is given for this process. However, the following process steps should occur (sequence is of minor importance):

- Testing and configuring the alarm device;
- Installing the alarm device at the customer's home;
- Instructing the customer;
- Checking customer details;
- Checking home access;
- Signing forms/agreements;
- Programming the alarm device's signalling, allowing monitoring by the technical process chain.

4.2.4 Additional process requirements

The following additional requirements for the installing process have been determined:

- Testing and configuring the alarm device should take place before commencing to install at the customer's home. This increases chances on the customer receiving a functioning alarm device at the installation appointment;
- During the installation at the customer's home, the following actions should be performed at a minimum:
 - Testing present infrastructure and mains voltage;
 - Check device user's manual;
 - Leave written user's instructions;
 - Test alert, done by customer;
 - Range test;
 - Correct identification care contact centre.
- After the connecting & installing process the alarm response will have access to the home at all times, according to pre-arranged working instructions/protocol.

4.2.5 Standards

Within the process chain quality mark, the following standards for the installation process are set:

- $\geq 75\%$ of all installations take place within the set connection deadline or at the date settled with the customer.
- $\geq 90\%$ of all installations take place within 10 business days¹⁴
- $\geq 90\%$ of all emergency installations take place within 24 hours¹⁵.

4.3 Alarm handling

The alarm handling process consists of three main tasks, namely:

1. Receiving offered calls;
2. Verification, classification and assessment of received alerts;
3. Controlling and monitoring alarm response.

¹⁴ In concordance with norm appointment making process (3.8.4)

¹⁵ In concordance with norm appointment making process (3.8.4)

The alarm handling process covers the whole process, from the moment an alarm call is received at the care contact centre until the moment the alarm is closed.

4.3.1 Responsibility

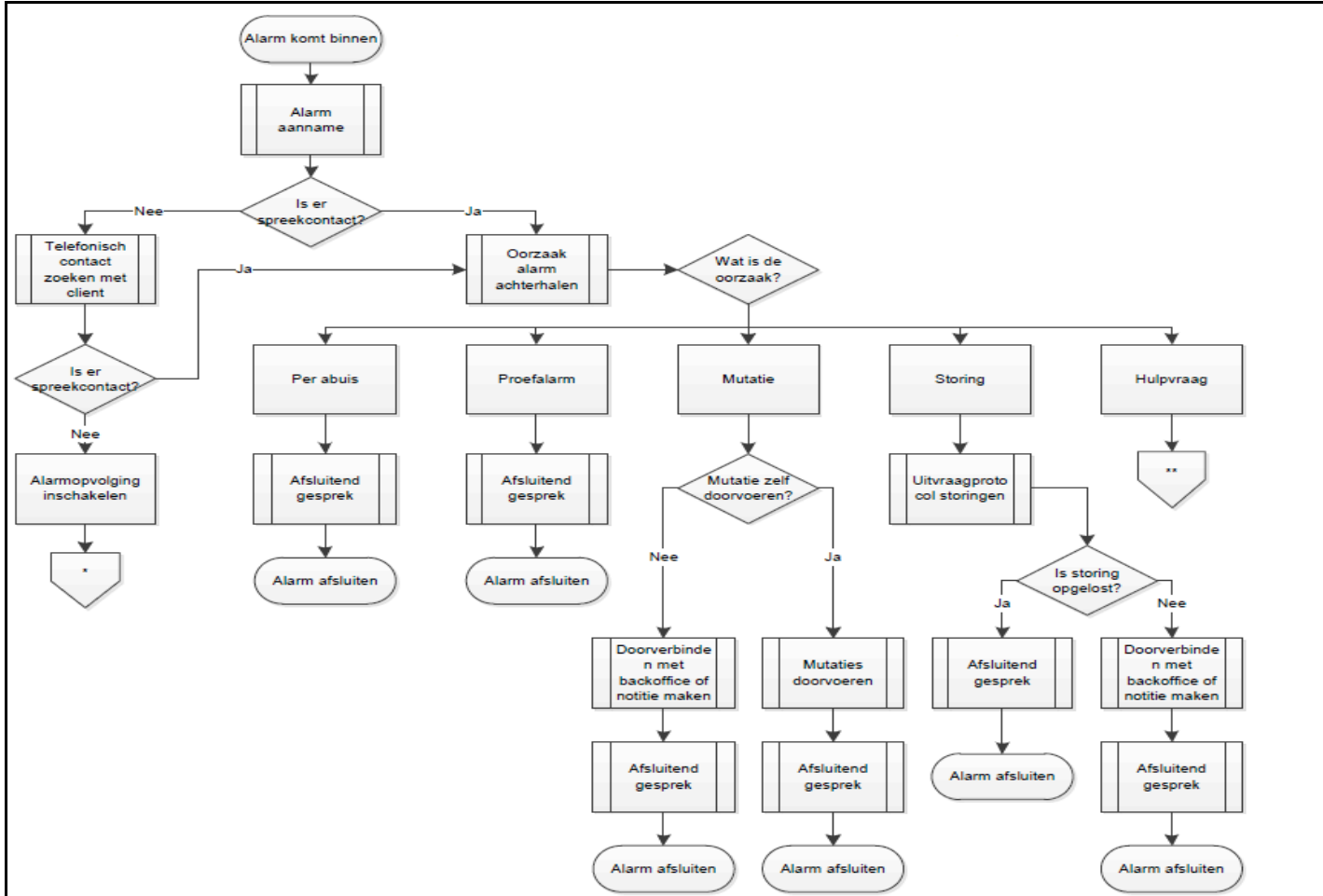
Within the process chain quality mark, the responsibility for the alarm handling process is allocated to the role of care contact centre.

