

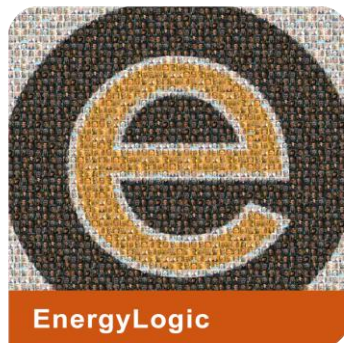
**EnergyLogic Presents**

# **Shedding Light on Blind QA**

Glenn Pease, Tom Flanagan, & Scott Doyle



[www.nrglogic.com](http://www.nrglogic.com)



# Agenda

What is QA?

Overview of Changes in Pipeline

Blind QA

Side by Side QA

Proctored QA Event



# About your Presenters

Glenn and Tom do QA amongst other things

As a company we do a LOT of QA

Scott did a lot of QA, but now is director of Field Services at EnergyLogic

- EnergyLogic =~ 4000
- Rating Provider =~ 3000
- 3<sup>rd</sup> Party QA =~ 3000



# What is QA? Why do we do it?

- HERS Police? Or Constructive Feedback?
- 10% File QA
- 1% Field QA
- Improve Ratings
- Improve Raters



# Consistency & Level Field



# Task Force Findings

Inconsistency of QA process by Rating Providers

Need for Enhanced Quality Assurance of Ratings



# Task Force Findings

- Independence of Quality Assurance Designees
- Clearer and Consistent Information and Training from RESNET to Quality Assurance Designees





# Chapter 9 Changes



# Consistency & Level Field



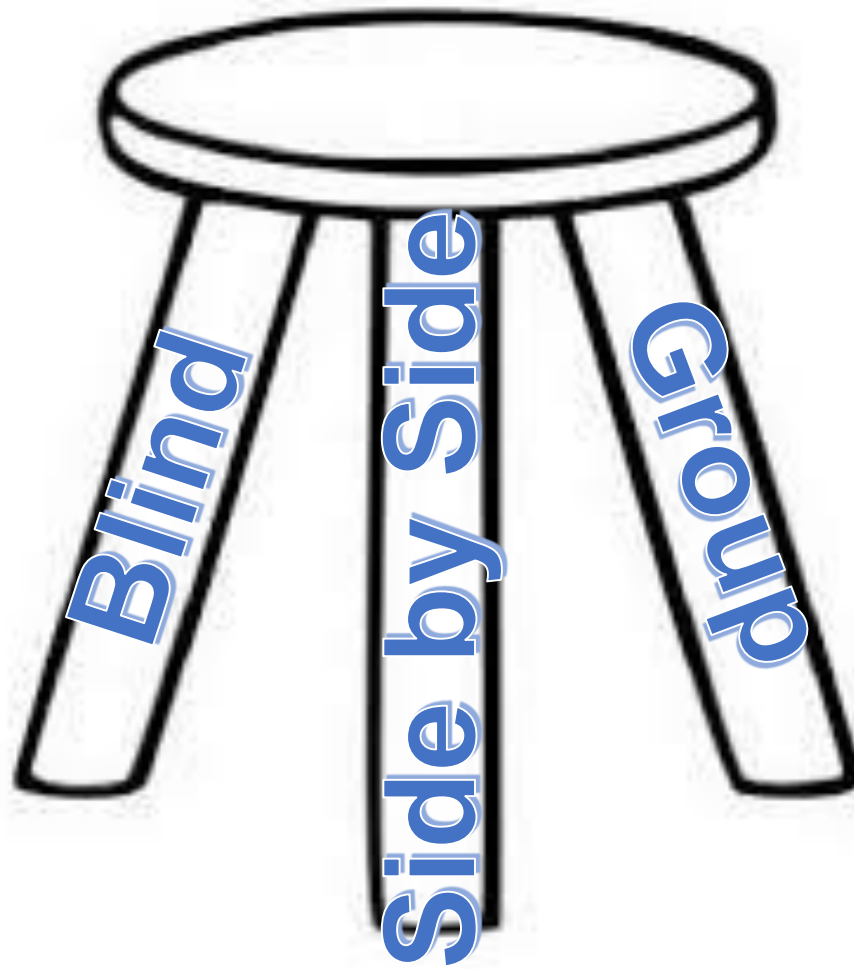
## EXCELLENCE

"Excellence is an art won through training and habituation. We are what we repeatedly do. Excellence, then, is not an act but a habit."

