

Quality Assurance

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Tifton Campus Conference Center



Georgia State Financing
& Investment Commission

GSFIC

Professional
Partnership Workshop

Quality Assurance Defined

- **Quality Assurance**

- a program for the systematic monitoring and evaluation of the various aspects of a project, service, or facility to ensure that standards of quality are being met

Merriam-Webster Dictionary

Quotes on Quality

- “Quality in a service or product is not what you put into it. It is what the client or customer gets out of it.” ~Peter Drucker
- “Give them quality. That’s the best kind of advertising.” ~Milton Hersey
- “Always do things right. This will gratify some people and astonish the rest.” ~Mark Twain
- “Quality means doing it right when no one is looking.” ~Henry Ford
- “Quality is more important than quantity. One home run is much better than two doubles.” ~Steve Jobs

May the Force Be With You

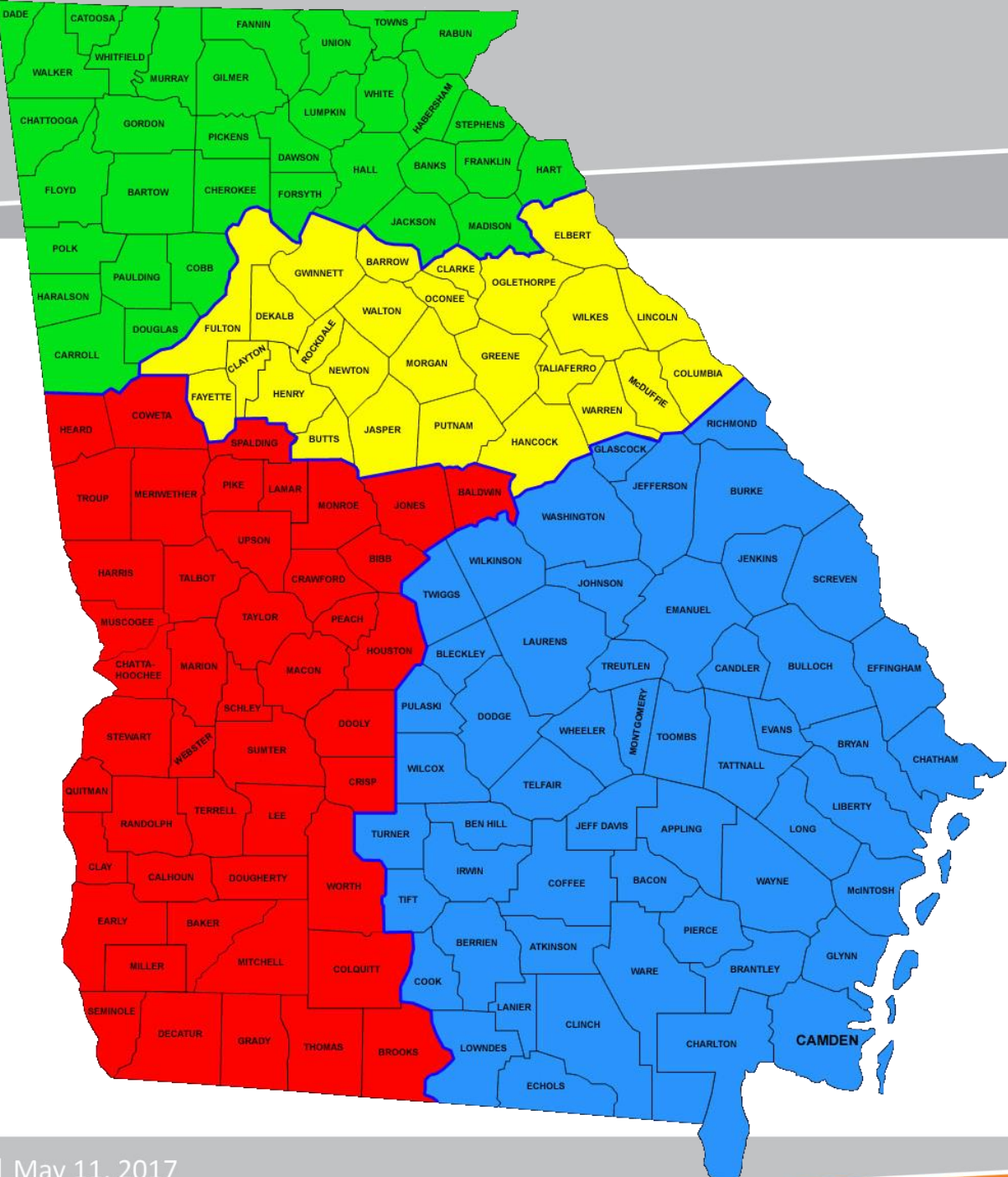
“No... try not.
Do... or do not,
there is no try.”
~Yoda



