

## **"Enhancing the Quality of Our Product" RESNET's Enhanced Quality Assurance Procedures**

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### **Presentation Outline**

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- ☐ Why Important
- ☐ DRW Steps to QA Compliance
- ☐ DRW as a Provider
- ☐ DRW Role with RESNET

## Why Important

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- ☐ Internal system integrity
  - Maintains consistency
  - Allows system to evolve in a fair way
- ☐ External system integrity
  - Outside program and organization trust
  - Home buyer/owner trust
- ☐ Promotes fair competition
  - Level playing field amongst providers and raters
  - Barriers to entry for less ethical organizations/ individuals
  - Weeds out or straightens out those already in the system who are less ethical

## DRW Steps to QA Compliance

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- ☐ DRW is a Provider with only "internal" raters
- ☐ Educated staff on QA requirements
- ☐ Determined who QA Designee would/should be
  - Plan Review Manager too close
  - Field Inspectors too close
  - Operations Manager (Michael Hansen) just right
    - ☐ Already providing oversight
    - ☐ IT knowledge – database
    - ☐ Field verifications with assistance of others
    - ☐ Needed to get rater certification (should be required!)
- ☐ Designee attended KBSI for rater training
- ☐ Designee taking QA Designee Test at RESNET

### DRW as Provider

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- ☐ New system in place prepares us for adding outside raters
- ☐ May change Designee as number of outside raters grows

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### DRW Role with RESNET

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- ☐ Experience allows us to provide QA services to other Providers, regionally and nationally
- ☐ Would like to provide QA of Providers for RESNET as a contractor

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