



- Membership fee (£)
- Training (£)
- Insurance (£)
- Complaints handling incl. ADR services
- Vetting / Assessment
- Competence Assessment
- Tech helpline
- Biz support/apps
- Marketing support

+ B flags self-certification

Quality Scheme Manager

Consumer Badge

BRAND WELL-PROMOTED

- Register listing (£)
- 'Code of Practice' / 'Consumer Code'
- Standards (working groups)
- Information Hrb
- Analysis + KPI reporting
- Redress (+ Ombudsman)
- QA Framework (for fabric....)
- Installation monitoring
- Approvals' group - Industry bodies, Products, Training providers

DATA WAREHOUSE

Outsourced Functions?

Oversight Board

- + consultancy/secretariat support?
- Procurement T+F group
- Audit Committee