

Home Performance with ENERGY STAR QMS

Manage Your Systems and Know Your Program

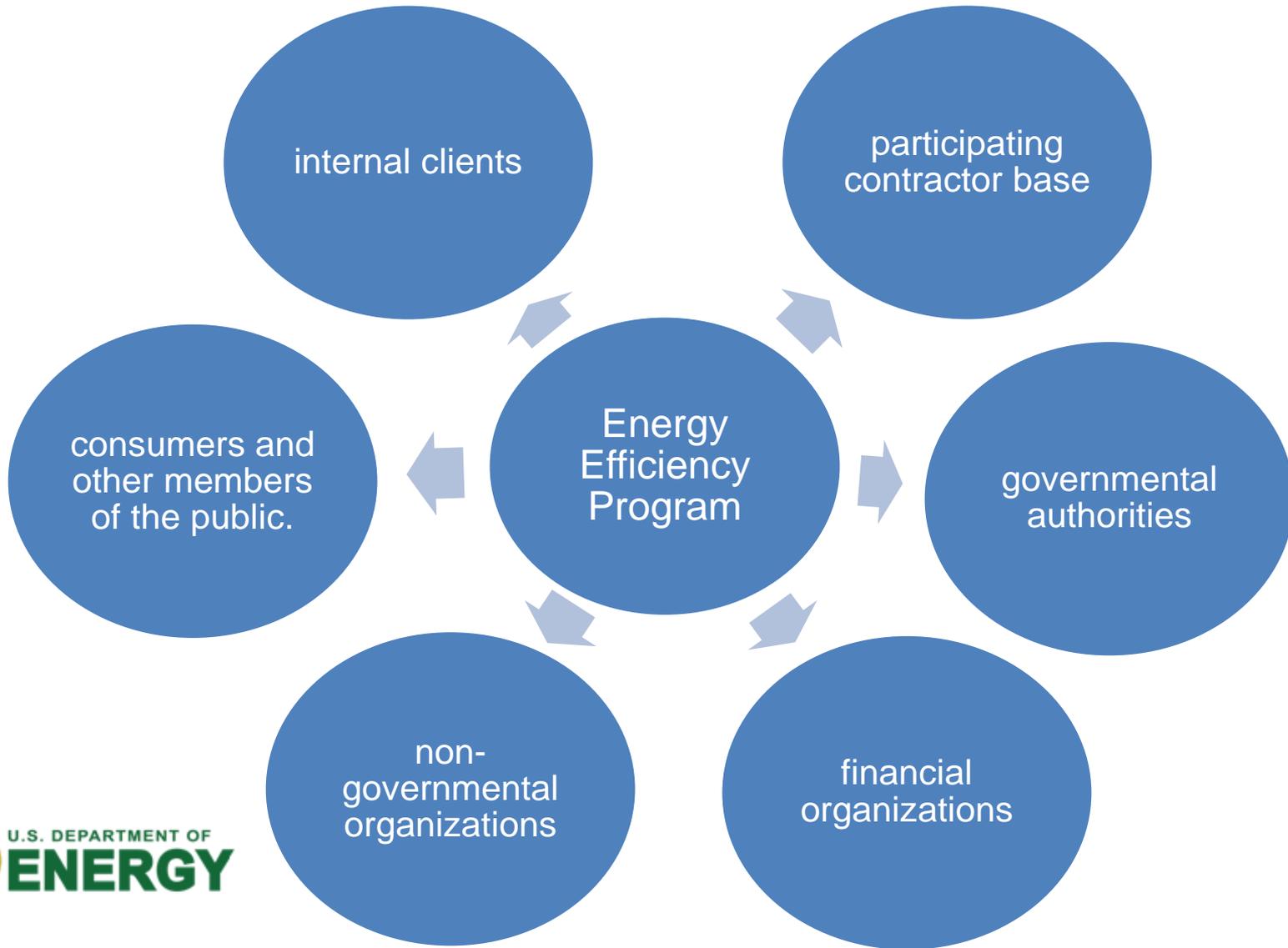
Agenda

- Role of quality management systems
- Brief review of HPwES QMS option
- Team exercise on element fulfillment
- Review of team results
- Wrap up