- Aristotle



# Three Legged QA Approach



# Current Field QA Standard

**904.4.2.5** As part of the QA field review of confirmed ratings, the QA Designee shall ensure that the minimum rated features of a rating are independently confirmed (i.e. confirmation of geometric characteristics, inspection of minimum rated features, and completion of any necessary performance testing) to determine whether the rating and/or diagnostic testing were accurately completed by the Rater, and determine whether information was completely collected and reported as required in 303.1 of Chapter 3 of these Standards.

**904.4.2.8** If a QA Designee is required to complete an onsite QA inspection on at least two (2) homes for a given Rater, the QA Designee may use one centralized – proctored rating QA event, and only one, for review of the Rater in lieu of an independent confirmation of the rating for the home as required for the balance of homes evaluated for the onsite inspection process.





# Blind QA



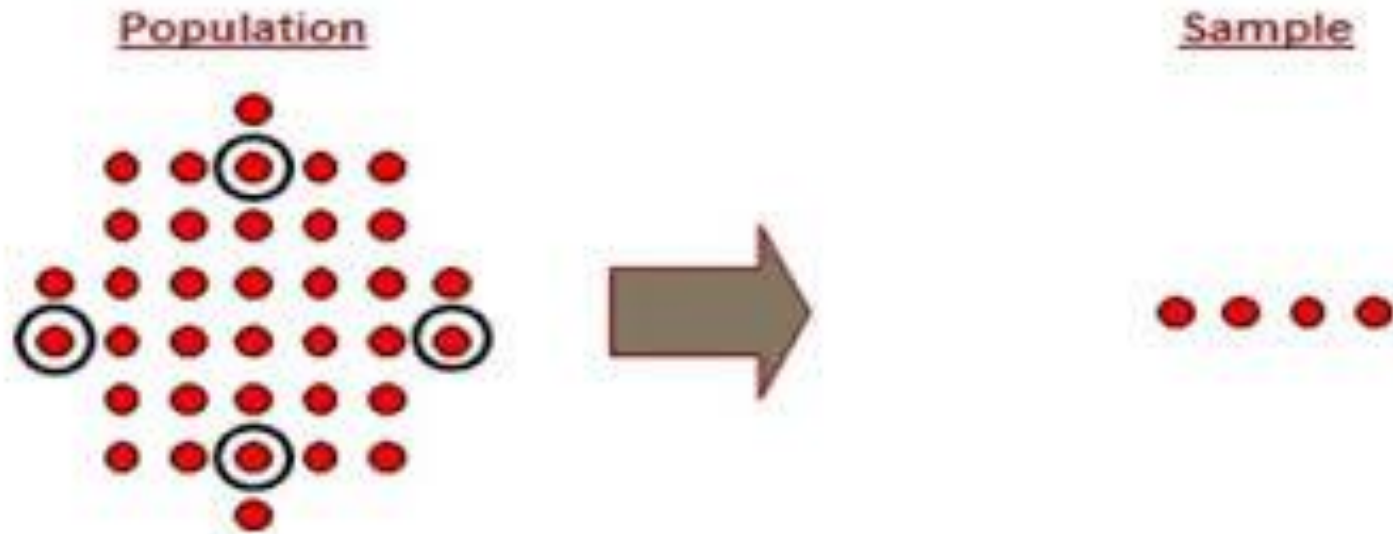
# Blind QA



*Well, choice "A" was refreshing and sweet, but choice "B" was a bit more bitey and scratchy, so I think I'll go with "A".*



