

## NMEDA QAP REQUIREMENTS

Dealers who participate in the QAP are audited to extremely high standards.

They are required to:

- Undergo an inspection/audit process at least once annually by an independent auditing firm to ensure compliance to the NMEDA Guidelines, certain aspects of the Americans with Disabilities Act, the National Highway Traffic Safety Administration's (NHTSA) Federal Motor Vehicle Safety Standards (FMVSS) and "Make Inoperative" mandates.
- Have technicians trained and certified for the equipment they sell, install and service.
- Provide 24 hour emergency service to their customers.
- Have "certified" welders if they perform structural modifications to vehicles.
- Meet shop facility and equipment requirements, including four-corner scales to help ensure proper installation and service.
- Maintain records of all adaptive work.
- Maintain Product and Completed Operations and Garage Keepers insurance for liability purposes.
- Abide by the Mediation Committee's decisions when a complaint is lodged by a consumer.



**TO LOCATE A NMEDA QAP DEALER NEAR YOU**

**VISIT: [NMEDA.com](http://NMEDA.com)**

**CALL: 866.948.8341**

**EMAIL: [info@nmeda.org](mailto:info@nmeda.org)**

A man in a dark suit and white shirt is smiling and holding a clipboard. The clipboard has a QAP logo in the top left corner and the text "ONLY A NMEDA QUALITY ASSURANCE PROGRAM DEALER CAN OFFER YOU:" followed by a list of five items, each with a red checkmark in a box. The items are: "Individual In-Person Equipment Evaluations", "Brand Name, Quality Products", "On-Site Local Support for Sales and Service", "Training and Certifications", and "24-hour Local Emergency Service by QAP Accredited Technicians". In the bottom right corner of the image, there is a circular QAP logo with the text "NATIONAL MOBILITY EQUIPMENT DEALERS ASSOCIATION" around the perimeter and "QAP Quality Assurance Program" in the center.

**ONLY A NMEDA QUALITY ASSURANCE PROGRAM DEALER CAN OFFER YOU:**

- ✓ Individual In-Person Equipment Evaluations
- ✓ Brand Name, Quality Products
- ✓ On-Site Local Support for Sales and Service
- ✓ Training and Certifications
- ✓ 24-hour Local Emergency Service by QAP Accredited Technicians

### WHAT IS THE QUALITY ASSURANCE PROGRAM?

Developed by the National Mobility Equipment Dealers Association (NMEDA), the Quality Assurance Program (QAP) is the only nationally recognized accreditation program for the adaptive automotive equipment industry. It is based on the principle that in order to satisfy customers consistently, companies must have a systematic and documented approach to quality.

In order to best serve you as a customer for mobility products, NMEDA Dealers are required to follow specific guidelines. This includes procedures written in accordance with motor vehicle safety standards, professionally managed dynamic and static testing programs and proven quality control practices that advocate the highest level of performance and safety.



Superior Van and Mobility (SVM) is an industry leader providing state-of-the-art mobility solutions for the consumer and commercial transportation industry. We are a proud member of the National Mobility Equipment Dealers Association (NMEDA) and a participant in the NMEDAs Quality Assurance Program (QAP); a recognition reserved only for the highest quality mobility dealers in the Nation. Superior Van and Mobility were even voted the number one company in the country for Customer Service, therefore, please know that with anyone we come in contact with, our #1 priority is to help.

## Paul Erway

Email: [perway@superiorvan.com](mailto:perway@superiorvan.com) Cell: 502.724.2300

### Rehab Products Consultant, Speaker, Author

- Has been in this industry for over 40 years, with over 25 of those years at SVM
- Shares his philosophy that **“the more people you can help, the more you will be blessed”**
- Involved in his first life-changing accident in 1980, with a second major accident in 2006, but had the resilience to come back to accomplish even bigger challenges.

**Mentor programs:** Christopher & Dana Reeve Foundation, Frazier Rehabilitation Hospital, Cardinal Hill Health South Rehabilitation Hospital.

### Adaptive Sports

- 1990 World Wheelchair Racing Championships, Assen, Holland
- 2010 Oita Japan Marathon
- Took on the challenge of 50 marathons, in 50 states, in 50 weeks – with the help of two other teammates, and while working full time
- Director of the Organizing Committee for the wheelchair division of Kentucky Derby Marathon, Southern Parkway Mile, and Adaptive Sports Round-Up
- Always looking to involve others in adaptive sports with participating or volunteering.

### Association Affiliations

- Spina Bifida Association of Kentucky
- Kentucky Congress of Spinal Cord Injury
- ALS Kentucky Chapter
- Multiple Sclerosis Society of Kentucky
- KY / IN Paralyzed Veterans Association
- National Speakers Association of Kentucky
- Kentucky Congress of Spinal Cord Injury
- Louisville Mayor’s ADA Task Force



### **Speaking and Presentations**

Through Paul's work, he is a Certified Rehabilitation Specialist through the National Mobility Equipment Dealers Association. He has presented their programs through his position with Superior Van & Mobility to Rehabilitation and Hospital facilities with Therapists and Case Managers in attendance. On more personal talks they are high in content with an inspirational/motivational tone.

#### **Keynote Speaker**

National Conference for ADED (Association for Driver Rehabilitation Specialists)

Southeast Recreational Therapy Symposium

VA State Therapeutic Recreation Conference

Kentucky Rehabilitation Assistive Technology Conference

Kentucky State Occupational Therapy Association Conference

Tennessee State Occupational Therapy Association Conference

South Carolina State Occupational Therapy Association Conference

#### **Universities and Colleges**

University of Kentucky, Physical Therapy students

University of Tennessee, in four cities

University of Louisville, Sports Psychology students

University of Terra Haute, Occupational Therapy students

University of Southern Indiana, Occupational Therapy students

Eastern Kentucky University, Occupational Therapy students

Eastern Kentucky University, Therapeutic Recreation students

Spalding University, Occupational Therapy students

Madisonville Community College, Occupational Therapy students

Jeffersonville Community College, Occupational Therapy students

### **Published Author of two books**

#### **“50 Abilities Unlimited Possibilities”**