4.3.2 Preconditions

- The care contact centre has to monitor whether the alarm response called in is actually being fulfilled;
- The care contact centre has to be available for answering alarm calls 24 hours a day, during 365 days per year;
- The care operator has to pass on to the professional alarm response at least the following data: personal data, how customer + care contact centre can be contacted, relevant care demand + abbreviated anamnesis, access data, urgency of the demanded care and possible other response called in;
- Staff should be capable of handling all alarm calls calmly and with the right expertise for the alarm call at hand. The organisation has captured the expertises procedurally. The care contact centre produces a survey, showing which education and experience demands the care contact centre itself sets to staff;
- All alarms must be registered.

4.3.3 Process implementation

The alarm handling process needs to harbour the following process steps at a minimum:



4.3.4 Standards

Within the process chain quality mark, the following standards for the alarm handling process have been determined:

- $\geq 99\%$ of all incoming alarms are answered
- $\geq 80\%$ of all incoming alarms are answered within 30 seconds
- A maximum of 5% of all incoming alarms has a waiting time of more than 90 seconds. Play back recording activities do not qualify as alarms.
- With $\geq 90\%$ of the alarms for which professional alarm response is to be called in, the latter should be called within one minute.

4.4 Alarm response

Concerning alarm response, a distinction is made between professional alarm response and response by caregivers. Characteristic of professional alarm response is that it is offered in an organised manner. Among others, it includes response by:

- Fire department
- Police
- Security companies
- Home care organisations
- Carers & Nurses
- Ambulance service

Setting the standards for the alarm response segment firstly comprises alarm response by home care organisations and carers & nurses. In reference to personal alerting, two locations can be distinguished: at home and outdoors. In this segment we limit ourselves primarily to personal alerting at home.

4.4.1 Responsibility

In the process chain quality mark, the responsibility for the alarm response process is allocated to the role of alarm response.

