



BUILDING
PERFORMANCE
INSTITUTE, INC.

BPI Quality Assurance

Policies & Procedures Manual

**RAISING THE BAR IN BUILDING
PERFORMANCE CONTRACTING**

Vision of BPI

To be the global leader in developing a highly professional building performance industry.

Mission of BPI

To ensure that the professional bar for excellence in building performance contracting is established and maintained at the appropriate level by creating and regularly updating technical requirements through an open, transparent consensus development process.

To measure the knowledge, skills and competency of individuals, and to evaluate the organizations impacting building performance using an integrated certification, accreditation and quality assurance program designed to support the building performance contracting industry.

To offer added value support services that promote and stimulate infrastructure development with an emphasis placed on education and outreach, in regard to the benefits of the building performance industry.

Motto of BPI

First, do no harm...to life, limb or property.

Slogan of BPI

Raising the Bar in Building Performance Contracting

Acknowledgements

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Disclaimer

BPI will make a reasonable effort to keep the most up to date version of this document posted at www.bpi.org. Before participating in any available service through BPI it is recommended that you check with BPI to ensure that you have based your decision to proceed on the most up-to-date information available. BPI reserves the right to modify the documents prior to accepting any application.

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Terms and Definitions

BPI Certification – A rigorous, credible, and defensible written and field examination process administered to individuals by BPI or its affiliates, to prove knowledge, skills and professional competency in the building performance industry designations.

BPI Certified Professional – An individual who successfully passes the BPI written and field examination requirements for certification.

BPI Knowledge Essential Task List (KETL) – The comprehensive list of knowledge, skills and tasks an individual is expected to demonstrate mastery of, in order to earn BPI certification. **PLEASE NOTE:** BPI is replacing its current Knowledge and Skills Areas for Testing with the KETL's as they are updated and available for each designation.

BPI Recognized Training – Formal building science based instruction that has been proven to have pertinent elements in its curriculum that aligns with the BPI KETL and BPI National Standards.

Quality Management System – The set of policies and procedures an organization commits to follow to ensure the delivery of quality building performance contracting services which includes, but is not limited to, quality planning, quality control, quality assurance and quality improvement.

Quality Planning – The preparatory actions organizations undergo to determine the impact that their decisions and actions will have on their quality management system.

Quality Improvement – Changes in the quality management system made when an alteration to one or more of the processes is necessary, as is indicated by ongoing feedback.

Quality Control – The observation techniques and activities used internally by an organization to evaluate the effectiveness of their quality management system and to provide feedback that may result in quality improvements.

Quality Assurance – The observation techniques and activities used externally by an organization to evaluate the effectiveness of their quality management system and to provide feedback that may result in quality improvements.

BPI Quality Assurance Provider – An independent third party entity qualified by BPI to deliver quality assurance services.

BPI Accredited Organization – An entity that complies with certain requirements set by BPI that is intended to enhance the delivery of consistent, quality focused building performance services.

BPI National Standards – The set of technical protocols and procedures that have been developed through an open, transparent, consensus based process and when followed, may achieve satisfactory levels of building performance.

BPI Quality Assurance Program – A set of requirements used to ensure conformance to certain requirements established by BPI.

BPI Accreditation – A credentialing process for business organizations, administered by BPI, that evaluates certain business practices, technical operations and quality management systems necessary to ensure that building performance can be delivered.

BPI Affiliate – An organization with appropriate staff and other resources that is qualified by BPI to deliver services to expand the network of building performance industry professionals.

BPI Written Examination Proctor - An individual qualified by BPI to deliver written examinations on behalf of a BPI Affiliate.

BPI Field Examiner - An individual qualified by BPI to deliver field examination services on behalf of a BPI Affiliate.

