

Clause Title	Summary of requirements
1. Quality Management system	Installation company must operate procedures describing how the supply, design, installation, commissioning and hand over of micro-generation systems is done- if not in place an assessment cannot take place. Provide an index to the document. Must have issue no and date. The company must be a member of the RECC (Renewable Energy Consumer Code) consumer protection scheme – see http://www.recc.org.uk/ for details on membership.
2. Company Responsibilities	You must have a named nominee to control all activities in scope of the MCS. Document who is responsible for each activity and their deputy e.g. organisation chart.
3. Internal review	Nominee must conduct at least quarterly reviews with relevant staff members to review the effect of the procedures and deal with problems. If sole trader, you must still document a review of the QMS, using the agenda in MCS001 Appendix A.
4. Corrective & Preventive Action	Have procedure for corrective and preventive action for problems that arise via e.g. complaints, health & safety, non conforming products etc.
5. Document control	Master list of docs including procedures. All docs should be identified with issue no, date, page numbers and approval. Detail how new docs communicated and old ones removed. Include procedure for backing up computer documents and records.
6. External Documents	External documents must be maintained e.g. up to date MCS & MIS docs and other guides & standards relevant to the certified technology. Documented mechanism for ensuring that these are up to date e.g. check at internal review. (electronic copies of documents are ok).
7. Software Control	If using software for calculations or verification, procedure must be in place to make sure the latest version is being used.
8. Contracts and customer requirements	Contracts for sale and installation shall only be between a certified MCS company and the customer. Any MCS work carried out by a subcontractor should satisfy Clause 10 below. If you obtain sales leads from a third party the third party must comply with the MCS standards and the RECC. Company shall have procedures for handling enquiries, producing quotes and accepting orders/contracts. You must give the customer the estimate of energy use as per the relevant MIS standard before customer decides. Company must ensure they have the resources to carry out the work, the responsibility for planning and building control is defined and there is a process for managing amendments to orders.
9. Purchasing	Company must identify all suppliers of designs, goods and services required for an installation on a master list, and include procedure for reviewing, adding to and removing from the list. Use of purchase orders should clearly identify the part etc being used.
10. Sub-contracting	In installations for private customers, work in the scope of the MCS carried out by a subcontractor shall be managed by a formal sub-contract agreement and detail that all work shall be carried out in accordance with the relevant technical standards. For

	new build and commercial installations, installation and commissioning can be undertaken by sub contractors however they must be managed by a contract, the certified contractor must assess a sample of installations and assumes responsibility at handover.
11. Inspection of goods received	Products and materials shall be checked to ensure correct products are supplied. Where products are rejected this should be recorded and they should be separated from use. Company must arrange replacement
12. Control of work in process	During the installation process inspections shall take place to ensure requirements of the standards are met e.g. an installation checklist. Commissioning and handover shall be in accordance with relevant installation standard. Company shall check all notifiable work under building regs is managed as agreed.
13. Test and measurement equipment	If any equipment used in the installation requires calibration, there must be a procedure for this and records kept for each item to indicate its calibration status, serial number, frequency of checking and evidence e.g. calibration certificate.
14. Storage handling, packaging and transportation	Company shall ensure that where storage, handling packaging and transportation of products takes place it should be in a manner that protects products.
15. Records	Company shall retain key records for minimum 6 years. Installation records shall contain surveys, quotes, orders/contracts, commissioning checks, certification, BC notifications, notifications to the MCS installation Database.
16. Complaints	You must have a procedure for managing complaints. Records of complaints and progress on resolving, corrective & preventive actions must be maintained e.g. in a complaints register. Complaints must be handled in accordance with the requirements of the consumer code (RECC)
17. Training and competence	All staff involved in installation, set to work and/or commissioning must have adequate training i.e. a recognised installation qualification. Training records must be held for each employee, detailing the training received, training body and be signed by the employee. Certificates should be held. Must have a record detailing the MCS related activities each person is approved for based on their competence e.g. design, survey, installation, commissioning. Refer to relevant standards.
18. Health & safety	Company must have a Health & Safety Policy and risk assessments for each activity involved in the installation.
19. Audit testing (installation technical inspection)	Provide details of recent or current installations to Action Renewables. Installer shall arrange access to the installation selected by the assessor. For surveillance assessments, Action Renewables shall access the MCS Installation Database and select an installation for inspection.