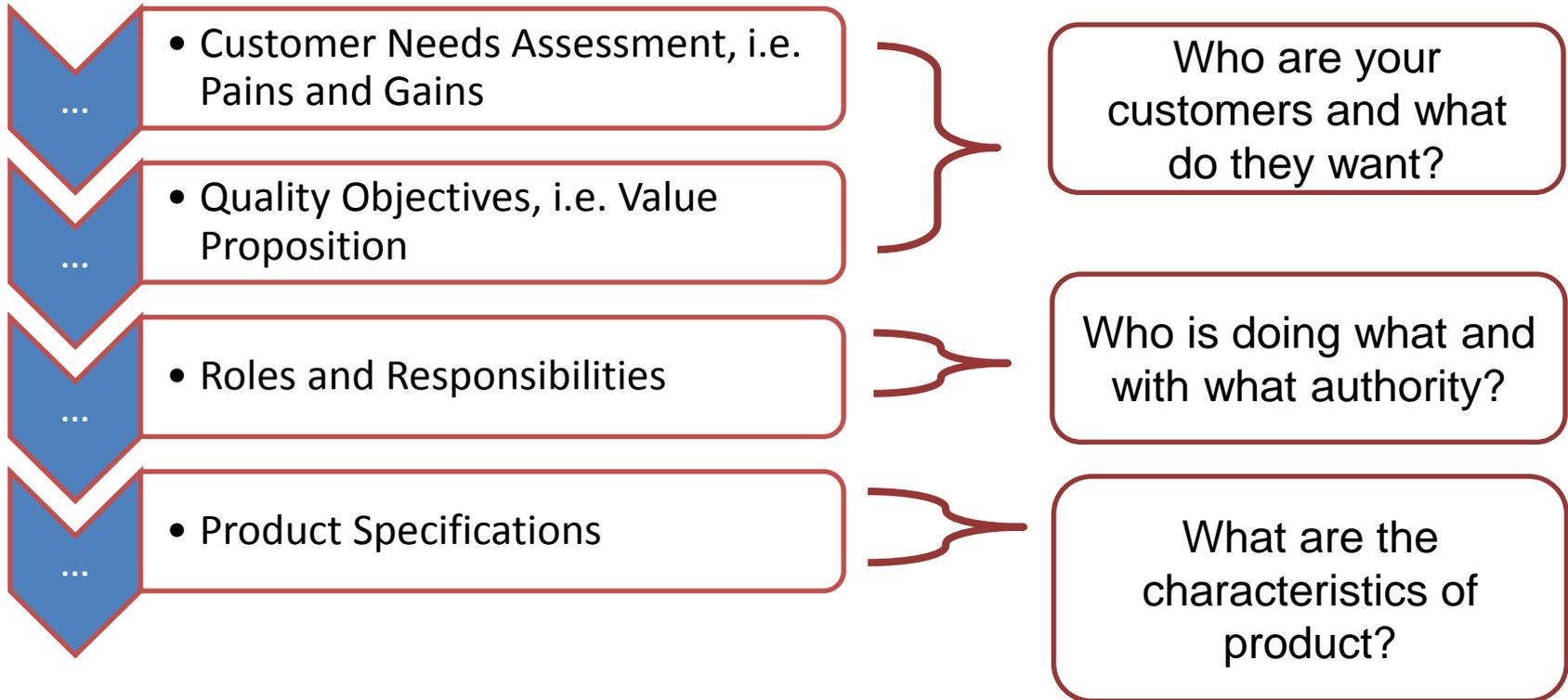
Objectives

- Understand how QMS interacts with other processes
- Gain appreciation of the value for fulfilling each element
- Provide an understanding to DOE some challenges with QMS option
- Identify resources available to Sponsors

