

Southampton Roundtable Summary

Quality, Standards & Enforcement: Key Findings & Themes

The following findings emerge from consultation with LEEA Members on the challenge of making quality as visible and understandable as price. Particularly for procurement professionals buying lifting equipment. A consistent message emerged: LEEA needs more visibility, more teeth, and more practical tools to help legitimate members stand out commercially and make it harder for non-compliant suppliers to undercut on quality.

Core Theme: Quality vs Price

Core theme Quality vs price	How LEEA can make quality as visible and understandable as price, particularly for procurement professionals buying lifting equipment.
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Key Findings: Five Themes

Area	Summary
Theme 1 Approved product & company lists	A strong call for LEEA to create an approved supplier or product list not ranking members against each other, but confirming which companies and products genuinely comply with regulations. This would give compliant members a real commercial differentiator beyond simply stating LEEA membership, which currently carries little weight in sales conversations.
Theme 2 Credentials & enforcement	A 2019 proposal was referenced where only LEEA members could inspect lifting equipment similar to Gas Safe. A “CAP card” style scheme was discussed, enabling verifiable certificate numbers to be checked online. Frustration was expressed at members buying the badge without upholding standards, with calls for a more prominent whistleblower and reporting mechanism.
Theme 3 Procurement education	Procurement teams were seen as largely disengaged buying on price because they don’t use the equipment and are KPI’s on cost savings. A short (20-minute) online educational module on the LEEA website, aimed specifically at procurement professionals, was suggested. Something members could easily signpost customers to.
Theme 4 Decision-tree procurement tool	Enthusiasm for a guided purchasing tool. A series of questions (what’s it lifting, what environment, what weight, etc.) walking buyers through the correct considerations and ultimately recommending suitable LEEA members. Described as a “foolproof” guide to procuring lifting equipment correctly.
Theme 5 Auditing	Dissatisfaction was expressed about the move toward virtual audits, with a preference for face-to-face visits. Unannounced audits, as used in other industries, were raised as a way to get a truer picture of day-to-day standards, rather than members preparing specifically for a known audit date.
Bottom line More visibility & teeth	Members want LEEA to have more visibility, more teeth, and more practical tools — both to help legitimate members stand out commercially and to make it harder for non-compliant suppliers, including some LEEA members, to undercut on quality.

The themes are mutually reinforcing: an approved list gives the credentials scheme something to enforce; the procurement module and decision-tree tool drive buyers toward compliant suppliers; and stronger auditing gives the whole framework credibility. Together they represent a coherent agenda for raising standards across the industry, one that members are clearly ready to support.