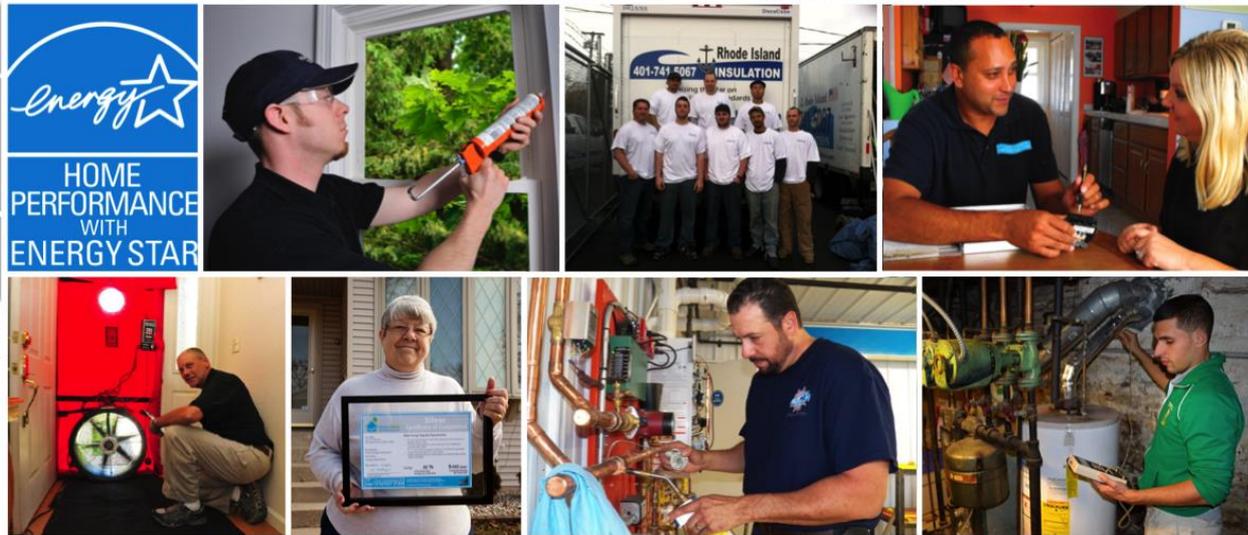


# DOE Home Performance with ENERGY STAR QMS Approach; Strategy and Tools for Sponsors



May 6, 2015 ACI National Home Performance Conference

## Implementing Quality Assurance for v1.5

- **Option 1 Prescriptive Approach**

- Proper use of brand
- 5% of EACH Participating Contractor's projects field inspection
- Customer satisfaction process
- Conflict resolution process
- Due process – predefined set of protocols for how issues are handled



- **Option 2 QMS Approach**

- Sponsor defines plan of addressing quality
- Plan must address minimally eight elements