# Blind QA



# Blind QA





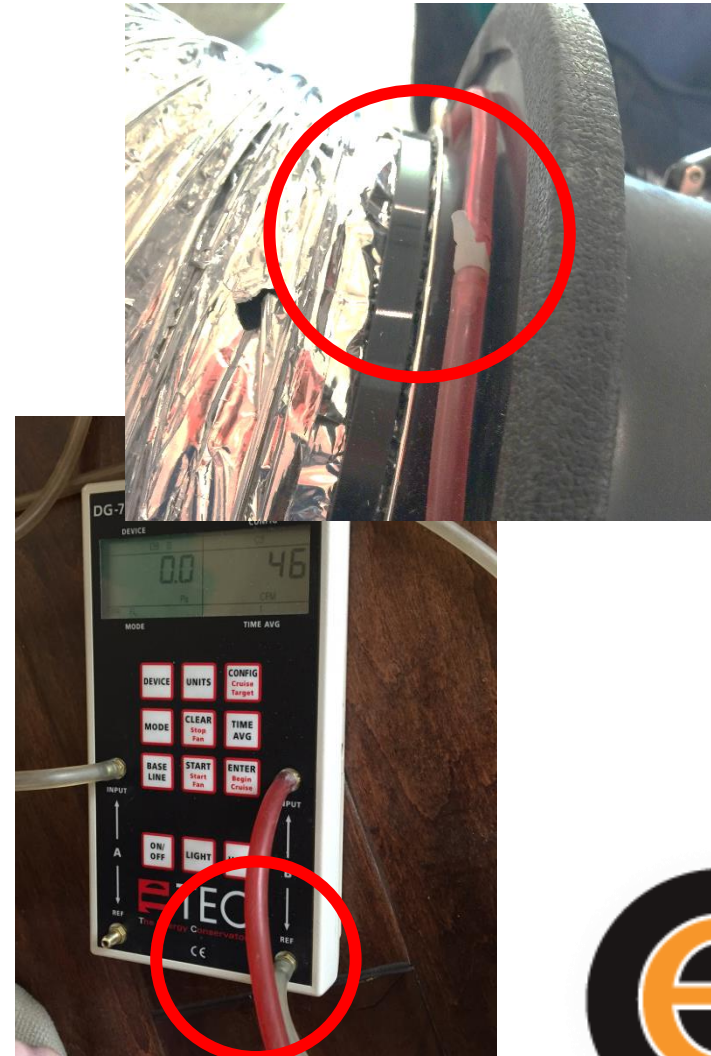
# Value of Side-by-Side

A Rater Partner Called with a Mystery:

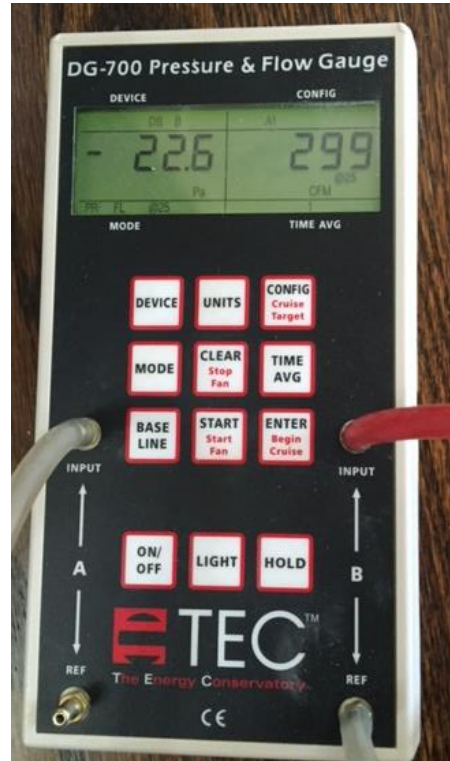
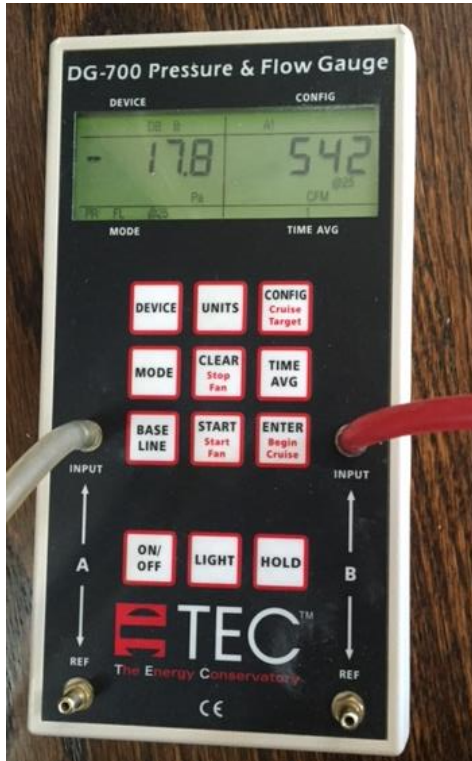
- Houses easily meet 2009 LTO
- Seriously not meeting upcoming 2012 4% Total leakage
- No amount of pookie fixed it.

