



# ACI Detroit Quality Work Plan Update

April 2014

# QWP: Background

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Culmination of a multi-year investment aimed at demonstrating quality and accountability in the WAP

Taking action on lessons learned through various quality assurance reviews

Establishing WAP as a national leader in technical resources and quality assurance

Improving long term sustainability by building the foundation of the national industry with WAP at the core

# Responding to Network Concerns

Issues raised by the entire WAP network led to the QWP:

- Inconsistent expectations at all levels of monitoring
- No way to establish the value of an experienced crews
- No way to place value on high-quality training
- Inconsistent methods of inspection across the network
- No national standards for work quality
- No portable and nationally recognized credentials for experienced WAP workers



# National Issues and Interests Supported the QWP

- White House Council on Environmental Quality: DOE and Federal Partners tasked with carrying out recommendations
- Increased oversight of all Federal programs at the Congressional level
- DOE support of WAP tied to expectations of high performance and leadership



# The Quality Work Plan: WPN 14-4

- ✓ Defining the Work.
- ✓ Communicating Expectations of the Work.
- ✓ Inspecting the Work.
- ✓ Training Individuals to do the Work.

The screenshot shows the NREL Standard Work Specifications Tool website. At the top, there is a navigation bar with links for Home, About, Help, My Favorites, and Sign In. Below this is a search bar labeled "Search All Topics" with a "Go" button. The main header features a dark blue bar with navigation tabs for Health & Safety, Air Sealing, Insulation, Heating & Cooling, Ventilation, and Baseload. The central content area is titled "Standard Work Specifications for Home Energy Upgrades" and includes a descriptive paragraph: "Standard Work Specifications (SWS) define the minimum requirements to ensure that the work performed during energy upgrades in single-family, multifamily, and manufactured homes is effective, durable, and safe. The SWS can be used as an industry guide for workers, training instructors, homeowners, and program administrators involved in the home performance industry." To the right of this text are two callout boxes: "Learn how to use this tool" with a wrench icon and "Read an introduction to the Standard Work Specifications" with a book icon. Below the main content are three columns of information: "Get Certified" with a link to "Home Energy Professional Certifications" and a note about the U.S. Department of Energy; "News & Updates" with two entries dated September 9, 2013 and August 26, 2013, and a "Read all News & Updates" link; and "Download the Documents" with three links for "SWS for Single Family Homes", "SWS for Manufactured Housing", and "SWS for Multifamily Homes", each with an "En Español" option. At the bottom, a footer contains the NREL mission statement and a row of links: Contact Us, API, Security & Privacy, Disclaimer, and NREL Home.

# QWP: Specific and Flexible

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- The QWP was drafted based on input from Grantees, Trainers and Contractors
- Guidance has to establish clear parameters to be useful
- The QWP seeks to be clear and specific in expectation, but also leave room for flexibility in implementation

# Section 1: Requirement

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## Definition of Work Quality Guidelines and Standards

All WAP measures installed must meet the minimum outcomes and specifications for work outlined in the Standard Work Specifications for Home Energy Upgrades (SWS)

# Section 2: Requirement

## Communication of Guidelines and Standards

Grantees must provide subgrantees with technical requirements for field work (audits/testing, installation, inspections), and *confirm receipt* of those requirements.

The technical requirements must be clearly communicated and the specifications against which the work will be inspected must be referenced in subgrantee contracts.

Contractors hired by the subgrantee must have contracts that include the same flow-down requirements. The work of the contractor must be consistent with the Grantee standards and field guides.

The goal is to ensure:

- The Grantee is implementing work quality standards that align with the SWS.
- All subgrantees staff, contractors, and anyone doing the actual work are aware of these standards.
- Every home is inspected and complies with the SWS.



## Section 3: Requirement

# Inspection and Monitoring of Work Against Guidelines and Standards

### Quality Control Inspection:

Every DOE WAP unit reported as a completed unit must receive a quality control inspection ensuring that all work meets the minimum specifications outlined in the SWS.

### Quality Control Inspector

Quality Control Inspectors (QCI) working for, or contracted by, the WAP must be competent in the knowledge, skills and abilities outlined in the NREL Job Task Analysis for Quality Control Inspectors. This applies to any and all individuals who perform an evaluation and sign off on work performed in homes.

## Section 4: Requirement

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### **Provide Training to Implement and Maintain Guidelines/Standards**

Beginning in Program Year 2014, grantee Training Plans must include comprehensive training for all WAP workers that is aligned with the NREL Job Task Analysis (JTA) for the position in which the worker is employed.

# WPN 14-4 Timeline of High Points

## WEATHERIZATION ASSISTANCE PROGRAM: WPN 14-4 High Points