Quality Assurance Department

- Quality Assurance Manager
- Regional Field Staff
 - 4 Regional Quality Assurance Managers (RQAM)
 - 11 Senior Contract Compliance Specialists (Sr. CCS)
 - 13 Contract Compliance Specialists (CCS)
- Warranty
 - Assistant Quality Assurance Manager

Regions



Regional Field Staff

- Regional Quality Assurance Manager (RQAM)
 - State is divided into four Regions
 - Supervise, coordinate and support a designated group of CCSs assigned to their region
 - Communicate throughout the week with CCSs
 - Attend meetings (i.e.: OAC, pre/post construction, etc.)
 - Responsible in all phases of construction (planning to warranty)
 - Interact directly with Construction Professionals and Design Professionals, as a field manager for GSFIC
 - Responsible to ask any questions and observe any aspect of construction

Regional Field Staff

- **Contract Compliance Specialist (CCS)**
 - Maintain regular communication with GSFIC Project Manager
 - “eyes and ears” on site
 - Track construction activities for future planning and approval processes
 - Not inspectors
 - Assure work is being conducted according to the contract documents
 - Responsible in all phases of construction (planning to warranty)
 - Pay apps, change orders, force accounts, punchlist, etc.
 - Develop day to day relationship with Construction Professionals and Design Professionals to build a team environment
 - Responsible to ask any questions and observe all aspects of construction
 - Responsible to make decisions when safety issues or wrong construction practices are observed