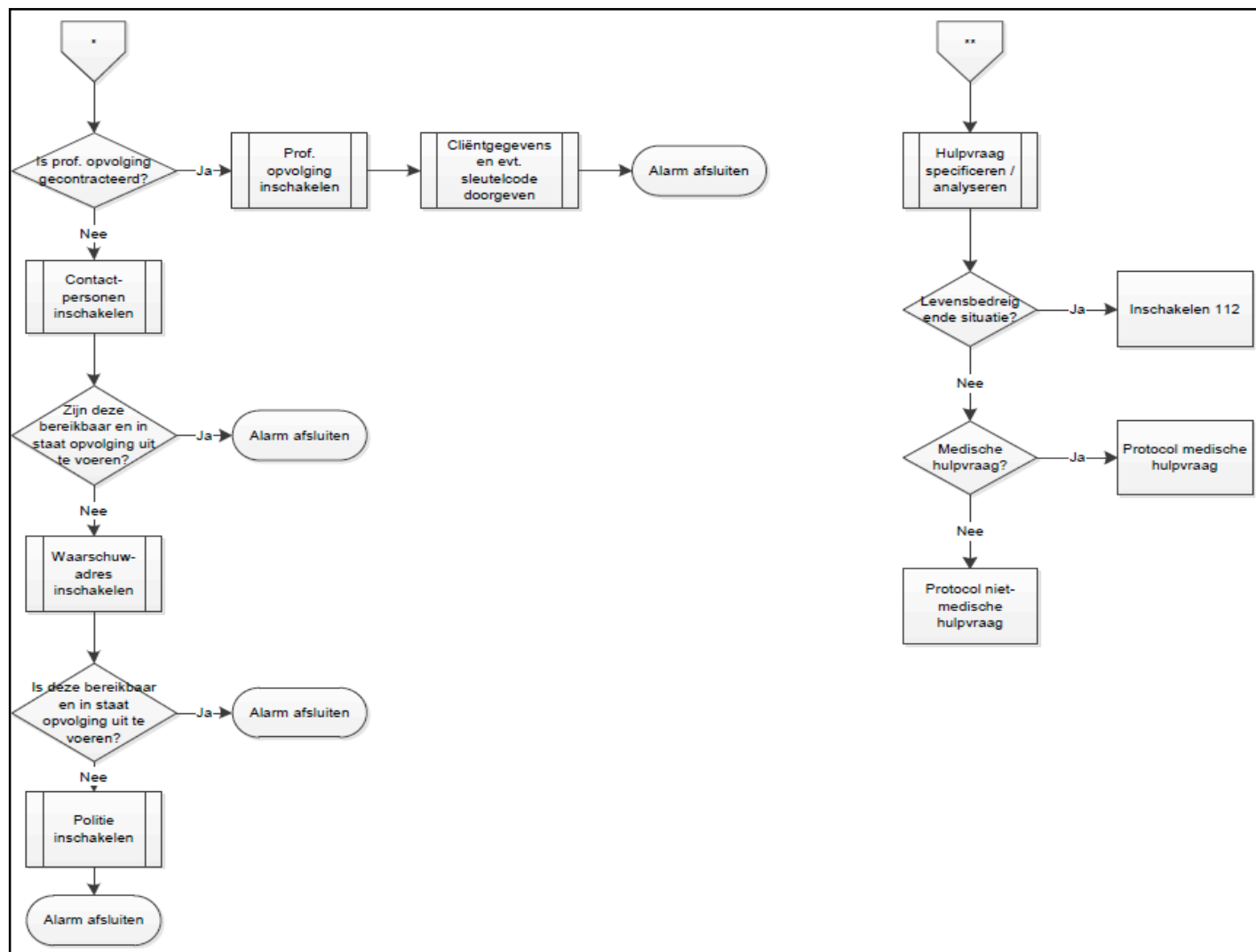
4.4.2 Preconditions

Within the process chain quality mark, the following preconditions apply to the alarm response process:

- The employee carrying out the alarm response is qualified to perform the procedures possibly needed;
- Possible care to be delivered in the alarm response process should be performed in accordance with the standards of 'demonstrably good care':
 - Situation sketch
 - Diagnosis
 - Goal setting
 - Execute
 - Evaluation.

4.4.3 Process implementation

The alarm response process should harbour the following process steps at a minimum:



4.4.4 Standards

Within the process chain quality mark, the following standards for the alarm response process are set:

- Alarm response accessibility is at least 99%;
- $\geq 75\%$ of all incoming alarm response requests from the care contact centre is taken on/accepted within 90 seconds. Play back recording activities do not qualify as alarms;

- In $\geq 90\%$ of all cases the alarm response should be on site within 30 minutes after receiving the alert from the care contact centre. Within the intramural sector, aid should be on site more quickly, which has to be recorded in an agreement with the customer.

4.5 Monitoring technical process chain

The process of monitoring the technical process chain comprises monitoring the technical functioning of the entire process of personal alarm services, assessing occurring events and dealing with those events adequately, if necessary to maintain a functioning process.

4.5.1 Responsibility

In the process chain quality mark, the responsibility for the technical process chain monitoring process is allocated to the role of provider personal alarm services. If applicable, the roles of installer and care contact centre too should be certified for this process.

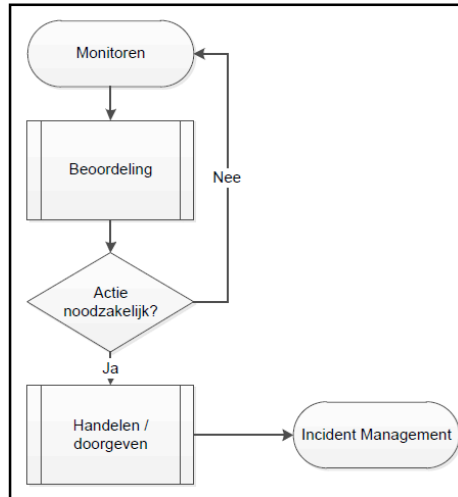
4.5.2 Preconditions

Within the process chain quality mark, the following preconditions for the technical process chain monitoring process apply:

- All applied devices that can be used to place alarm calls (both passively and actively) should be able to signal malfunctioning within a device and the connection between a device and the alarm bank;
- All applied devices that can be used to place alarm calls (both passively and actively) should be programmed to perform this signalling function;
- A signalling monitor has to be set up.

4.5.3 Process implementation

The technical process chain monitoring process should harbour the following process steps at a minimum:



4.6 Incident management

The process of incident management takes care of registration, classification and correct and consistent handling of technical incidents in the entire process chain of personal alarm services.

4.6.1 Responsibility

In the process chain quality mark, the responsibility for the incident management process is allocated to the role of provider personal alarm services. The roles of installer, supplier and care contact centre too will have to certify for this process, if applicable.

