

## **Avensys UK Ltd Customer Charter**

### **Nature of Medical Engineering within Avensys UK Ltd**

Avensys UK Ltd was established in 2007 as a single all-encompassing maintenance, repair and asset management solution for medical equipment within the UK. Avensys UK Ltd Medical Engineering Technicians (METs) operate across the UK carrying out the required (annual) service and calibration of medical equipment.

Avensys UK Ltd ensure that all equipment is maintained to statutory, advisory and manufacturer's documentation as required by the Care Quality Commission- 'Essential Standards of Quality and Safety' and is in line with Risk Management Standards to ensure consistent and reliable validation of equipment.

Effective equipment support and maintenance relies on clear processes, comprehensive information and competent people. Avensys UK Ltd provides all supporting policies, procedures and instructions to be adopted in the inspection and maintenance of medical equipment by Avensys UK Ltd. Together, these effectively define the quality criteria against which Avensys UK Ltd employees are audited and assessed.

### **Scope of Engineering Work**

An Avensys UK Ltd MET's scope of work includes:

- Maintenance and repair of medical equipment
- Technical advice and guidance
- OEM contract management support
- Equipment disposal
- Emergency breakdown cover
- On-going product training for clinical staff
- Independent service contract assessment
- Inventory audits
- Electrical safety testing

Authorised levels of maintenance will be detailed in relevant manufacturer's technical manuals. In the absence of manufacturer's specific documentation customers should refer to the relevant Avensys UK Ltd equipment support policy for each item.

Each individual asset will require varying levels, types and frequency of servicing. All elements will be managed by Avensys UK Ltd and detailed on a case-by-case basis on the individual service history record.

Every customer has direct access to the Avensys UK Ltd database to review their current maintenance and repair status of contracted equipment.

### **The Customer's Level of Commitment**

Avensys UK Ltd prides itself in the provision of a seamless, quality process in support of effective medical equipment maintenance to all its valued and trusted customers. In order that this can be effectively achieved, Avensys UK Ltd relies heavily on its customers to fully co-operate with all Avensys UK Ltd employees and personnel, both on site and at Avensys UK Ltd headquarters.

To enable provision of a quality service, we require that our customers are consistently courteous and considerate in any communication with Avensys UK Ltd employees. Further, and as a prerequisite, we would expect that both parties are respectful of each other, their job roles, and the environment within which each works.

Finally, the customer is to ensure that all medical equipment is made readily available to Avensys UK Ltd METs upon request and during any visit or scheduled appointment. If any medical equipment is not found by the Avensys UK Ltd MET or not presented, this will be reported directly via email to the appointed hospital liaison. The relevant Avensys UK Ltd Senior Engineering Manager (SEM) and Account Manager (AM) will also be made aware.

### **Levels of Service provided by Avensys UK Ltd**

#### **Service Level 1:**

Electrical safety inspection is in accordance with BS EN 60601-1 physical inspection/ investigation and functional/verification tests utilising dedicated calibrated test equipment where applicable.

#### **Service Level 2:**

Service Level 1 plus Maintenance is in accordance with manufacturers and/ or statutory guidelines. Works required in-excess of planned preventative maintenance (PPM) schedules (e.g. faults) will only be passed to subcontractor in the event that the issue cannot be remedied by Avensys UK Ltd 'in-house'. This ensures costs incurred are minimised and resulting works managed efficiently.

#### **Service Level 3:**

These items must have service contracts in place with Manufacturers or alternative service providers, other than Avensys UK Ltd. These contracts will be managed and Avensys UK Ltd database service history updated by accordingly. All costs incurred are to be paid by the customer.

#### **Service Level FC:**

These items are fully comprehensive i.e. all servicing, breakdowns, costs etc. are fully covered by Avensys UK Ltd.

### **Contract Repair**

If a piece of medical equipment requires manufacturer repair, the MET will advise the appropriate Avensys UK Ltd Account Manager promptly. Procurement Administration will raise a quotation in the first instance.

### **Disposal**

Avensys UK Ltd METs or manufacturers are responsible for declaring items of equipment obsolescent or obsolete.

### **Medical Equipment Maintenance Records**

In accordance with Medicines and Healthcare Products Regulatory Agency (MHRA) guidelines medical equipment maintenance records are to be retained for a minimum of 11 years. Avensys UK Ltd engineering record cards are maintained via the Avensys UK Ltd database.

### **MHRA Reporting Process**

MHRA Device Alerts are disseminated through all Avensys UK Ltd METs via the SEM. Copies of all MHRA Device Alerts are held on the [www.Avensysdatabase.co.uk](http://www.Avensysdatabase.co.uk).

### **Quality Assurance, Control and Audit**

To ensure that acceptable standards are provided, all Avensys UK Ltd METs are trained to operate under the quality management system of ISO 9001:2015 and ISO 13485:2016 and ISO 14001:2015. Avensys UK Ltd ensures that their MET's delivery of medical equipment support is conducted within set regulations and legal requirements. These regulations and requirements are found in all relevant Avensys UK Ltd publications, Health & Safety regulations and general engineering standards. All Avensys UK Ltd METs are subject to annual auditing in accordance with Avensys UK Ltd Internal Audit Programme.

### **Key Performance Indicators**

Avensys UK Ltd produces Key Performance Indicators (KPI) for its contract customers including Private Hospital Groups, NHS Hospitals and Community contracted sites.