



# Automate UK Vision Integrator Standard (VIS)

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# UK Vision Integrator Standard

## 1. Purpose & Scope

The **UK Vision Integrator Standard (VIS)** is a nationally recognised benchmark, developed by Automate UK (AUK), the voice of the UK vision industry.

**It seeks to enhance the quality of projects, solutions, and customer services offered by UK vision integrators to users of vision equipment.**

This document sets out the criteria you will need to meet to achieve **certification for delivering vision integration services** across the UK manufacturing sector. It helps you:

- Showcase your technical and operational competence
- Demonstrate you meet regulatory requirements
- Provide consistent, high-quality vision integration services
- Align with recognised best practice across the UK vision integration community

## 2. Who This Document Is For

This VIS document is aimed at **vision integrators operating in the UK manufacturing industry**, regardless of size or product type. Specifically, it targets:

- Integration companies seeking VIS certification
- Auditors reviewing compliance
- Buyers and stakeholders evaluating supplier capability
- Project teams and directors responsible for vision system delivery

## 3. How This Document Works

This document's sections follow the format below:

- **Requirement:** what is expected for certification
- **Evidence:** what you must provide to demonstrate compliance
- **Guidance:** best practice tips and helpful context

## 4. Documented Evidence

Please ensure all documents submitted as evidence are **revision-controlled** and **date-stamped**, in line with your internal document control policy. Where relevant, **provide cross-references** (for example, to URS, risk assessments, or test plans) to aid traceability.

**Not sure what evidence to provide?** Look for the **Evidence** heading within each section below.



## 5. Glossary Of Terms

- **CPD:** Continuing Professional Development
- **FAT/SAT:** Factory Acceptance Test / Site Acceptance Test
- **PUWER:** Provision and Use of Work Equipment Regulations
- **RAMS:** Risk Assessment and Method Statement
- **URS:** User Requirement Specification
- **VDI/VDE/VDMA 2632:** German standard for machine vision system design

## 6. Certification Criteria

### 6.1 Insurance

#### Requirement

Hold appropriate levels of **insurance** to cover the scope of work. As a minimum, this should include **public liability**, **product liability**, and **employers' liability insurance**.

#### Evidence

Please provide evidence of:

- **Public Liability (£2 million or more)**: to cover damage to property or bodily injury relating to third parties.
- **Product Liability (£2 million or more)**: to cover damage to property or bodily injury relating to third parties caused by your product.
- **Employers' Liability (£10 million or more)**: to cover employee injury or sickness caused by working for your company (legal requirement for all UK employers).
- **Professional Indemnity (Optional; see Guidance below)**: to cover claims made against you for negligence relating to errors and omissions where your client has suffered a loss.

#### Guidance

If you provide software or design services, consider **Professional Indemnity insurance** (£250k or above). Make sure to **maintain continuous cover**, and **review limits annually** or when your risk profile changes.

## 6.2 Project Feasibility (Pre-order)

### Requirement

Outline your feasibility assessment of **three distinct projects** over the **past 12 months**. In each case, outline the steps you have taken to **mitigate project risk**, including (where possible) any projects you have not undertaken, and your reasons for this.

### Evidence

Please provide evidence of:

- User Requirement Specifications (URS)
- User product criteria (including pass/fail examples)
- Feasibility tests and results
- Special customer requirements (e.g. location, environment, delivery and post-delivery considerations, payment terms)
- Project risks and mitigation
- Quotes and proposals to clients

Please support your evidence with a final project recommendation and detailed cost estimate. These should align with the customer's URS and be ready for their approval and order.

### Guidance

We strongly suggest factoring **product variances** and **environmental considerations** into your feasibility assessments to avoid additional work, cost, and delays. Refer to **VDI/VDE/VDMA 2632** standards for evaluating project suitability.



## 6.3 Vision Project Management

### Requirement

Operate a **structured, end-to-end project management process** that facilitates **clear communication** with the customer's project team.

### Evidence

Please provide evidence of:

- Design
- Build
- Installation
- Commissioning
- Planning
- Scheduling
- Resourcing
- Payment planning
- Internal and client communications

### Guidance

Consider upskilling your project management team with **PRINCE2®** or **APM** (Association for Project Management) accredited courses.



## 6.4 Health & Safety

### Requirement

**Protect your staff's health, safety, and wellbeing** through appropriate policies, processes, and training.

### Evidence

Please provide evidence of:

- Health & Safety Policy (mandatory for five or more staff)
- Employee safety training records
- Safety risk assessment records
- Incident/accident reporting
- RAMS documentation for site works
- PUWER documentation compliance records for in-house equipment

### Guidance

Consider **SafeContractor™ (or equivalent) accreditation**, which simplifies on-site working processes for you and your customers. For some sectors, this accreditation is a **mandatory requirement** for on-site work.



## 6.5 Risk Management

### Requirement

Detail your processes for identifying and mitigating project and business risks.

### Evidence

Please provide evidence of:

- User Requirement Specifications (URS) review
- Feasibility testing
- Quoting and commercial terms

### Guidance

Managing risk in your vision projects is important for **product control** and **go/no-go assessments**. Aim for **consistency** in environmental factors and how you present your product to the imaging or machine vision system.

To help you assess whether your product is suitable, refer to the **VDI/VDE/VDMA 2632 Part 2** standard.