4.6.2 Preconditions

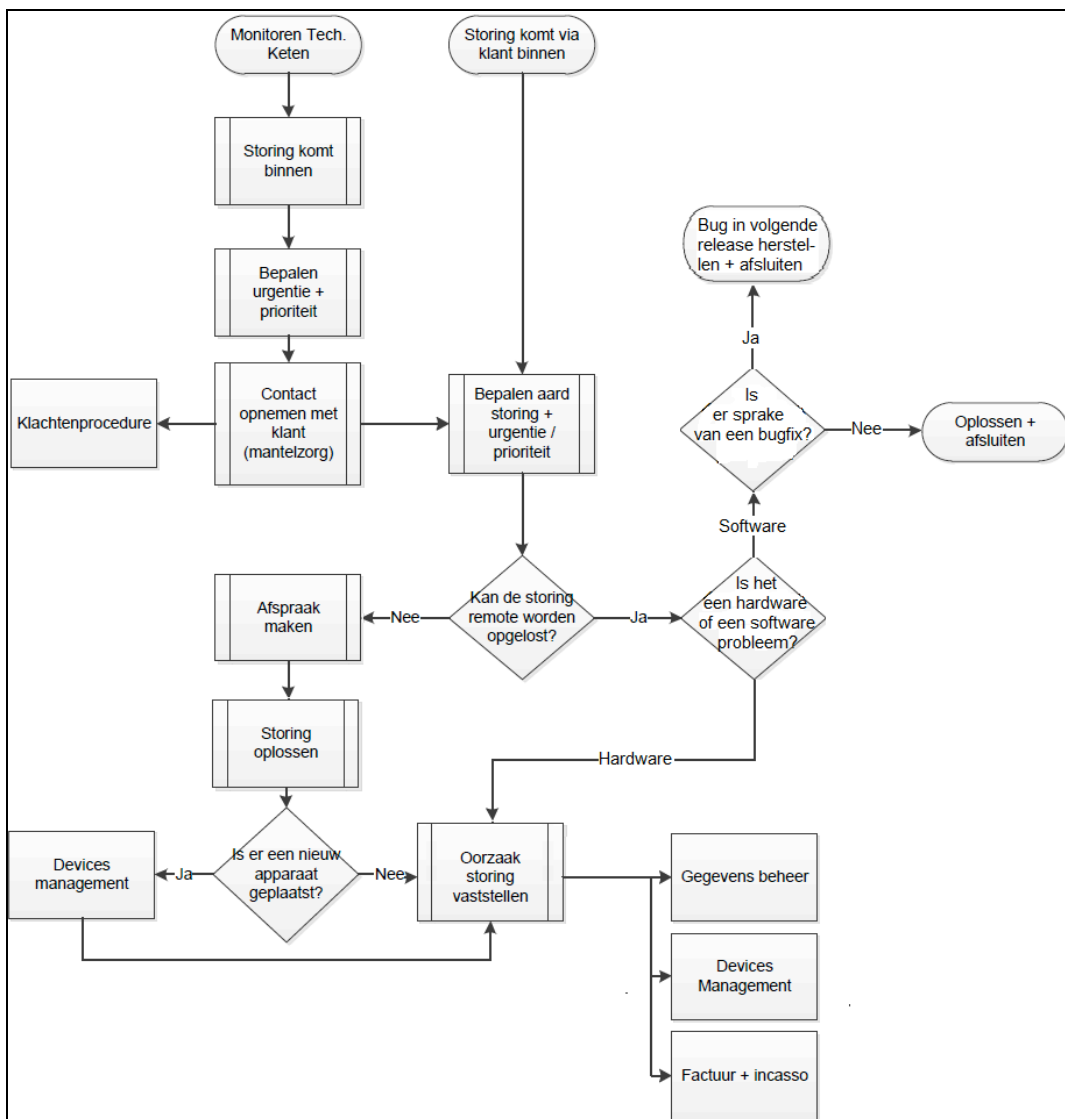
Within the process chain quality mark, the following preconditions apply for the incident management process:

- Reporting incidents to business-to-consumer organisations, should be possible 24 hours a day, 365 days a year;

- Employees carrying out proceedings within this process should be (sufficiently) qualified themselves or be able to call in expertise at any time;
- Employees carrying out proceedings should be instructed beforehand;
- Employees carrying out proceedings should have the possibility to receive training/instructions for new products and/or methods at least once a year.

4.6.3 Process

There are three different kinds of incidents to be distinguished; software, hardware and calamities. The process for managing software and hardware incidents should, also with business-to-business organisations, harbour the following process steps at a minimum:



Within the process chain quality mark, no additional requirements are set for the process steps around the calamity management process. A process flow of the calamity process, used within the own organisation, does have to be present (see 5.1 Continuity management).

4.6.4 Standards

Within the process chain quality mark, the following standards have been determined for the incident management process:

- $\geq 90\%$ of all software incidents are handled within 5 business days;
- $\geq 90\%$ of all hardware incidents are handled within 5 business days;
- $\geq 90\%$ of all incidents that are pressingly urgent are handled within one business day. (= urgent as in alarm device out of order).
- $\geq 95\%$ of all software incidents resolved with a bugfix need to be structurally remedied with the next software release.

