

Managing Risk Through BPI Accreditation and QA

*Raising the Bar in Home
Performance Contracting*

John Jones
BPI



Building
Performance
Institute



What is BPI Accreditation?

A professional credential awarded by BPI to contracting companies who commit to offering comprehensive “whole house” home performance solutions for their customers.



**ACCREDITED
CONTRACTOR**



Building
Performance
Institute



Why Sponsors Choose Accreditation

Minimize Risk

- Build a strong contractor infrastructure capable of delivering “house-as-a-system” energy retrofits.
- Ensure that contractors’ work conforms to standards.
- Customer dispute resolution system in place.
- Independent, third-party quality assurance.



Building
Performance
Institute



Keys to Success in Home Performance Contracting

- **Minimize risk**
- **Verify the quality of your work**



Building
Performance
Institute

One Reason to Get Accredited

To reduce to the maximum extent possible your company's exposure to risk.



Building
Performance
Institute



How to Minimize Risk

- Invest in training for employees
- Get key employees professionally certified
 - Building Analyst + Specialty Certification
- Commit to educating customers
- Conduct comprehensive assessments
- Utilize a customer dispute resolution system
- Keep accurate records... (wait there's more.)



Building
Performance
Institute



How to Minimize Risk

- Commit to a quality management system
 - Drive decision making into the field
 - Encourage employees to problem solve



Building
Performance
Institute



How to Minimize Risk

- Get to the root cause of callbacks
- Allow employees the freedom to make the changes that will reduce or eliminate callbacks.



Building
Performance
Institute

What is a *Callback*?



Building
Performance
Institute



What is a *Callback*?

The most significant investment a company can make in building a negative image with its customers.



Building
Performance
Institute



The Other Reason to Get Accredited

Differentiate yourself from your competition by verifying for your customers that you are delivering the performance improvements that they expect.



Building
Performance
Institute



Measurement and Verification

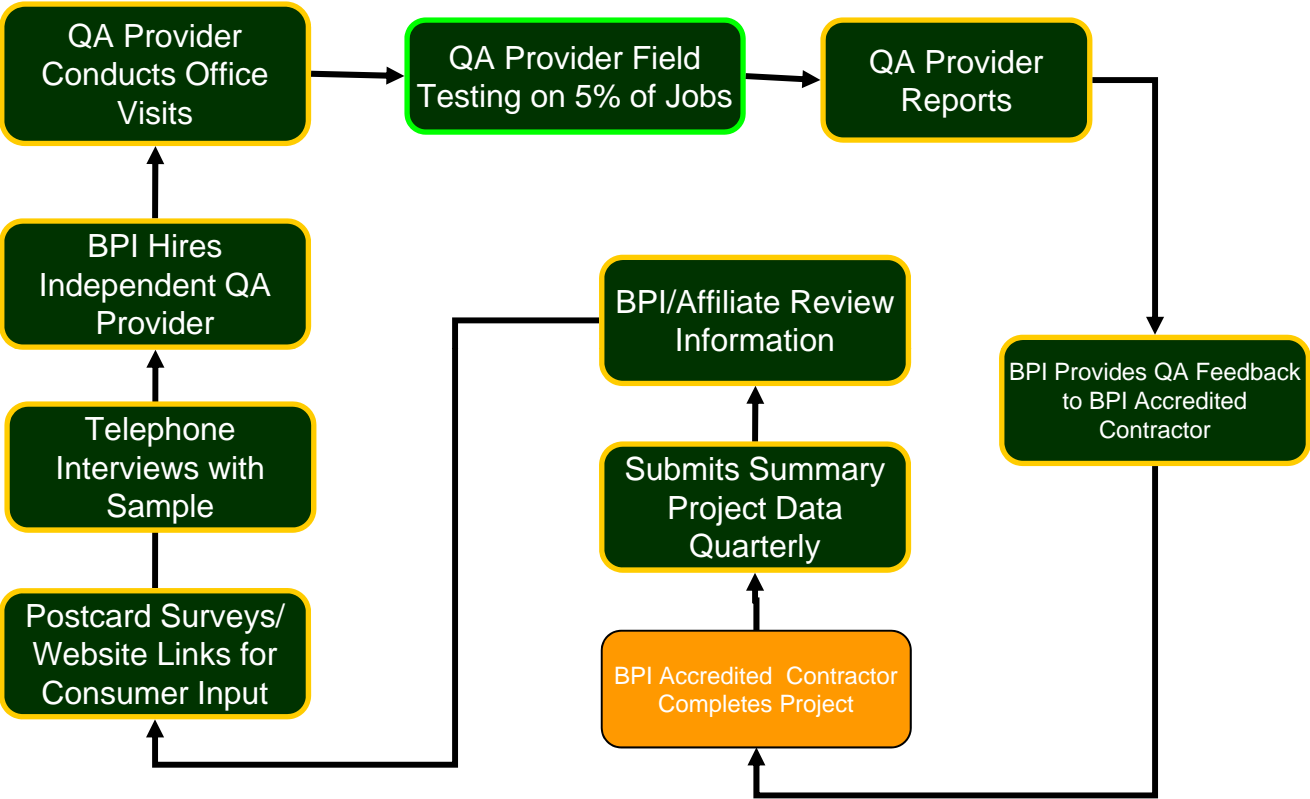
- “Test In” on every job to diagnose specific problems and determine the root cause of these problems needing correction.
- “Test Out” on every job to verify that the work achieves the performance expectations of you and your customer
- Commit to having an independent, third-party quality assurance system verify the performance of your completed projects.



Building
Performance
Institute



BPI Quality Assurance Model



Building
Performance
Institute

