



**BULLETIN DETAILS**

<b>Product Group:</b>	QUICKIE	
<b>Model Affected:</b>	Q300 M Mini, Q400 M and Q500 M	
<b>Effective Date: See Below</b>	<b>Serial No. Effective From:</b>	N/A
<b>Bulletin Subject:</b>	Q-Series Configurator Flow Update	

We are pleased to announce that since the launch of the Q-Series and following vital customer feedback, significant improvements have been made to the online configurator and paper prescription forms. The changes relate to updating the structure of the order forms and removing any unnecessary options from the configurator; these updates are with immediate effect.

**Customer Feedback**

**1. Configurator Structure**

We received feedback that the structure of the online configurator did not follow the flow of an assessment like the previous Salsa order forms did, such as the below:

**Q-Series Order Form Flow**

- Drive base
- Motors
- Gyro
- Drive & Castor Wheels
- Colours
- Seat Height
- Batteries & Chargers
- Seat Module
- Backrest Frame Type
- Headrest
- Seat Cushion
- Seat rail
- Seat Width & Depth
- Armrest Type & Pad
- Legrests
- Controls

**Salsa Order Form Flow**

- Seat width & depth
- Seat Height
- Seat Module
- Seat Cushion
- Backrest Frame Type
- Backrest Cushion
- Headrest
- Legrests
- Controls
- Drive & Castor Wheels
- Motors
- Colour
- Batteries & Charges

This different layout and structure resulted in a Q400 M or Q500 M becoming more time consuming than previously prescribing for a Salsa.

**2. Duplicate & Unnecessary Picks**

We also received customer feedback that configuring a Q400 M or Q500 M was more difficult and cumbersome than completing a configuration of a Salsa.

This was due to the Q-Series requiring more selections than Salsa. E.g. Selecting a backrest cushion on a Q-Series chair you had to select:

- Backrest Cushion Type - SEDEO Pro
- Backrest - SEDEO Pro Extra Deep Contour Flexi

- Backrest Cover - Comfort Cover

With a Salsa you would simply select one option for the backrest you required. E.g. JAY Comfort Deep contour.

This concept ran throughout the Q-Series configurator, so therefore configuring the same chair on the Salsa vs. the Q-Series required you to select 15 more options. This meant ordering a Q-Series chair, was more confusing and took more time.

## Customer Benefit

With immediate effect we have updated the configurator flow of the Q300 M Mini, Q400 M and Q500 M to follow the structure of the Salsa order forms and removed all duplicate and unnecessary selections. Therefore, ordering the Q-Series is simpler and quicker.

### 1. Configurator Structure

We have amended the online configurator and paper prescription forms so that the forms mirror the structure of the Salsa order forms for an assessment, making it easier and quicker to prescribe Q-Series chairs.

The new flow is like below:

#### Q-Series & Salsa Order Form Flow

- Seat width & depth
- Seat Height
- Seat Module
- Seat Cushion
- Backrest Frame Type
- Backrest Cushion
- Headrest
- Legrests
- Controls
- Drive & Castor Wheels
- Motors
- Colour
- Batteries & Charges

### 2. Duplicate & Unnecessary Picks

We have also updated the configurator to remove all duplicate and unnecessary picks such as the above example meaning to complete a Q-Series prescription is more intuitive and easy to complete.

For more information or training on the Q-Series configurator please contact your local Area Sales Manager. To access the new Q-Series paper order forms please contact our dedicated Customer Service team by emailing [enquiries@sumed.co.uk](mailto:enquiries@sumed.co.uk)

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