4.7 Disassembling

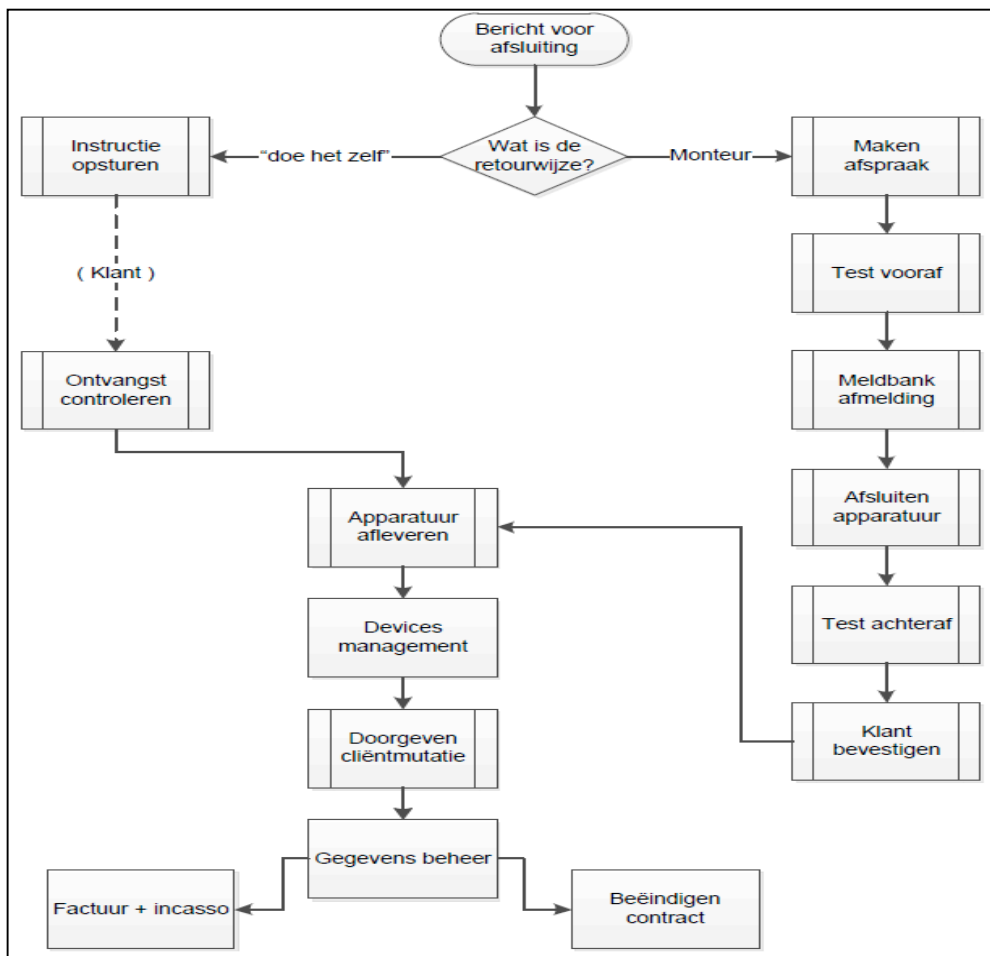
Disassembly contains all proceedings that need to be carried out the moment a customer no longer uses or wants to use the personal alarm service.

4.7.1 Responsibility

In the process chain quality mark, the responsibility for the disassembly process is allocated to the role of provider personal alarm services and installer.

4.7.2 Process

The disassembly process needs to harbour the following process steps at a minimum:



4.7.3

Standards

Within the process chain quality mark, the following standards for the disassembly process have been determined:

- $\geq 90\%$ of all disassemblies carried out by fitters should take place at a moment agreed with the customer.

5 Criteria processes element management

In the process chain quality mark, six processes have been defined in the element management layer. These are the processes that support the processes in the product/service interface.

5.1 Continuity management

Safeguarding critical business processes against the effects of major outages and calamities, so that the availability of the care contact centre and its corresponding service provision is guaranteed at all times.¹⁶

5.1.1 Responsibility

In the process chain quality mark, the responsibility for the continuity management process is allocated to the role of care contact centre.

5.1.2 Preconditions

Within the process chain quality mark, the following preconditions apply to the continuity management process:

- There should be a continuity plan comprising the following components at a minimum. :
 - Insight in the risks that carry probable and possible consequences for the care contact centre, which could cause care contact centre activities related to personal alarm services to be interrupted;
 - Emergency procedures stating the responsibilities of management and employees have been drafted and communicated within the organisation.
 - Conditions for activating emergency procedures;
 - Evasion procedures stating the actions for continuing critical business procedures of the care contact centre at other locations;
 - Safety procedures to adequately secure data at all times;
 - Alignment with service suppliers.
- The continuity plan is periodically (once a year at a minimum) tested and updated and, where necessary, adjusted if results prove to be insufficient.

¹⁶ Within the process chain quality mark Personal Alarm Services the continuity management processes only relate to the care contact centre component. Monitoring the availability of other critical elements in the process chain of PAS is secured in the other element management processes.

5.1.3 Process implementation

Within the process chain quality mark, no additional requirements are set for the process and process steps concerning continuity management. A process flow of each described emergency procedure in the continuity plan used within the own organisation does have to be present.

5.1.4 Standards

Within the process chain quality mark, the following standards for the continuity process have been determined:

- The maximum down time for personal alarm services is 90 minutes per incident;
- The maximum down time for personal alarm services is 5 hours on a yearly basis.

5.2 Home access management

The home access management process relates to the manner in which professional alarm response employees obtain access to the customer's home and the way in which this is organised within the own organisation.

5.2.1 Responsibility

In the process chain quality mark, the responsibility for the home access management process is allocated to the role of alarm response. In addition, the roles of installer and care contact centre can be certified for this process too.

