

ACI Detroit Quality Work Plan Update

April 2014

## **QWP: Background**

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

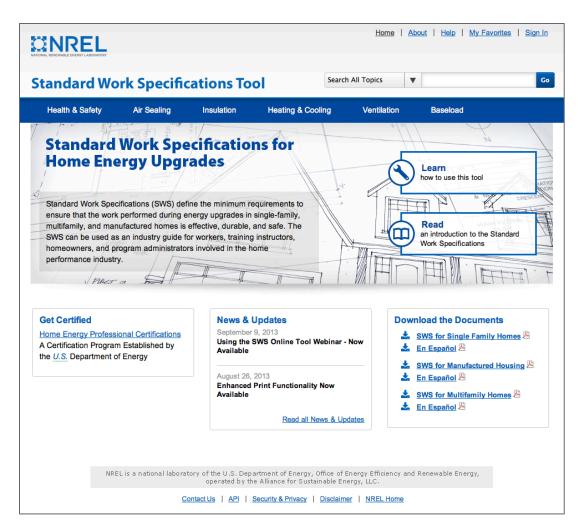
- White House Council on Environmental Quality: DOE and Federal Partners tasked with carrying out recommendations
- Increased oversight of all Federal programs at the Congressional level
- DOE support of WAP tied to expectations of high performance and leadership





### The Quality Work Plan: WPN 14-4

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





## **QWP: Specific and Flexible**

- 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**

## **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 <u>confirm receipt</u> 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**

# 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 FIELD GUIDES/TECHNICAL STANDARDS PLAN for reviewing/revising field guides/ standards to align with or exceed the Standard Work Specifications (SWS); reference specific SWS throughout. INSPECTION & MONITORING **INSPECTION & MONITORING** ■ The Grantee must have a policy for validation of All Grantees need to plan for PY2015 the Quality Control Inspectors' (QCI) credentials. certification requirements. GUIDELINES/STANDARDS **INSPECTION & MONITORING** TRAINING ■ The Grantee must have written policies to T&TA Plans must include address situations when the QCI is signing approach for ensuring that off on units that do not meet the standards. all technical network field Include specific protocols that will ensure personnel receive regular that the work performed by the WAP meets comprehensive (Tier 1) the criteria outlined under the Work Quality training for their job. section of this guidance. **APRIL 1, 2014** JULY 1, 2014 PY 2015 **APRIL 1, 2015 GUIDELINES/STANDARDS TRAINING** All Tier 1 training must be provided by an accredited center. **INSPECTION & MONITORING GUIDELINES/STANDARDS COMMUNICATIONS** Every unit reported as a "completed Add language to contracts and agreements to clearly verify that Subgrantees and unit" must be inspected by a HEP FIELD GUIDES/TECHNICAL STANDARDS certified QCI. State monitors must contractors are aware of and will uphold the Distribute field guides/standards that hold the certification. technical requirements. conform with the SWS to all Subgrantees. Include confirmation of receipt in the communications chain to verify technical INSPECTION & MONITORING requirements are reaching your network. Every unit reported as a "completed unit" must be evaluated against Weatherization the SWS (or better). Works U.S. Department of Energy