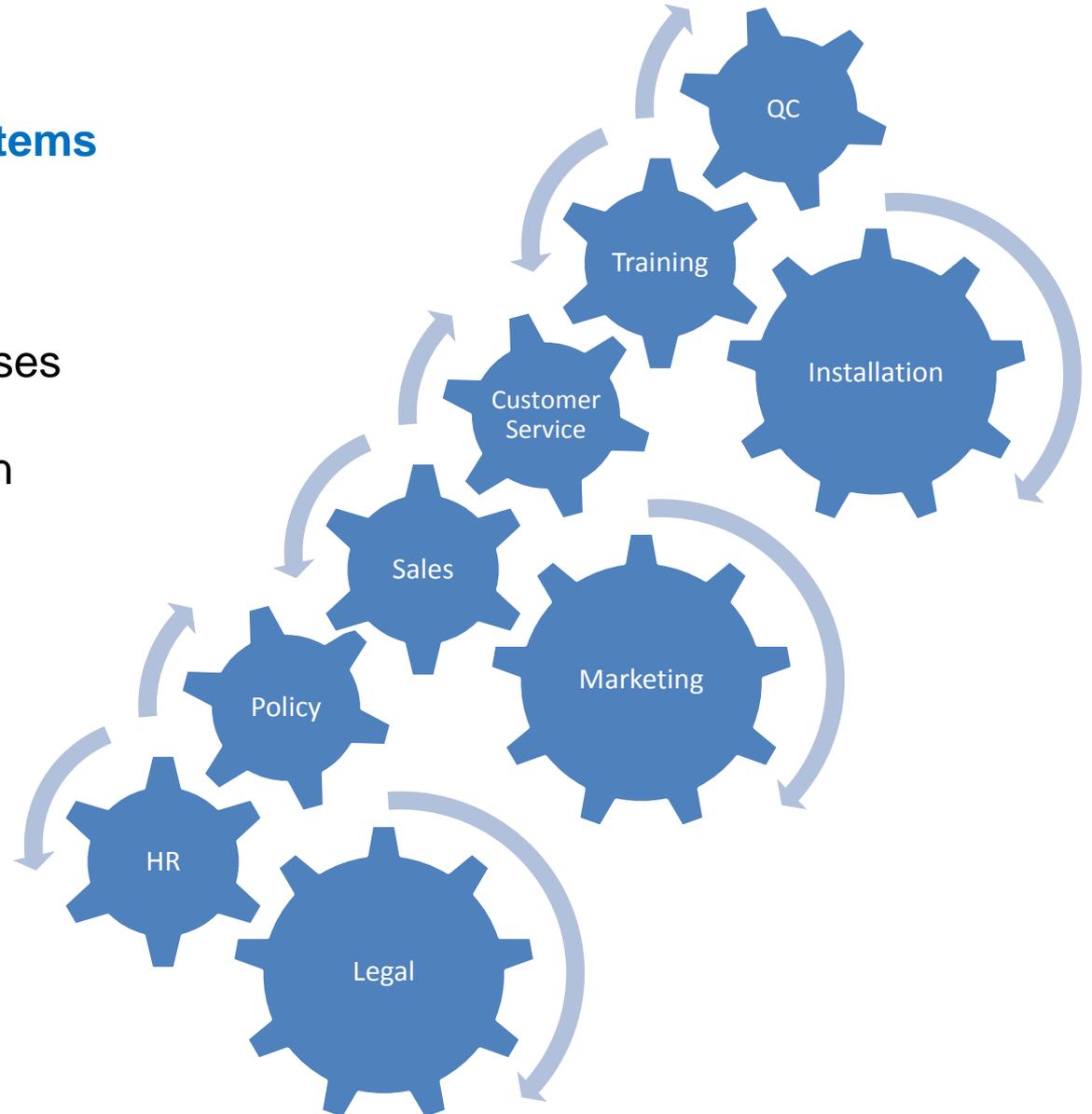


### Costs of Quality

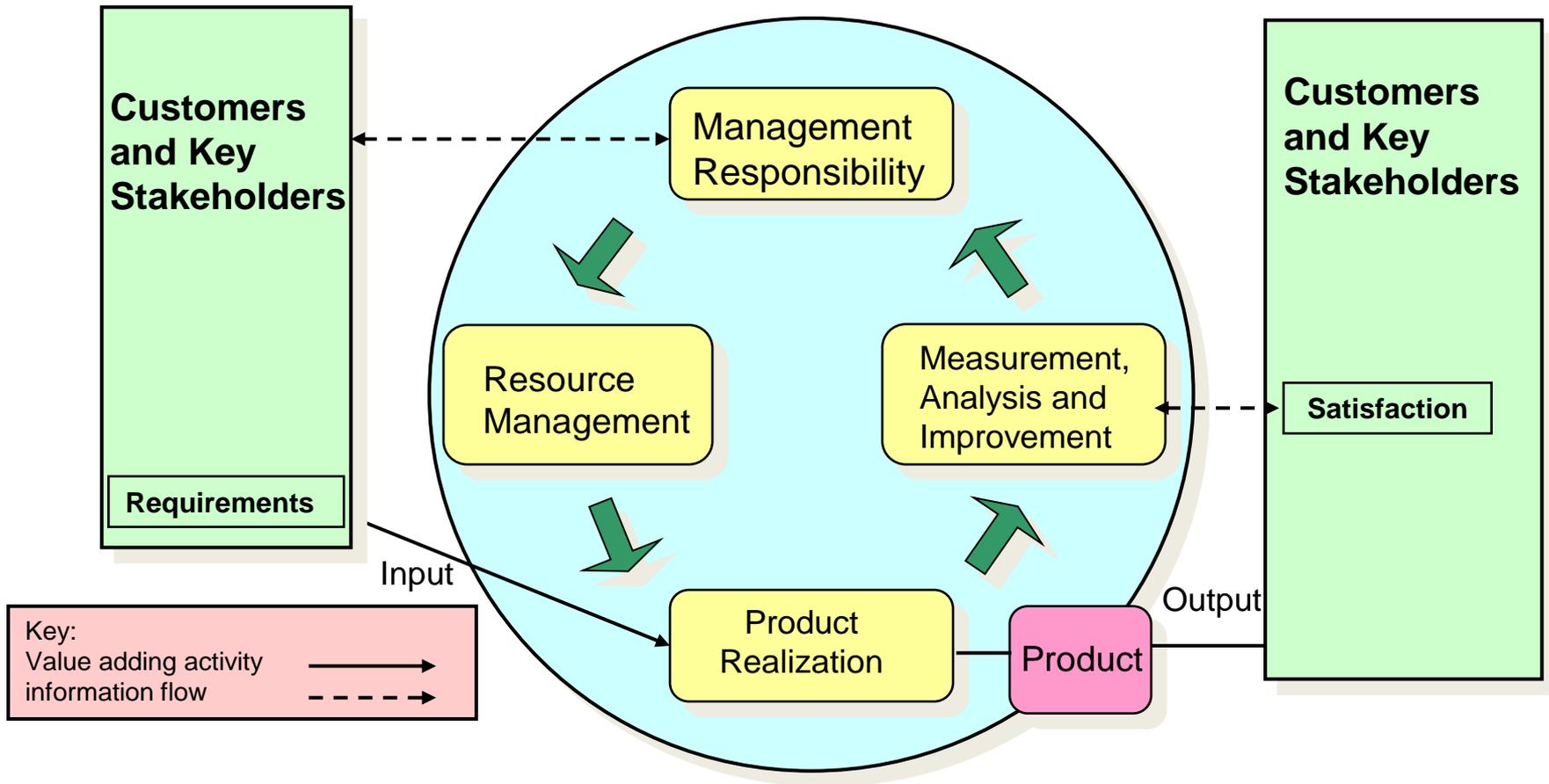
- **External costs** - defects discovered after delivery
- **Appraisal (Inspection) costs** - evaluating products, parts, and services
- **Prevention costs** - reducing the potential for defects
- **Internal failure** - producing defective parts or service before delivery