5.2.2 Preconditions

Within the process chain quality mark, the following preconditions for this process are set:

- If key safes are used in this process, they should have the certificate 'police quality mark safe home';
- If house key duplicates are used in this process, these should be encoded and stored in key safes designed for that purpose;
- The way in which the professional alarm response can obtain access to the customer's home has to be registered in a database;
- Before service commences, the customer must have given written consent to the way in which professional alarm response will obtain access to the home;
- The way in which employees of the professional alarm response obtain access to customers' homes, should be captured in protocol by the organisation itself.

5.2.3 Process implementation

Within the process chain quality mark, no additional requirements are set to the process and process steps to be followed concerning home access management. A process flow for the home access process, used in the own organisation, does have to be present.

5.2.4 Additional requirements for the process

Within the process chain quality mark, the following requirements for the home access management process are set:

- The home access management process can only be activated after an alarm call has been received by a care contact centre and alarm response is indicated by the care operator as follow-up action.¹⁷

5.3 Capacity management

The capacity management process is aimed at optimally matching capacity demand and supply. Beforehand, partners in the process chain make agreements on the capacity they should have available for the process chain. Each role is to take responsibility for the capacity management and should comply with the agreements made on the capacity offered. For suppliers holds that used equipment should at all times be capable of processing the capacity agreed upon and send all signals to the care contact centre. The provider of the product or service carries the responsibility towards end users to make sure the process chain has sufficient capacity. Complaints that can be traced back to capacity problems should be taken up and handled by the provider in accordance with the process described in 3.9 Complaints procedure. The right capacity management secures the guarantees that:

- all used equipment meets the set requirements concerning capacity;
- there is a back-up care contact centre in case of, for instance, fire;
- there is sufficient capacity available for processing and saving data;
- all alarm calls reach the care contact centre within a certain amount of time and are answered by the care operator within the arranged amount of time;
- there are enough people to do the alarm response;
- there are enough lines in the alarm servers for emergency numbers;
- all service requests for personal alarm services can be implemented within the settled amount of time¹⁸;
- all alarm calls get proper professional response within the arranged amount of time¹⁹;

¹⁷ Use of means and services outside the 'home access management' process, applied in the regular care process, is not included in the process chain quality mark.

¹⁸ See also the 'appointment making' process, § 3.8

- peripheral equipment stock is sufficient¹⁹
- end users can be guaranteed that at all times there is sufficient capacity to successfully respond to alarm calls.

5.3.1 Responsibility

In the process chain quality mark, responsibility for the capacity management process is allocated to all roles in the process chain of personal alarm services.

5.3.2 Preconditions

Within the process chain quality mark, the following preconditions apply to the capacity management process:

- There are capacity plans, both of the own organisation and of the process chain of organisations offering personal alarm services;
- The capacity plan is periodically (at least once a year) tested and updated, and if necessary adjusted, should the results prove insufficient;
- All agreements with process chain partners concerning the implementation of the capacity plan are periodically (at least once a year) evaluated and adjusted where necessary.

5.3.3 Process implementation

Within the process chain quality mark, no additional requirements are set to the process and process steps concerning capacity management. A process flow of the capacity management process, used within the own organisation, does have to be present.

5.3.4 Standards

Within the process chain quality mark, the following standards for the capacity management process have been determined:

- Alarm server capacity is 80% at a minimum;
- $\geq 90\%$ of all applications should be processed within the agreed amount of time;
- \geq At least 1% of all connected alarms, with a minimum of 2 and a maximum of 50, should be able to contact a contact centre simultaneously.

5.4 Alarm server

¹⁹ See also the 'incident management' process, § 4.6

The alarm server process relates to the hard- and software of the care centre, via which alarm calls actually come in and with which they are handled.

5.4.1 Responsibility

In the process chain quality mark, the responsibility for the alarm server process is allocated to the role of care contact centre and to the roles of both business-to-business and business-to-consumer supplier.

5.4.2 Preconditions

Within the process chain quality mark, the following preconditions for the alarm server process have been determined:

- The alarm bank must be operational 24 hours a day, 365 days a year;
- A back-up location should be available, from where the activities of this alarm bank can be continued;
- The alarm bank should be serviced and receive maintenance in accordance with the suppliers' service window;
- The alarm bank should be able to monitor the technical status of alarm equipment issued to customers;
- The alarm bank should be able to program alarm equipment at a distance;
- The alarm bank should register all data and be able to record all conversations;
- The alarm has to synchronize acutely/real time;
- The alarm bank needs to have a test and development environment;
- The alarm bank should comply with the laws concerning data integrity, privacy and security;
- The alarm bank supplier needs to provide up-date lists of devices which are compatible with the alarm bank's software;
- The alarm bank should be able to process multiple incoming alarms simultaneously;
- The alarm bank should offer the possibility to complete multiple protocols;
- The alarm bank should allow new protocols to be implemented within the agreed amount of time;
- The alarm bank should be able to identify (alarm)calls at customer (location) level and by device type;
- The alarm bank's software should be equipped to register and manage the following data:
 - Unique identification connections;
 - Type of alarm calls;
 - Products & rates;
 - Customer personal data + (if applicable) categorized pathologies;
 - Alarm devices; brand, series, type, start, end and placement data;