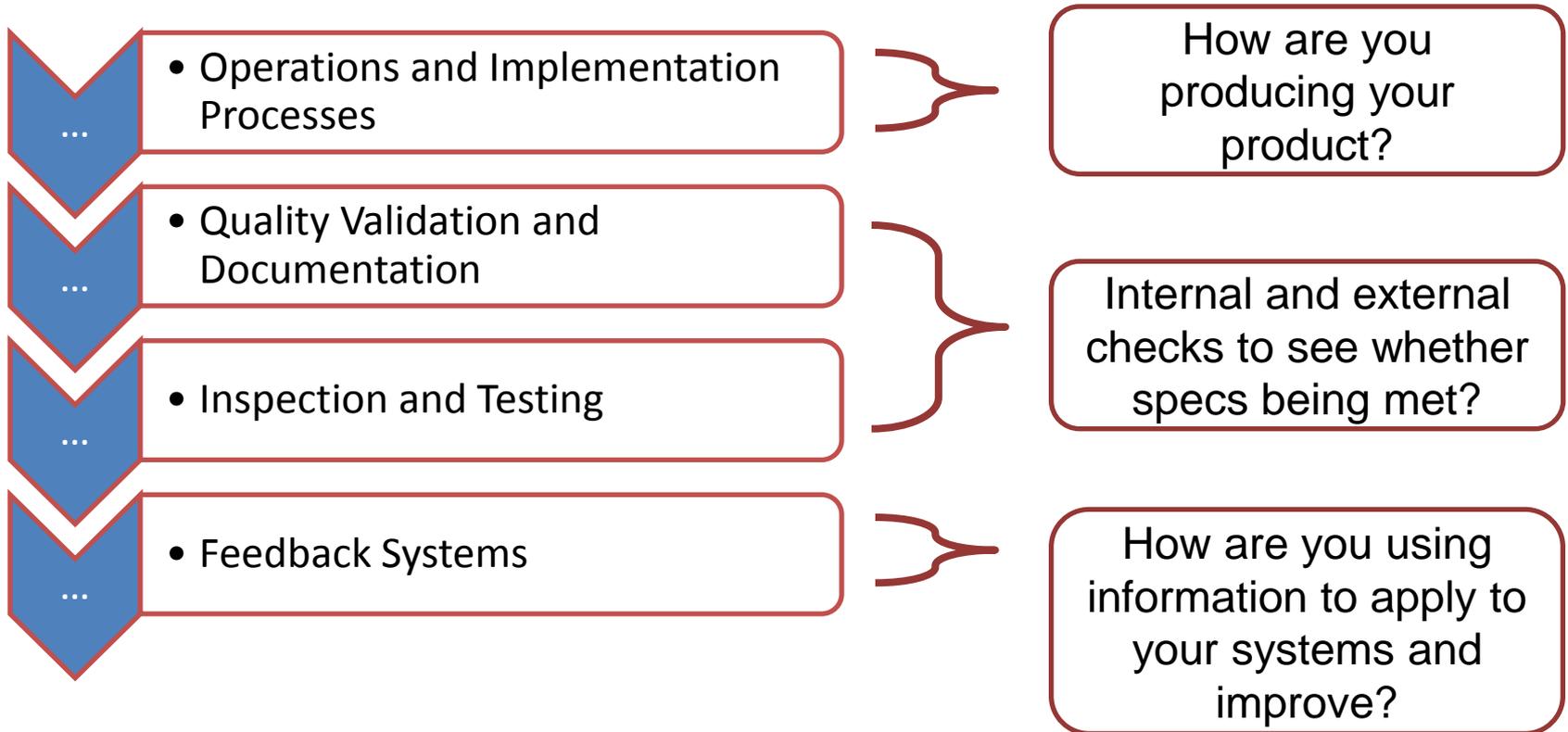
Programs are a collection of interactions and processes



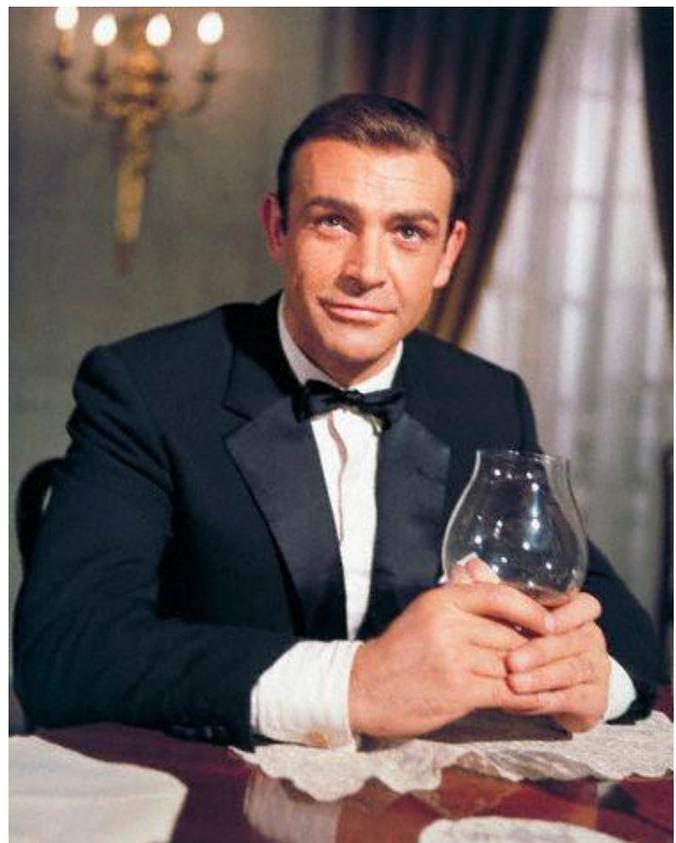
Functional approach to quality assurance