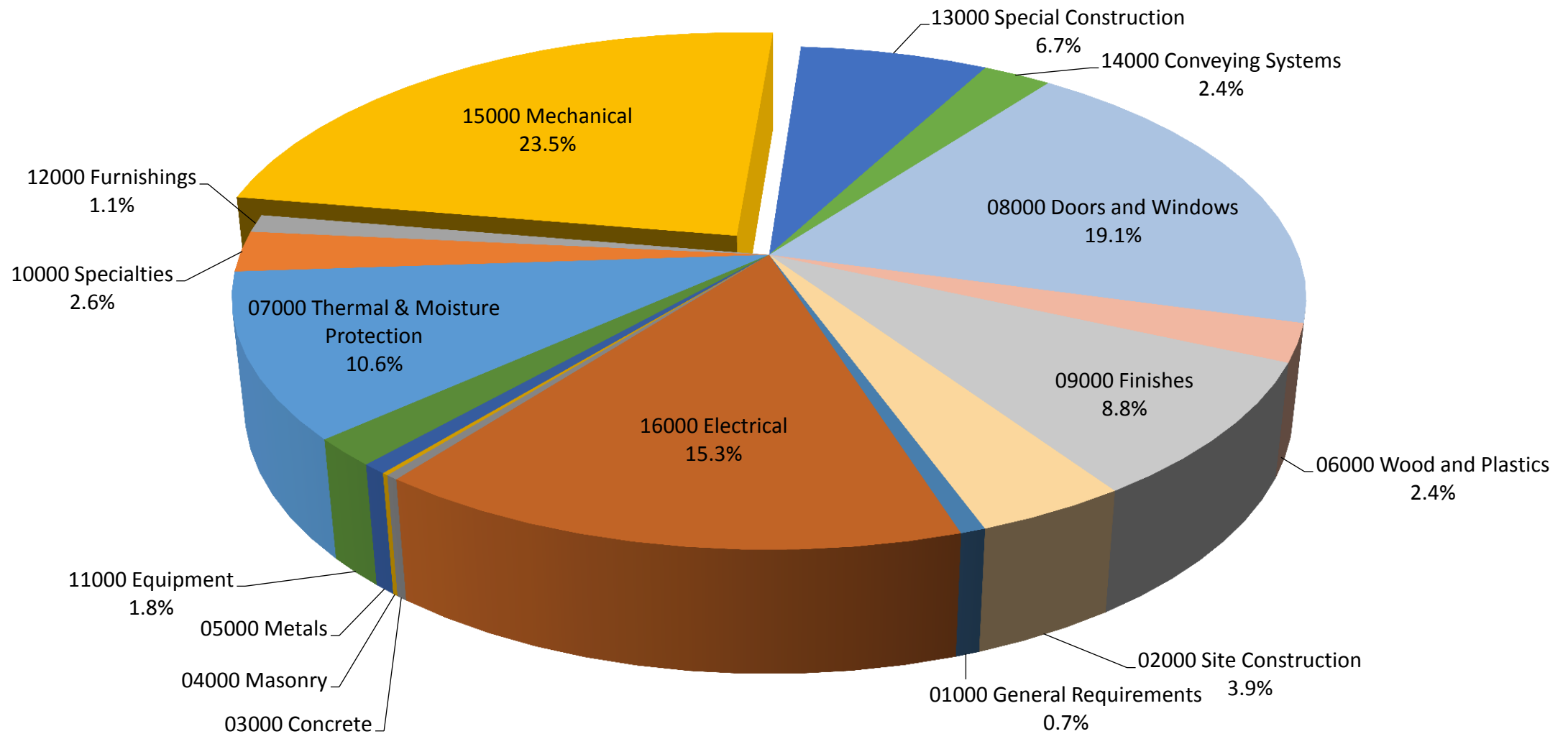
GSFIC Warranty

- GSFIC Warranty
 - Involved after Closeout and Material Completion
 - Manage warranty complaints filed during the first year, after material completion
 - Make sure the warranty process is moving forward until the complaint is complete
 - Follow-up with Construction Professional when there is lack of communication or when warranty complaints have been open too long
 - File Warranty Decision with Design Professional when questions arise about complaints.
 - Design Professional renders decision as interpreter of contract documents
 - Schedule 1-year inspections and 5-year Building Envelope inspections (if applicable)
 - Maintain a record of past complaints, in the event a tenant needs past data