## 6.6 Factory & Site Acceptance Testing (FAT & SAT)

### Requirement

Operate a **structured FAT/SAT process** that confirms the system meets **URS requirements**, aligns with **customer approval**, and supports progression through **sign-off, staged, and final payment milestones**.

### Evidence

Please provide evidence of:

- Documented testing criteria mapped to URS
- Defined FAT procedures including repetitive testing and verification
- Subsystem testing, including safety-related elements
- SAT performance testing representative of full operational speed, load, and throughput
- Customer-approved testing schedule
- Final sign-off documentation by both the integrator and the customer

### Guidance

A well-defined FAT/SAT process confirms that the system performs as intended and meets all agreed requirements before delivery. We suggest **testing under realistic operating conditions** – this allows you and your customer to verify performance, safety, and reliability in practice.

Likewise, **record all test procedures, results, and approvals** in a controlled format to provide full traceability and confidence at handover.



## 6.7 Customer Support

### Requirement

Detail your **post-installation processes** for supporting your customers with their products and systems. These processes should be **tailored to each customer**, the total number of installations, and your business's size.

### Evidence

Please provide evidence of:

- Support contact channels
- Access hours and response times
- Out-of-hours emergency support
- Case tracking system
- Spare parts process

### Guidance

Support contracts and spare parts services can **add value for end users**, prolonging the life and productivity of their systems. They are also a good way to **generate additional revenue**.



## 6.8 Software Source Control

### Requirement

Maintain a **version-controlled system for storing customer-installed software**. This system should have been in continuous use for **at least 12 months**.

### Evidence

Please provide evidence of:

- Description of the version control process or system
- Details of secure software storage
- Check-in/check-out and change history
- Backup and recovery procedures

### Guidance

Free or low-cost source control tools are **widely available**. Choose one that suits your scale and enables recovery in the event of software loss or system failure.



## 6.9 Project Documentation Control

### Requirement

**Maintain and store system documentation**, providing evidence across **at least three installed systems** completed within the **previous 12 months**.

### Evidence

Please provide evidence of:

- Electrical schematics
- Product serial numbers
- Firmware/hardware versions
- Product documentation
- Configuration files and documentation

### Guidance

Good document control provides **full traceability** for each of your systems. Keep **organised records** of configurations, versions, and serial numbers – they'll help you restore systems to a known state (if things go wrong), resolve issues faster, support warranty claims, and confirm that no unauthorised changes have been made after installation.



## 6.10 Company Resources

### Requirement

Show you have **sufficient resources** in place (covering staff and infrastructure) to effectively deliver vision integration projects.

### Evidence

Please provide evidence of:

- Organisational chart with named roles
- Staffing levels for:
  - Project management
  - Engineers (vision, support, controls)
  - Human resources
  - Administration
  - Purchasing
  - Logistics
- Facilities and equipment for build, test, and FAT

### Guidance

Review your resources regularly to make sure they match your project commitments. Well-structured teams and access to the right equipment support **consistent delivery** and **reduce project risk**. Subcontracting is acceptable where controlled and competency-assured.



## 6.11 Staff Training & Competence

### Requirement

In line with 6.10, demonstrate that each of the roles listed above is filled by staff with **training appropriate to their level of responsibility**, and that staff training is **ongoing and relevant**.

### Evidence

Please provide evidence of:

- Staff training records covering the past three or more years
- Product/vendor-specific training for engineering staff
- Continuous Professional Development (CPD) tracking
- Where applicable, evidence of certified safety qualifications

### Guidance

Ongoing training shows **commitment to your team** and **helps retain skilled staff**. Build CPD into your company process; this way, employees can see a **clear path for growth** and **you can plan future capability**.

You might also consider offering **customer training** around specific products or industry topics as an additional service and potential revenue stream.



## 6.12 Customer Satisfaction

### Requirement

Outline your process for **monitoring and responding to customer feedback** as it applies to your products, services, and staff.

### Evidence

Please provide evidence of:

- Feedback mechanisms and accessibility
- Complaints procedure and ownership
- Delivery performance tracking
- Corrective action processes and records
- On-site conduct guidelines
- Compliance records

### Guidance

Customer satisfaction is a **key measure of performance and reputation**. Keep clear records of feedback, complaints, and corrective actions so you can track trends and continuously improve. **Automate UK (AUK) may review this information** if a customer raises a concern about a certified integrator.



## 6.13 Non-Conformance

### Requirement

Detail your company's **non-conformance process**. This includes how you **identify, record, correct, and prevent outcomes** that do not conform to your company's requirements.

### Evidence

Please provide evidence of:

- Issue tracking and categorisation
- Root-cause analysis
- Corrective/preventive actions (with owners and due dates)
- Verification of effectiveness and surveillance/monitoring records

### Guidance

**Record all instances of non-conformance**, whether raised internally, by customers, or by external partners. Each record should clearly show how the issue was assessed, corrected, and monitored – to prevent it from happening again.

Regularly reviewing these records helps **strengthen your processes** and demonstrate **continual improvement**.



## 7. Contact & Next Steps

**Ready for certification?** Automate UK can support you with:

- Certification and audit guidance
- Training and CPD resources
- Membership benefits

**Email:** [technical@automate-uk.com](mailto:technical@automate-uk.com)

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