Introduction to BPI

Building Performance Institute, Inc. (BPI) is a recognized global leader, supporting the development of a highly professional building performance industry through individual and organizational credentialing and a rigorous quality assurance program. BPI offers the following:

- certification of individuals in evaluation, mechanical, envelope and multi-family designations
- accreditation of organizations committed to using a quality management system
- quality assurance to verify conformance and provide feedback
- affiliation of organizations capable of providing localized delivery of BPI services
- open, transparent, consensus developed national technical standards based on sound building science

BPI, in cooperation with the building performance industry stakeholders, are able to establish a professional performance bar at an appropriate level that ensures the consistent delivery of exceptional building performance service to those entrusting the BPI brand.

Headquartered in the Saratoga Technology + Energy Park (STEP) in Malta, New York, BPI is now supported by organizations around the globe. BPI originated in 1993 by a group of building tradesman, product manufacturers, and a number of public program professionals. Their vision was to create a resource for independent, third-party verification of worker skills in the weatherization industry and building trades. In 1996, the first certifications were issued for weatherization auditors and installation personnel. Since that time, BPI has expanded its capabilities to serve not only the weatherization industry, but also the growing building performance contracting industry from both a residential and multifamily buildings perspective.

Introduction to BPI Quality Assurance

BPI Quality Assurance offers a substantial value to each entity interested in the results provided. As part of a voluntary credentialing system, quality assurance is an extremely powerful tool for communicating the level of professional excellence that a BPI Accredited organization consistently demonstrates with its customers. Quality assurance also provides valuable feedback to the organization that can lead to a better trained staff, stronger internal quality controls, improvements in customer satisfaction, retention and referral, projects that perform exceptionally, risk management opportunities and increased profitability. Coupled with certification and accreditation, this trio of services provides key tools for a highly professional organization, committed to building performance that can truly differentiate itself from its competition.

For BPI, quality assurance provides a basis for understanding those that are awarded BPI Accreditation utilize their internal quality control processes to help them conduct work that is in conformance with the BPI National Standards. From the businesses' perspective, quality assurance provides an essential quality feedback loop that can be used for quality improvements. Quality assurance provides consumers with a level of confidence that the BPI Accredited organization they select for a project is going to meet or exceed their expectations, due to higher standards. Finally, for program sponsors such as utilities, states or others who are interested in stimulating building performance industry growth, BPI quality assurance provides an independent, third-party assessment of an organizations performance.

This policies and procedures document provides information about the BPI Quality Assurance Program useful to BPI Accredited organizations.

BPI Quality Assurance Program Description

The BPI Quality Assurance Program is designed to confirm that the work of the BPI Accredited organization is in conformance with the requirements of the BPI National Standards. Building Performance Institute, Inc. integrates the organizational requirements for establishing quality assurance into its BPI Accreditation program. BPI Accreditation, coupled with the BPI Quality Assurance Program, is designed to reward those organizations, who commit to, and more importantly deliver, consistent, quality oriented, building performance services and provide a level of feedback to the organization that can be used to assist them in quality improvement. Organizations, who meet certain demonstrable standards of performance, are also authorized to use the BPI brand in conjunction with their building performance services. Full details on accreditation are available in the BPI Accreditation Policies & Procedures. As it relates to this quality assurance program, BPI Accredited organizations must have an established quality management system that meets the requirements detailed.

How does Quality Assurance Work?

BPI requires that organizations implement internal quality control procedures and agree to participate in ongoing quality assurance administered by BPI. This is a prerequisite to becoming recognized as a BPI Accredited organization. This also helps form the basis for ongoing quality assurance verification by BPI. BPI Accredited organizations perform work in accordance with the protocols provided in the BPI National Standards and with the terms of their Accreditation Agreement. For conformance with BPI Accreditation requirements, all completed projects shall receive a final signature from the customer indicating that their project work has been completed to their satisfaction. BPI will provide BPI Accredited organizations with standardized forms for recording pertinent information relating to each project. For ease of transfer to BPI, this information shall be maintained in a database format. The organizations will record and keep on file specified levels of project and performance information. Documentation of work completed shall be recorded and periodically reviewed under the BPI Quality Assurance Program.