## QMS organizes systems

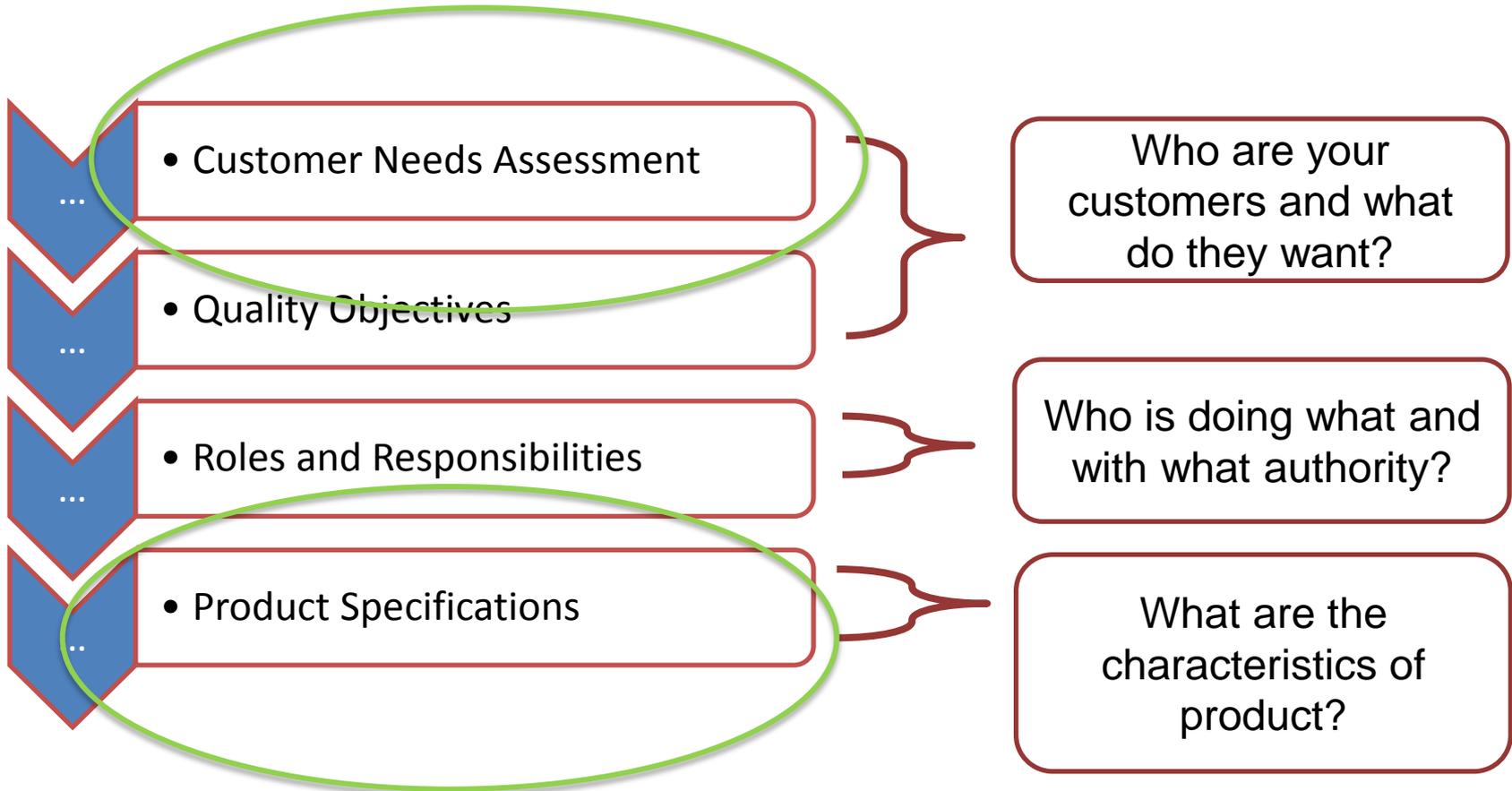
- Aligns mission
- Standardizes responses
- Draws connections
- Integrates information



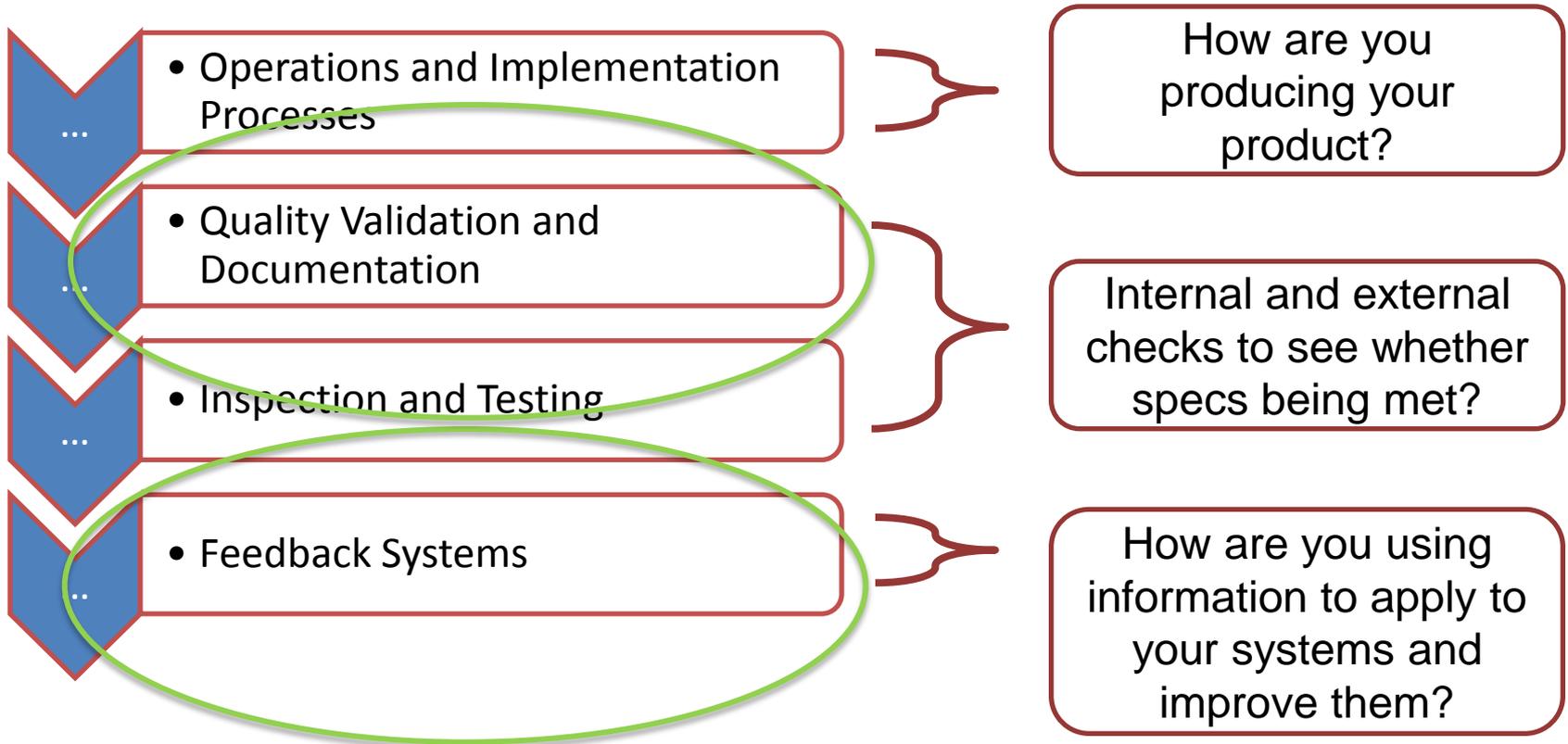
# Continual improvement of the quality management system



