Better Buildings  Workforce Peer Exchange

Quality Assurance Strategies

Call Slides and Discussion Summary

November 17, 2011
Agenda

• Call Logistics and Introductions
  ▪ What is your program doing to ensure quality work?

• Featured Guests:
  ▪ Reuben Teague and Ryan Smith, Green Coast Enterprises, New Orleans, LA
  ▪ Chris Jones, Greater Cincinnati Energy Alliance

• Discussion:
  • What quality assurance challenges are programs facing?
  • What quality assurance strategies—or combination of strategies—are most effective?
  • What implementation lessons can programs share?

• Future Call Topics
Participating Programs

- Austin, TX
- Babylon, NY
- Chapel Hill, NC
- Chicago, IL
- Cincinnati, OH
- Connecticut
- Energy Upgrade California
- Jacksonville, FL
- Kansas City, MO
- Maryland
- Michigan Saves
- New Orleans, LA
- New York
- Omaha/Lincoln, NE
- Southeast Energy Alliance
Contractor Qualifications

- Contractor’s License
- Proof of Liability and Workers Compensation Insurance
- Central Contractor Registration with DUNS Number
- Specific evidence of business capacity:
  - a completed W-9
  - three satisfactory professional/trade references
  - three satisfactory customer references
  - banking reference, business history/credit scores
- Obtain and maintain BPI Accredited Contractor status
- EPA lead paint certification
- Criminal Background Check
 Contractor Recruiting

• Networking Events
• Disadvantage Business Enterprises
• Women’s Owned Enterprises
• Veteran & Service-Disabled Veteran Owned
• Community Outreach Projects
• Organizations w/interest in Green Building
• HVAC contractors
Contractor Recruiting

• We have sent five business owners and ten crew members to BPI training on scholarship to date.

• Encouraged contractors in surrounding areas to also attend BPI training

• Six Contractors made it through the entire process and five remain in the program.
Greater Cincinnati Energy Alliance
Discussion

• What quality assurance challenges are programs facing?
• What quality assurance strategies—or combination of strategies—are most effective?
• What implementation lessons can programs share?
Discussion Themes

• **Upfront QA and screening can occur when selecting contractors**
  - Look for well-qualified and respected contractors
  - Contractors willing and capable of completing the full application process demonstrate their commitment to the program

• **Higher standards = better contractors**
  - Try not to burden the contractor, but it’s important to uphold standards and OK to draw the line in the sand
  - Better contractors want to elevate themselves from competition and typically do higher quality work

• **Do test in and test out**

• **Tiered approach to QA inspections works well**

• **Mentor contractor for the first few jobs**

• **Arrange for QA inspection on the final day of the job**
  - Avoids having to schedule separate follow-up QA inspection (homeowners can be reluctant)
Potential Future Calls Topics

• Contractor Coordination Strategies
• Training Curriculum and Examples
• Lessons about Coordinating Contractor Recruitment and Customer Demand
• How to Run/Manage a Contractor Business
• Engaging Local Efficiency First chapters
• Third party Incentives, Contractor Incentives
• Contractor Pricing (vote)
• Contractor-based Revenue Streams
• What should program managers be on the look out for? “Anticipated Gotchas”
• Auditor and Contractor (marrying the two)