RESNET®
RESIDENTIAL ENERGY SERVICES NETWORK

ENSURING THE QUALITY OF HERS RATINGS

THE PRESENT AND FUTURE OF RESNET QUALITY ASSURANCE

The consistency and quality assurance of home energy ratings is paramount to the success of the rating industry. RESNET is striving to ensure that our Quality Assurance Program is, and remains, the Gold Standard.

1 Additional Quality Assurance Staff Support

2017

New Quality Assurance Manager to train and oversee Quality Assurance Designees (QADs).
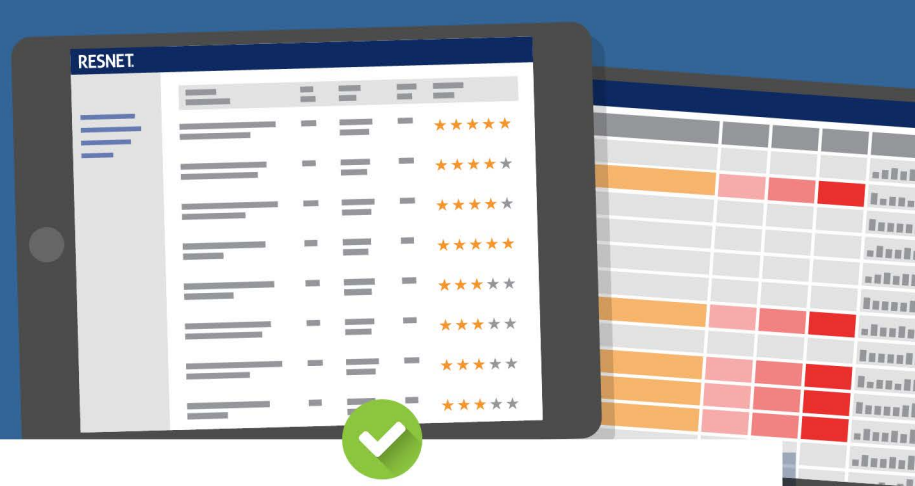
✔ All quality assurance activities will be undertaken by QADs who will be trained and certified by RESNET, and serve as agents of RESNET.

2018

In-Field Quality Assurance Specialist to complete site visits to conduct training and provide mentorship and oversight with 25% of providers and their QA staff.

✔ 50% all providers and their QA staff will have oversight and monitoring annually through online or on-site review, improving the consistency of the QA process and interpretation of the RESNET Standards.

2 Implementation of New Technology

To analyze ratings and guide further quality assurance oversight activities with the **RESNET Quality Assurance Data Analytics Tool.**

Will track quality assurance reviews via the RESNET Registry for proactive oversight of rating providers in **real time**.

3 Consistent Training for All QADs and Rating Providers

Quarterly webinar series for QADs, covering **analysis of RESNET Automated QA Tool reports and best practices** for conducting quality assurance review, and future in-person training.

Universal QA field checklist to ensure that all QADs **consistently look at the features of a home** and document them uniformly.

New training for all accredited Rating Providers to ensure that they **fully understand their responsibilities.**

4 Move from the Current Audit-Based Model to Quality Processes that Prevent Errors

Focus more effort on **field presence, training, mentoring, and quality processes** that prevent errors, to augment the current model that seeks to uncover quality problems after they have occurred.

For more information, visit: www.resnet.us/about/qa

RESNET®
RESIDENTIAL ENERGY SERVICES NETWORK