## Functional approach to quality assurance – leveraging contractor QMS



## Functional approach to quality assurance – leveraging contractor QMS



## DOE resources

### Sponsor FAQs

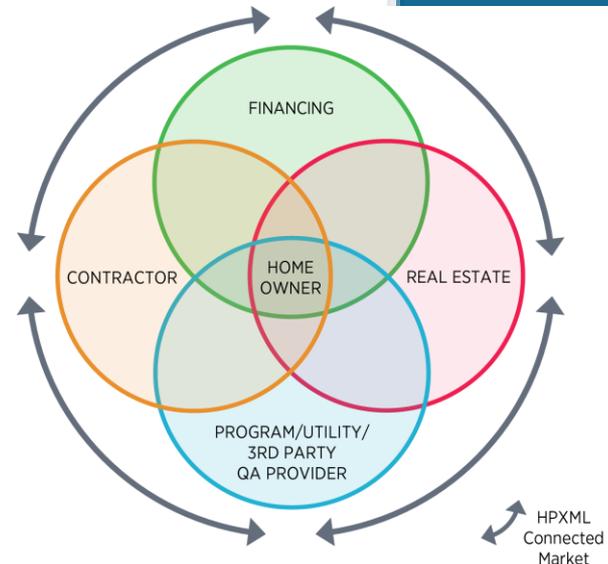
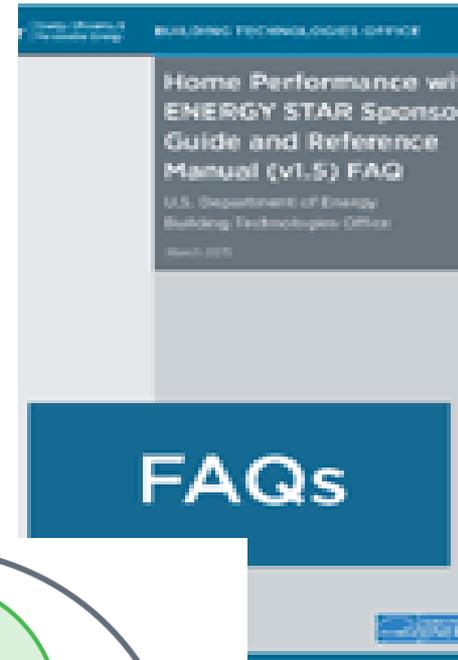
- [http://www.energystar.gov/index.cfm?c=home\\_improvement.hpwes\\_sponsor\\_guide](http://www.energystar.gov/index.cfm?c=home_improvement.hpwes_sponsor_guide)

**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>



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## Q&A