- Technical problem types + repair actions;
 - Contact data caregivers + professional alarm response with availability schedule;
 - Home access procedure;
 - Contact data of contact persons and how they are related;
 - Free fields;
 - Login and authorisation options by alarm type and at customer level;
 - Log files alarm registration.
- The software of the alarm bank should be equipped to produce the following reports:
 - Number of connected alarms, periodically at customer(location) and operator level;
 - Call acceptance time, periodically at customer(location) and operator level;
 - Turnaround time, periodically at customer(location) and operator level;
 - Alarm cause, periodically at customer(location) and operator level;
 - Follow-up actions called in, periodically at customer(location) and operator level;
 - History alarm devices, periodically at customer(location) and brand (type/series) level;
 - Number of malfunctions + turnaround times, periodically at customer(location) and brand (type/series) level;
 - Turnaround time alarm response, periodically at customer(location) and employee level;
 - Availability (number of alarms accepted and cancelled);
 - Outbound calls acceptance- and turnaround times, periodically at customer(location) and operator level.

5.4.3 Process implementation

Within the process chain quality mark, no additional requirements are set to the process and process steps concerning the alarm bank.

5.5 Network components

Network components means all transmission, call forwarding and other network installations and systems that are connected to the alarm bank and the physical care centre.

5.5.1 Responsibility

Within the process chain quality mark, the responsibility for the network components process lies with the care contact centre.

5.5.2 Preconditions

Within the process chain quality mark, the following preconditions apply to the network components process:

- Each network component should be validated before being included in the process chain (validation report);
- Risk analyses of each network component should be included for the purpose of continuity management.

5.5.3 Process implementation

Within the process chain quality mark, no additional requirements are set for the process and process steps concerning network components.

5.6 Devices management

Managing devices that are in stock or in use by customers, and can be or are being used in the process chain of personal alarm services. This refers to alarm banks and peripheral equipment.

5.6.1 Responsibility

In the process chain quality mark, the responsibility for the devices management process is allocated to the roles of provider, supplier and installer.

5.6.2 Preconditions

Within the process chain quality mark, the following preconditions for the devices management process have been determined:

- The organisation should at all times be knowledgeable of the 'install base': the location of each, single device should be known, where possible;
- The status of each device should, where possible, be known too. If 24/7 remote monitoring is not possible, periodical testing will suffice;
- A unique registration is kept of all that carries serial numbers;
- Sufficient stock should be available in order to do placements and solve incidents within the set timeframe;
- There has to be a process for reconditioning.

5.6.3 Process implementation

Within the process chain quality mark, no additional requirements are set for the process and process steps concerning devices management. A process flow of the devices management process used in the own organisation does have to be present.

6 Certification procedure

This chapter describes how organisations can get certified for the process chain quality mark and how the procedure runs.

6.1 Certification based on roles

Organisations can get certified based on roles they fulfil within the process chain of personal alarm services. Organisations choose themselves for which roles they wish to be certified. When organisations wish to be certified for certain roles, then the processes related to these roles should meet the preconditions, requirements and standards as described in this document.

Processes per role to be managed at a minimum						
		Provider	Supplier	Installer	Care contact centre	Alarm response
Customer interface	Information supply	X				X
	Contract	X				X
	Instruction	X	X	X		X
	Invoicing & collection	X				(X)
	Data management	X			(X)	(X)
	Measuring customer satisfaction	X	X	X	X	X
	Contract termination	X				X
	Making appointment	X		(X)	(X)	
	Executing complaints procedure	X	X	X	X	X
Product/service interface	Validating product/service	(X)	(X)	(X)	X	(X)
	Installing			X		
	Alarm handling				X	
	Alarm response					X
	Monitoring technical chain	X		(X)	(X)	
	Incident management	X	(X)	(X)	(X)	
	Disassembling	X		X		
Element-management	Continuity management				X	
	Home access management			(X)	(X)	X
	Capacity management	X	X	(X)	X	X
	Alarm bank		X		X	
	Network components				X	
	Devices management	X	X	X		
X	The role should support the process					
(X)	If applicable					

When applying for certification, each organisation indicates beforehand for which role and applicable processes in this role they wish to be certified.

6.2 Process assessments

Each process can be assessed with a code green, yellow or red. For processes to be certified with a code green, the auditing needs to be concluded with a positive result. The conditions are:

- Process flows, when required, are present;
- Process flows meet the required minimum of process steps;
- All preconditions are met;
- All additional requirements for the processes are met;
- All set standards are met.

Should the required preconditions and additional requirements be missed by a slight margin and/or should the set standards not be met, the audit committee may assess the process with a code yellow. The following condition applies:

- Within 40 business days a plan of action is drawn up to meet the preconditions, additional requirements and/or set standards. At a minimum, the plan should state the problem and the objective, who is responsible within the organisation and the period of time in which the organisation will have improved the processes with shortcomings. This period depends on the importance of the point involved to the customer (to be assessed by the audit committee) and has a maximum of half a year.

