



Setting the Standards for
Home Energy Efficiency

Recommendations of RESNET Quality Improvement Task to the RESNET Board on Enhanced Quality Assurance

October 15, 2014

Status of Quality Assurance Review

1. RESNET ~~would~~ will centrally administer quality assurance review ~~centrally~~ of homes ~~in the Registry by RESNET staff~~ using ~~the XML~~ data ~~sent in~~ the National Building Registry ~~from the rating software. The file reviews by Quality Assurance Providers will still be maintained.~~

2. Direct Rating Providers

Definition of Direct Rating Provider:

~~If the Providers who either receives fees from recipient of for the rating or provider's whose staff provides conduct any portion of the inspection feeding the results into the Registry and producing the rating report then the provider is are considered a "Direct Rating Providers".~~

Maintain current infrastructure of ~~"Direct Rating Providers~~ with the following changes:

- o Direct Rating Providers must utilize independent QA Contractors to perform quality assurance on their Ratings.
- ~~o QAD/ QA Contractors are agents of RESNET~~
 - Are agents of RESNET

- Are trained by RESNET
- Are certified by RESNET
- Can ~~be~~ have their certification revoked by RESNET ~~for cause~~
- o ~~Every provider must have independent Quality Assurance Designee “QA Contractors” with must be financially independent from no financial ties to the~~ Direct Rating Provider. An employer-employee relationship as defined by the IRS shall not exist between the Direct Rating Provider and the QA Contractor.
- o RESNET will provide a list of RESNET ~~approved~~ QADs/ QA Contractors ~~for the~~ from which Direct Rating Providers ~~to may~~ select
- o RESNET will:
 - Establish a rigorous credentialing process of vetting, approving, and validating QAD's/ QA Contractors;
 - Establish uniform QA processes that for which QAD's/ QA Contractors are responsible ~~for~~ and ensure the comprehensive training of the QAD's/ QA Contractors;
 - RESNET will ~~work to~~ implement measures that address non- disclosure and conflicts of interest between QAD's/ QA Contractors and those receiving quality assurance services.
 - RESNET will continue the ~~annual~~ monitoring of Direct Rating providers-Providers to ensure documentation of QA process.

3. Third Party Providers

Definition of Third Party Providers

~~Does not directly provide rating services is considered~~ “Providers who do not receive fees for the rating and whose staff do not conduct any portion of the rating are Third Party Providers”.

Third Party Providers are exempted from the QA requirements of Direct Rating Providers above ~~except that their QAD's;~~

will have to go through the process below:

o Except that their QADs:

- ~~QAD's a~~Are agents of RESNET
- Are trained by RESNET
- Are certified by RESNET
- Can ~~be~~ have their certification revoked by RESNET ~~for cause~~

o RESNET will:

- Establish a rigorous credentialing process of vetting, approving, and validating QAD's;
- Establish uniform QA processes ~~that for which~~ QAD's/QA Contractors are responsible ~~for~~ and ensure ~~the~~ comprehensive training of the QAD's/QA Contractors;
- RESNET will continue the annual monitoring of providers to ensure documentation of QA process.

4. This ~~process QA model would will~~ go through a two year trial cycle. After the second year RESNET will contract ~~out to with~~ an independent third party to conduct a compliance audit of the effectiveness of the QA model. If the audit finds that components of the ~~system is~~QA model are not working and ~~does~~ not meet the objectives of RESNET or ~~are not in~~ the ~~good best interest~~ of the industry, RESNET ~~then~~ can proceed to replacement or ~~modification modify~~ of ~~this process~~the QA model.
5. The RESNET QI Task Force will oversee RESNET staff ~~in the developing development of the~~ implementation plan and ~~will~~ serve as the nucleus of ~~the a QI~~ working group under ~~the~~ Standard Development Committee 900 – Quality Assurance ~~in developing standard changes to implement decision~~.
6. There will be a transparent process for RESNET's cost ~~for of implementation implementing the~~ Quality Assurance and credentialing ~~model~~. RESNET will report ~~the cost of its carrying out the requirements of quality assurance oversight~~

to the accredited Providers ~~the cost of its carrying out the requirements of quality assurance oversight.~~

Additional Quality Assurance Oversight if Errors Are Discovered in Field Quality Assurance Reviews

The RESNET Quality Improvement Quality Assurance Working Group did not have the time to develop a recommendation on ~~this the~~ RESNET Board policy on additional oversight when errors are found so RESNET staff has developed a set of recommendations. RESNET staff submitted its draft recommendation to the rating industry ~~to for~~ review and comment ~~on~~. The input from the industry found a number of issues including the belief that the recommendations were developed in too much haste.

The Quality Improvement Task Force recommends ~~that there is not enough time prior to the RESNET Board Meeting on November 3 and~~ that the Quality Improvement Working Group – Quality Assurance be tasked with reviewing RESNET staff's proposal, the comments from the industry and present a new revised version to the task force for separate further consideration since there is not enough time prior to the RESNET Board Meeting on November 3.