We were stumped.

As I set up during my Field QA visit, a lightbulb went off for both of us...

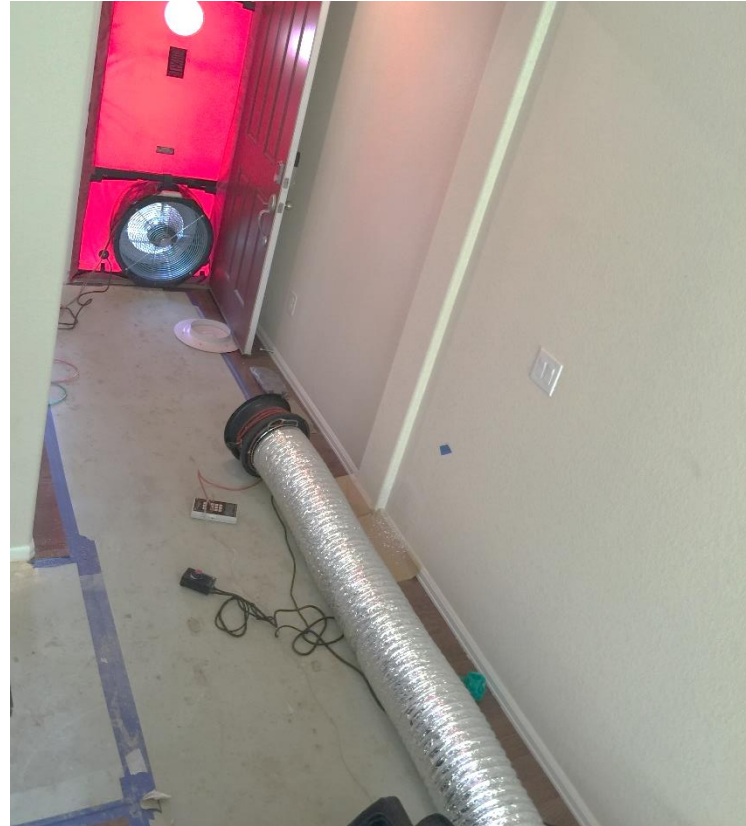


# Value of Side-by-Side



# Value of Side-by-Side

- Why was our leakage to outdoors number different from the Rater's?