Or:

- A well founded exception clause is drawn up and accepted by the College of Auditing

If the conditions above are not met, the process will be given a code red. Exception to this rule is when deviation plausibly resulted from an incorrect or incomplete description in the Process chain quality Mark Personal Alarm Services. In this case certification can yet take place. The College of Auditing rules on the matter based on the auditors' findings. This may be done on the basis of a new, adjusted version of the Process chain Quality Mark Personal Alarm Services.

6.3 Role assessment

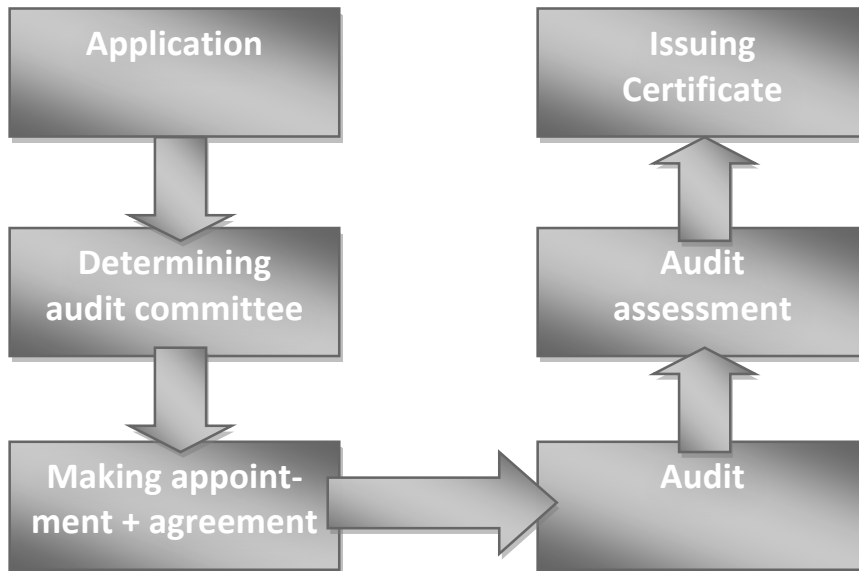
To obtain the certificate, a role should basically have received a code green for all mandatory processes of this role. Certificates can be issued to some roles with yellow process(es):

- Provider: a maximum of three yellow processes, only one of which in the product/service interface;
- Supplier: a maximum of one yellow process;
- Installer: a maximum of one yellow process;

- Care contact centre: a maximum of two yellow processes, only one of which on the product/service interface;
- Alarm response: a maximum of one yellow process.

6.4 Audit process

The audit process of the Process chain Quality Mark Personal Alarm Services can schematically be represented as follows:



6.4.1 Application

The application of an audit comprises the following activities:

- Organisation applies for certification by means of a form
 - Which service?
 - Which role(s)?
 - Which applicable processes within that role?
- Application is processed by WDTM secretariat
- Application is submitted to the College of Auditing.

6.4.2 Determining the audit committee

Determining the audit committee comprises the following activities:

- Determining chairman audit committee
- Recruiting & determining other members audit committee
- Informing organisation on audit committee composition
- Appeal period for organisation X concerning audit committee composition
- Determining audit committee.

6.4.3 Making appointment + agreements

Making an appointment and agreements comprise the following activities:

- Agreement on which written processes should be available;
- Agreement on which reports should be available;
- Agreement on which processes of the organisation will be visited in practice;
- Agreement on customer data for sample testing;
- Agreement on interviews;
- Making appointment for actual audit.

6.4.4 Audit

Performing the audit comprises the following activities:

- The audit is performed on the basis of the survey 'Audit activities' (see appendix III)
 - Interviewing involved employees organisation X (based on interview format per process)
 - Assessing written processes (comparing organisation processes with mandatory process steps process chain quality mark)
 - Assessing reports for verification of the intended standards
 - Assessing documentation (based on checklists)
 - Visiting processes involved in practice (based on checklists)
 - Run sample tests.

6.4.5 Audit assessment

With the audit assessment, the following activities are carried out:

- Audit committee holds meeting to determine results audit;
- Audit committee produces audit report;
- Audit report is discussed with College of Auditing;
- College of Auditing determines the audit result;
- Result is communicated to organisation X (with possible focus points + timeline)

6.4.6 Issuing certificate

Issuing the certificate Process chain Quality Mark Personal Alarm Services comprises the following activities:

- Draw up certificate;
- Issue certificate;
- Draw up press release;
- Adjust website process chain quality mark.

6.4.7 Appeal procedure

Should an audited organisation disagree with the audit assessment by the College of Auditing, the following procedure is applied:

- Organisation submits written appeal to College of Auditing, furnished with substantiating arguments;
- The written appeal should be submitted within one month after the assessment by the College of Auditing;
- The College of Auditing assembles over this written appeal in attendance of an external expert and chaired by the chairman of the WDTM board;
- All members of the College of Auditing vote again on whether or not to grant the certificate to the organisation and elucidate their opinion by means of substantiating arguments;
- Should the College of Auditing be divided, the external expert decides;
- The results of this procedure will be communicated in writing to the appeal party, furnished with substantiating arguments;
- After receiving the appeal, the procedure should take a maximum of 6 weeks.