

Program QA/QC vs. Provider QA?

QA/QC through NYSERDA's
Low-rise Residential New Construction
Program



Serendipity

- Securing the Public Trust
- Fiduciary obligations
- Expectations
- Human nature
- Market transformation

Definitions, sort of...

- Provider QA – RESNET obligations, including training, certification;
- Program Implementer QC – feedback to all parties, technical support and training funded through program, not to supplant Provider;
- Program QA (3rd party) – observe & report, occasional (pro)active engagement.

Program funding sources allow/require:

- Data accumulation and analysis;
- Offers feedback loop at a detailed level not available through Providers;
- Financial support to Providers serves to ‘buy’ quality data from the responsible source;
- Efficient means to communicate with Raters;
- Supports public trust sought by RESNET model.

Regional Differences based on

- Climate;
- Geography;
- political realities, among others...

Require local standards, and additional QA/QC.

Program Metrics

- 2300+ completions/year – vast majority E*;
- 200+ site QC visits involving 500+ dwellings, involve interactions with builder, Rater, Provider, HVAC contractor, and other subcontractors – as well as owner/developers;
- 150+ mid-construction QA visits;
- 200+ QA visits after submission of Rating, to evaluate all aspects of program engagement.

Program Implementation QC of Builder, Rater, Provider, HVAC Contractor

- Too diverse to effectively score;
- Manual and automated data checks;
- Patterns and trends;
- Immediate feedback loop for training needs or other interactions.

Independent 3rd Party QA

- Offers feedback independent of practitioners, minimizing potential conflicts of interest;
- Feedback can be based on scoring, at least in part, with sufficiently large sample set;
- Occasional punitive interactions by QA team allow program staff to maintain a more collaborative approach.

Ancillary benefits to Program QA/QC

- Direct support to market transformation;
- Data accumulation supports feedback to policy makers; including federal, state & municipal agencies & government officials.







Symbiosis?

No.

Synergistic.