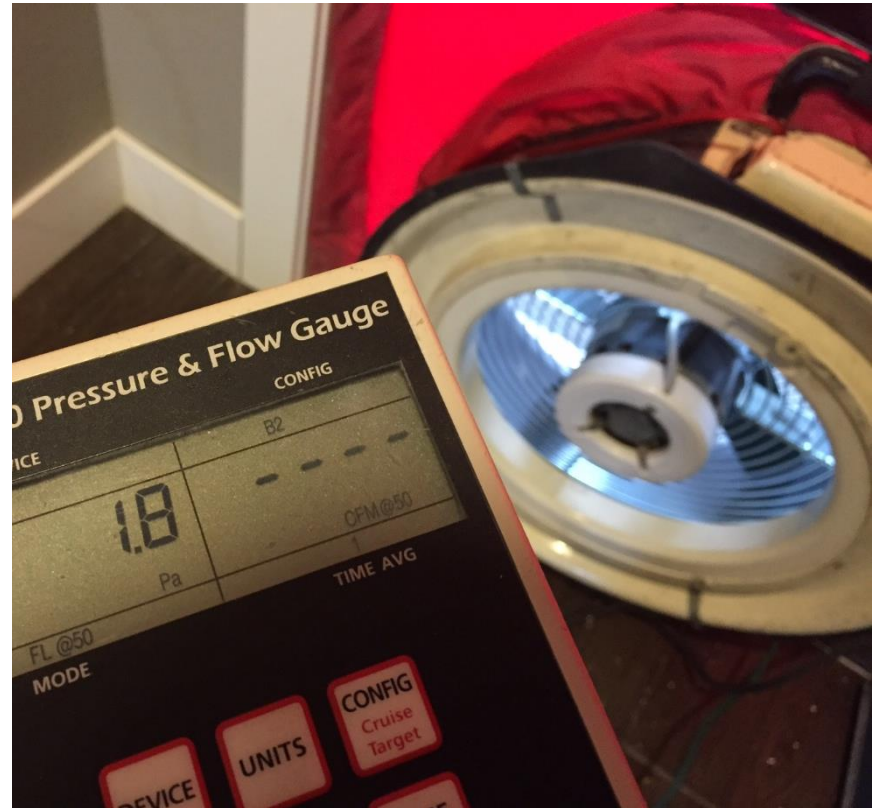
# Value of Side-by-Side

Close doesn't  
always count



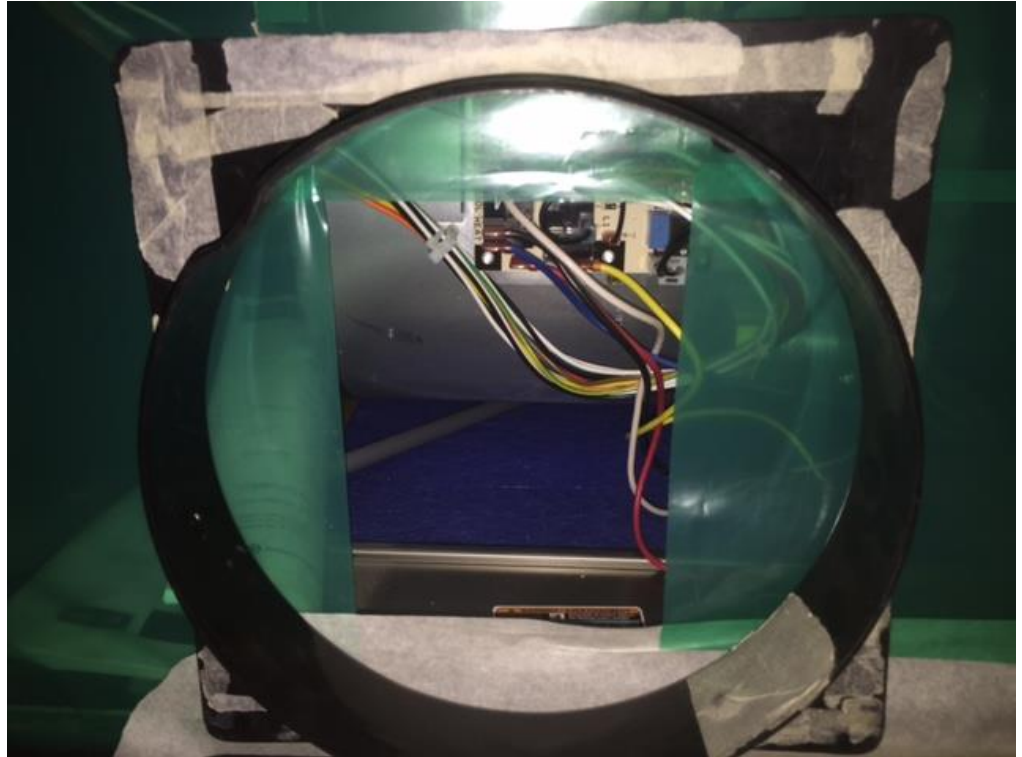
# Value of Side-by-Side

Put a ring on it...