BPI will use a combination of periodic surveys of customers, telephone interviews as well as field and file reviews on a percentage of BPI Accredited organizations' projects to evaluate conformance with BPI National Standards. Under the terms of the BPI Accreditation Agreement, BPI is responsible for evaluating conformance of the BPI Accredited organization to BPI National Standards and other obligations and for providing feedback.

Quality Assurance Procedures for BPI Accredited Organizations

Submission Requirements

BPI Accredited organizations are enrolled in the BPI Quality Assurance Program upon signing their Accreditation Agreement and paying the Quality Assurance Program fee. There are no separate application procedures.

Requirement for Quality Management System

BPI Accredited organizations must maintain internal systems of quality control governing their operations. Quality control procedures will involve some combination of the use of quality manuals; project specification; training of the staff to the BPI National Standards and organizational management procedures; testing of key parameters before and at the end of each project; accurate documentation on every project; timely electronic submission of certain information to BPI upon request and procedures for resolving disputes with customers in a timely, effective and professional manner. Implementing and operating an internal Quality Management System acceptable to BPI is a

requirement of BPI Accreditation. BPI provides a basic summary of Quality Management System components but allows the organization flexibility to develop a system tailored to the business model.

Documentation System and Reporting

The BPI Accredited organization shall maintain internal records ensuring data on projects is collected and maintained in a format that is retrievable. Upon request, a list of projects impacted by BPI National Standards must be submitted to BPI and certain data must be reported for specific projects as part of a QA review.

Quality Assurance Fees

Each BPI Accredited organization shall pay BPI an annual fee for quality assurance services. Fees are based on the organization's gross business revenue for residential work that involves measures with BPI National Standards (i.e., number of projects where BPI measures are installed). Current BPI fee schedules for application, annual accreditation and quality assurance are available from BPI by calling 1-877-274-1274 or at www.bpi.org.

Obligations of BPI in Administering the BPI Quality Assurance Program

With respect to BPI Accredited Organizations, BPI shall:

1. Perform periodic, but no less than annual, Quality Assurance reviews of each accredited organization's performance.
2. Post on the BPI website and provide notification to BPI Accredited organizations' information regarding changes in policies and procedures and BPI National Standards; and provide ample lead time for conformance to the new requirements in accordance with these changes.
3. Periodically, report quality assurance results to accredited contractors.
4. Use Quality Assurance results or other verifiable information to provide feedback, or to take action, based on the level of conformance or non-conformance to BPI National Standards and Accreditation requirements.

Obligations of BPI Accredited Organizations in the QA Program

BPI Accredited Organizations shall:

1. Maintain accurate records for each project and deliver these to BPI upon request.
2. Allow the BPI Quality Assurance Program representative to conduct its verification work without hindrance, interference or requirements to be on the project site.
3. Not hold BPI liable for work conducted under the BPI Quality Assurance Program.
4. Pay invoices for services to BPI on a timely basis, net **thirty (30) days**.

Specific Requirements for the Field Verification

BPI conducts measurement and verification of a percentage of projects based on a variety of determining factors. BPI records observations of work that are not in conformance with BPI National Standards. Any discrepancies between the records of the verifier and the BPI Accredited organization shall be reviewed further by BPI Staff. Information from these visits shall be reported directly to the BPI Accredited organization and not to any other party without agreement.

Role of the Quality Assurance Program in QA Delivery - Conformance Requirements

The BPI Quality Assurance Program is designed to assure that the work of the BPI Accredited organization is in conformance with the requirements of the BPI National Standards and the Accreditation Agreement. BPI will use proven methodologies to assure the performance of the BPI Accredited Contractor with respect to BPI National Standards and their accreditation agreement. This, however, does not imply a BPI guarantee of conformance or performance with BPI National Standards on any specific project.