Functional approach to quality assurance



QMS Exercise – shoe salesman customer needs assessment



QMS Exercise – Shoe salesman customer needs assessment: pains/gains

Cousin Eddie

- Economically challenged
- Likes flair
- Limited mobility
- Ease of use

James Bond

- Price point not a factor
- Status over flair
- Desires scarcity
- Functionality over ease of use

QMS Exercise – Shoe salesman quality objectives

Cousin Eddie

- Low price point
- Flashy
- Available at gas stations, discount stores, infomercials
- Slip on



James Bond

- Price unimportant
- Understated but classy
- Exclusive distributor
- Able to disguise gadgets



QMS Exercise – applying it to Sponsor scenarios

- **Table 1: Public Sector**
- **Table 2: Private Sector Provider**
- **Table 3: Contractor Provider**

QMS Exercise – applying it to Sponsor scenarios

- Who is/are the customer(s)?
- List pains/gains per customer identified
- What are the quality objectives?
- List implementation challenges to above objectives
- List some potential strategies for overcoming challenges

List any assumptions you make!

DOE resources

Sponsor FAQs

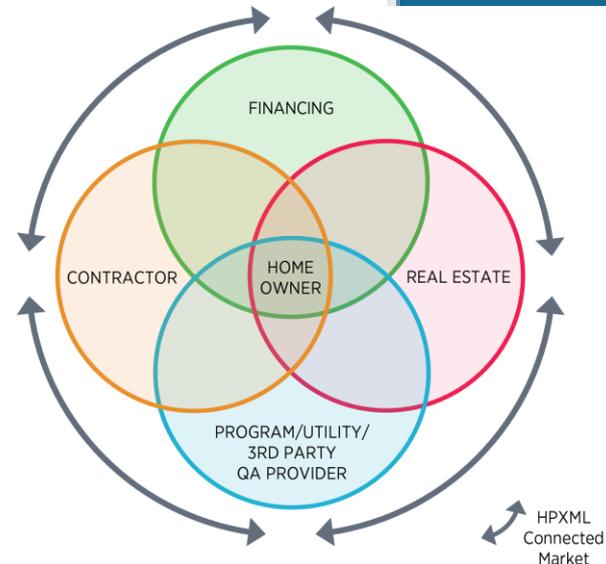
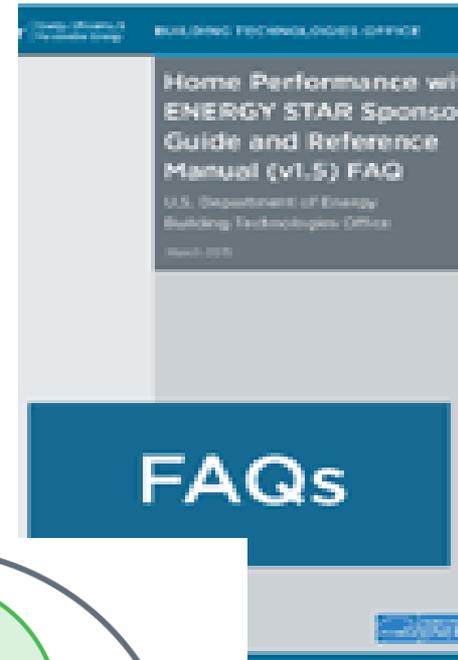
- http://www.energystar.gov/index.cfm?c=home_improvement.hpwes_sponsor_guide

QMS Workbook – draft form but willing to share with those undertaking QMS development

HPXML Implementation Guide

- <https://www.energystar.gov/hpxml>

HPwES staff



DOE resources

DOE Solution Center

Building America

- <https://basc.pnnl.gov/>

Better Buildings Residential Program

- <http://energy.gov/rpsc>

Weatherization Assistance Program

- SWS, Quality Work Plans, Job Task Analysis
- <http://energy.gov/eere/wipo/quality-work-plan-guidelines-and-standards-requirement>



Wrap up

- Understand how QMS interacts with most processes
- Appreciation of the importance for QMS option elements
- Communicate to DOE challenges of QMS option
- Knowledge of DOE resources

ENERGY STAR. The simple choice for energy efficiency.



Q&A