# Value of Side-by-Side

Square hole in a  
round hole



# Value of Side-by-Side

A little too hands-on





# Value of Side-by-Side

Not a shower cap!





# Value of Side-by-Side

## Chapter 8 Protocol



# Value of Side-by-Side

QA doesn't have to be all about the HERS score!



# Proctored QA Event



# Proctored QA Event

50 55 60 65 70 75 80 85 90

58

63

66

68

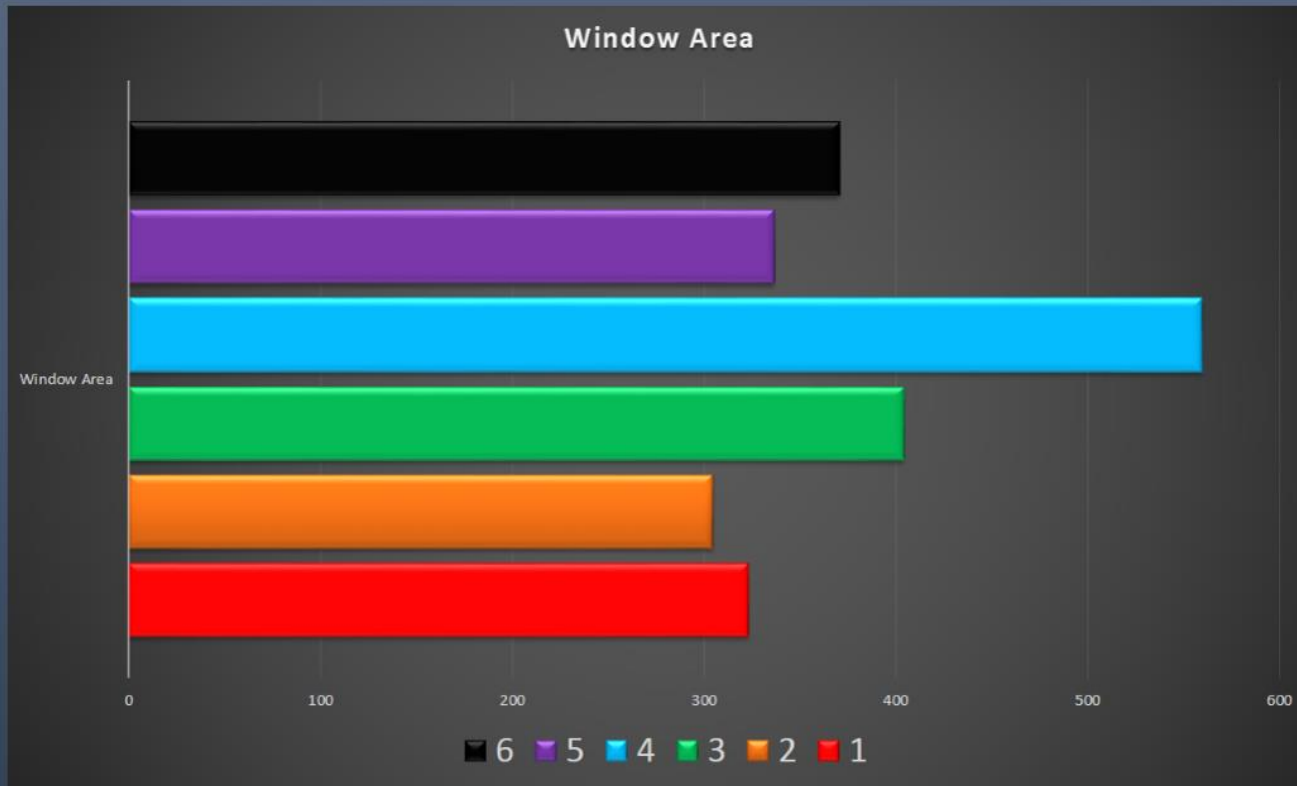
69

88

- 1- Red
- 2- Orange
- 3 - Green
- 4- Blue
- 5- Purple
- 6- Black

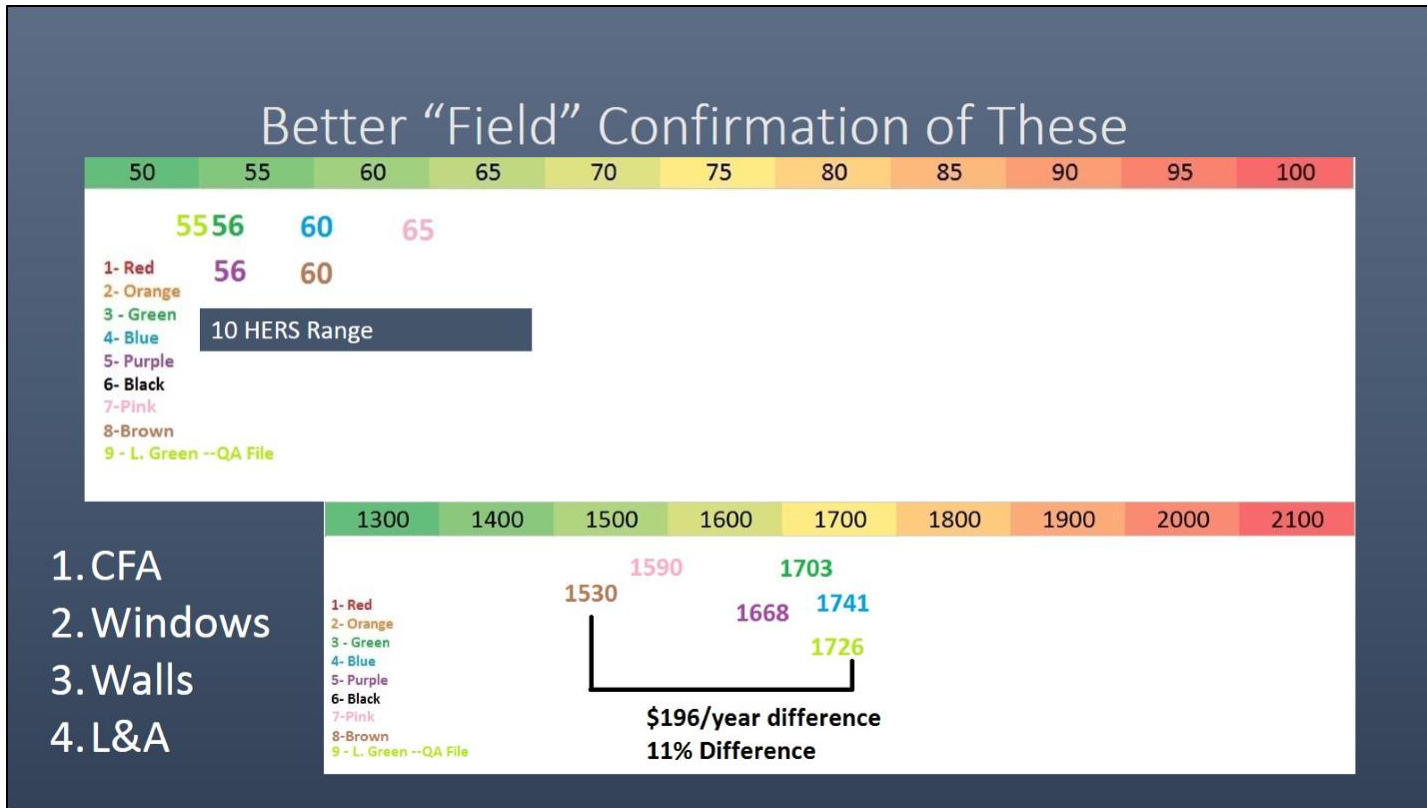


# Proctored QA Event

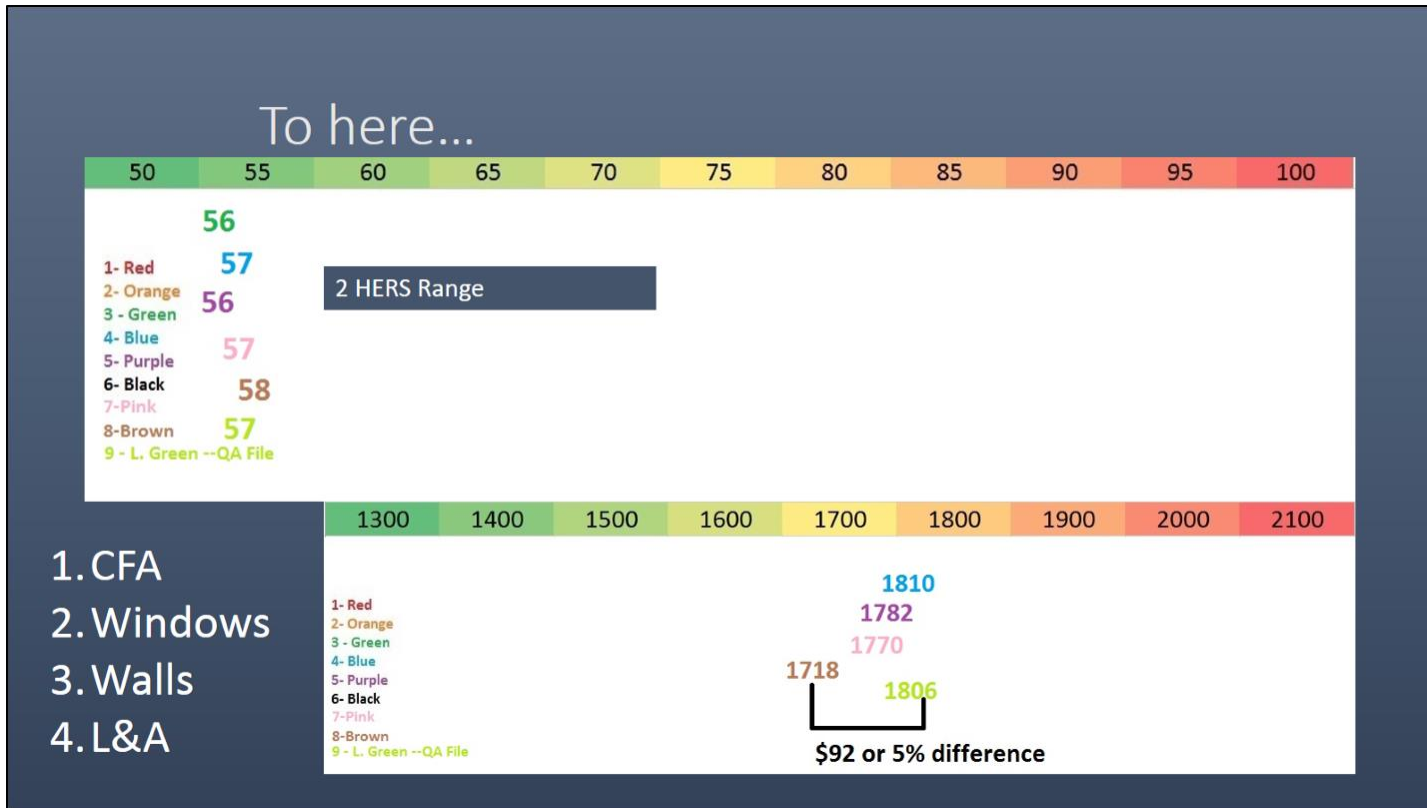




# Proctored QA Event



# Proctored QA Event



Bonfires Sessions Ropes Courses Hiking Camping Craft Beer  
Camaraderie RaterOlympics Live Music Tournaments Attendee Led  
Break-Out Groups Time in the Sunshine Canoeing Basketball  
RESNET® CEUs Speakers that Hang Out After the Sessions End  
RaterJams BPI CEUs Small Group Setting Rocky Mountain Venue  
All Inclusive Price



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