

2019

Policy on HERS® Index Quality Assurance Program Efficiency & Effectiveness Improvements

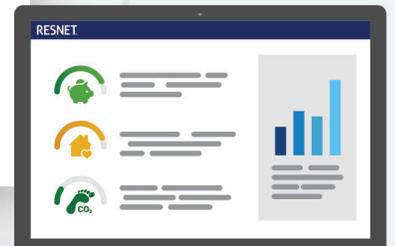


The RESNET Board of Directors is dedicated to continuously improving the effectiveness of the quality of HERS Index ratings. To solidify the RESNET QA Program as the Gold Standard, the RESNET Board of Directors adopted **five initiatives for 2019**.

01

Amend & incentivize quality assurance efforts:

- ✓ Support performance-based increases or reductions in quality assurance stringency
- ✓ Focus on both the **quantity** and **quality** of Providers' quality assurance oversight and feedback to raters



02

Improve internal policies for Rating Provider tracking & reporting to reduce the time burden of low-value quality assurance activities.



03

Implement a pilot program in partnership with utility programs to:

- ✓ Leverage the field quality assurance performed by their staff
- ✓ Identify and resolve any barriers to leveraging this utility program QA
- ✓ Eliminate redundancy and reduce the cost burden for Rating Providers

04

Develop ongoing Quality Assurance Designee (QAD) training content to:

- ✓ Include new procedures established through future standard or policy changes
- ✓ Quickly disseminate information learned from enhanced quality oversight

05

Implement regular reporting from RESNET's automated QA tool to the Rating Provider and Primary QAD in support of their ongoing quality assurance activities.