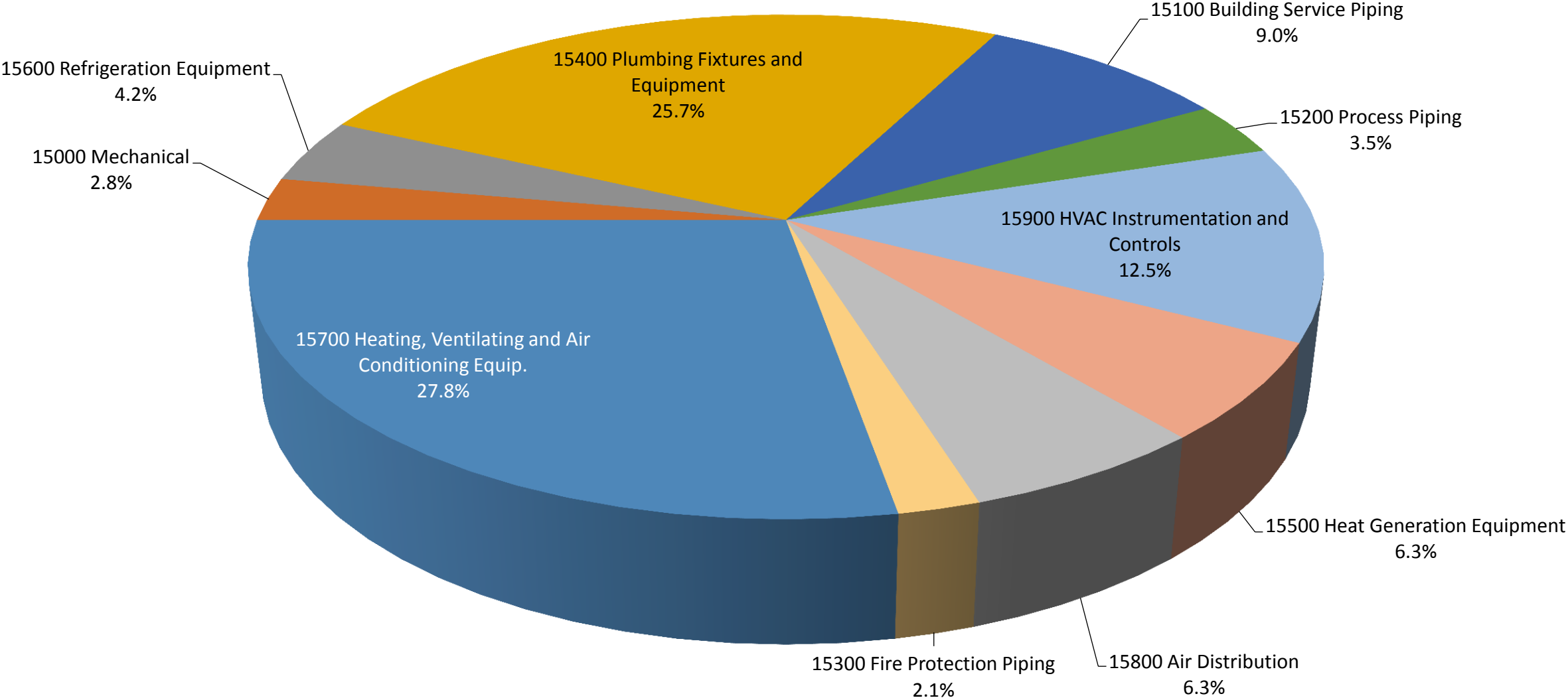
GSFIC Warranty Facts

- Construction contract requires a 1-year Warranty and Guaranty on all work executed under the construction documents
 - New construction also requires a 5-year Roof and Wall Bond
- When warranty complaints remain incomplete beyond the contract terms, the contractor's Performance Bond is used to report claims to the surety
- All complaints are now filed through e-Builder for tracking and documentation purposes
 - Communication and comments act as a historical record and protects the tenant if issues arise after the 1-year warranty has expired
 - Warranty complaints reported directly to the contractor, do not gain the benefit of Quality Assurance managing the warranty period
- The 5-year Roof and Wall Bond covers the Building Envelop after the first year (years 2-5)

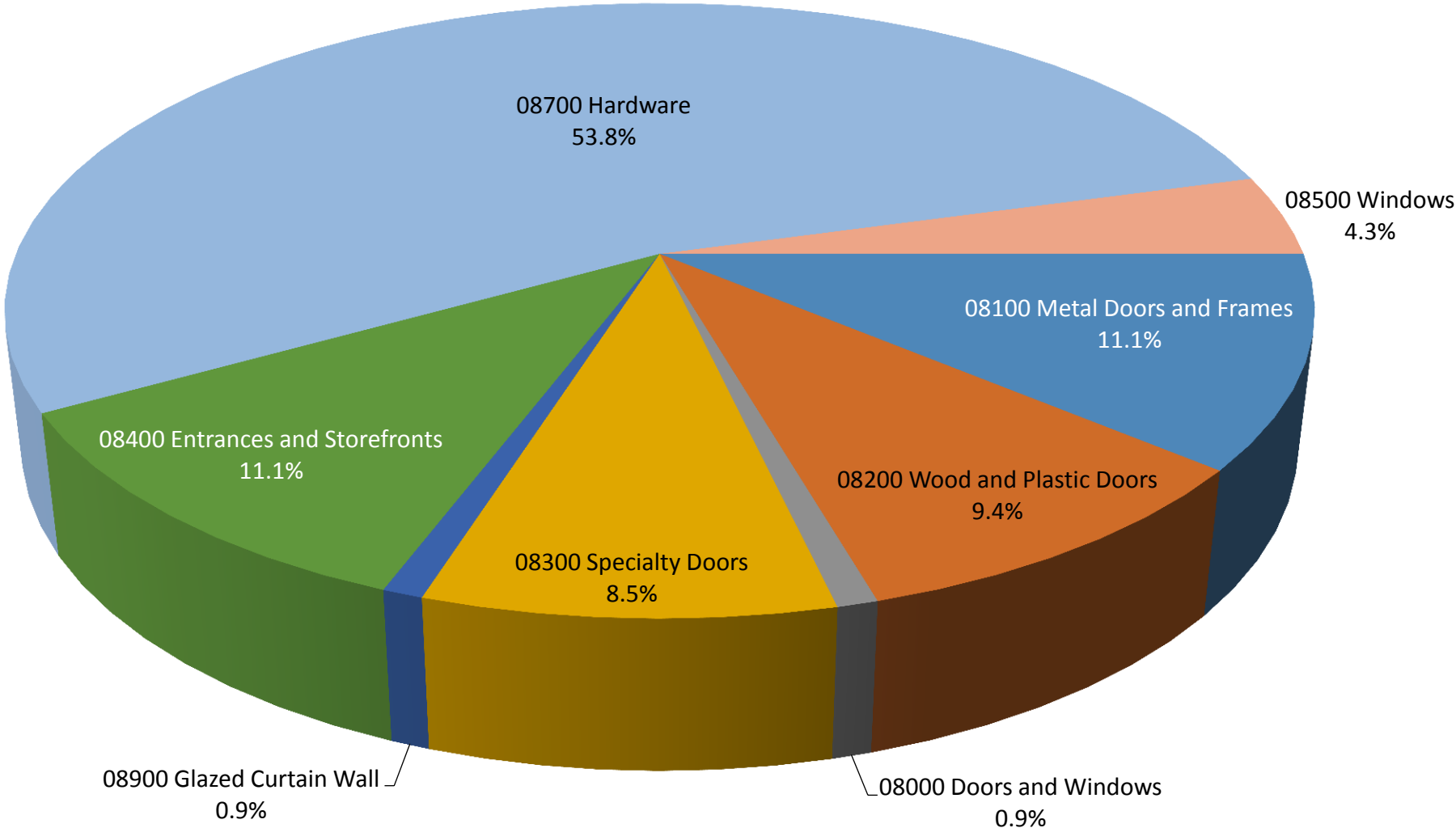
2016 Warranty Complaints



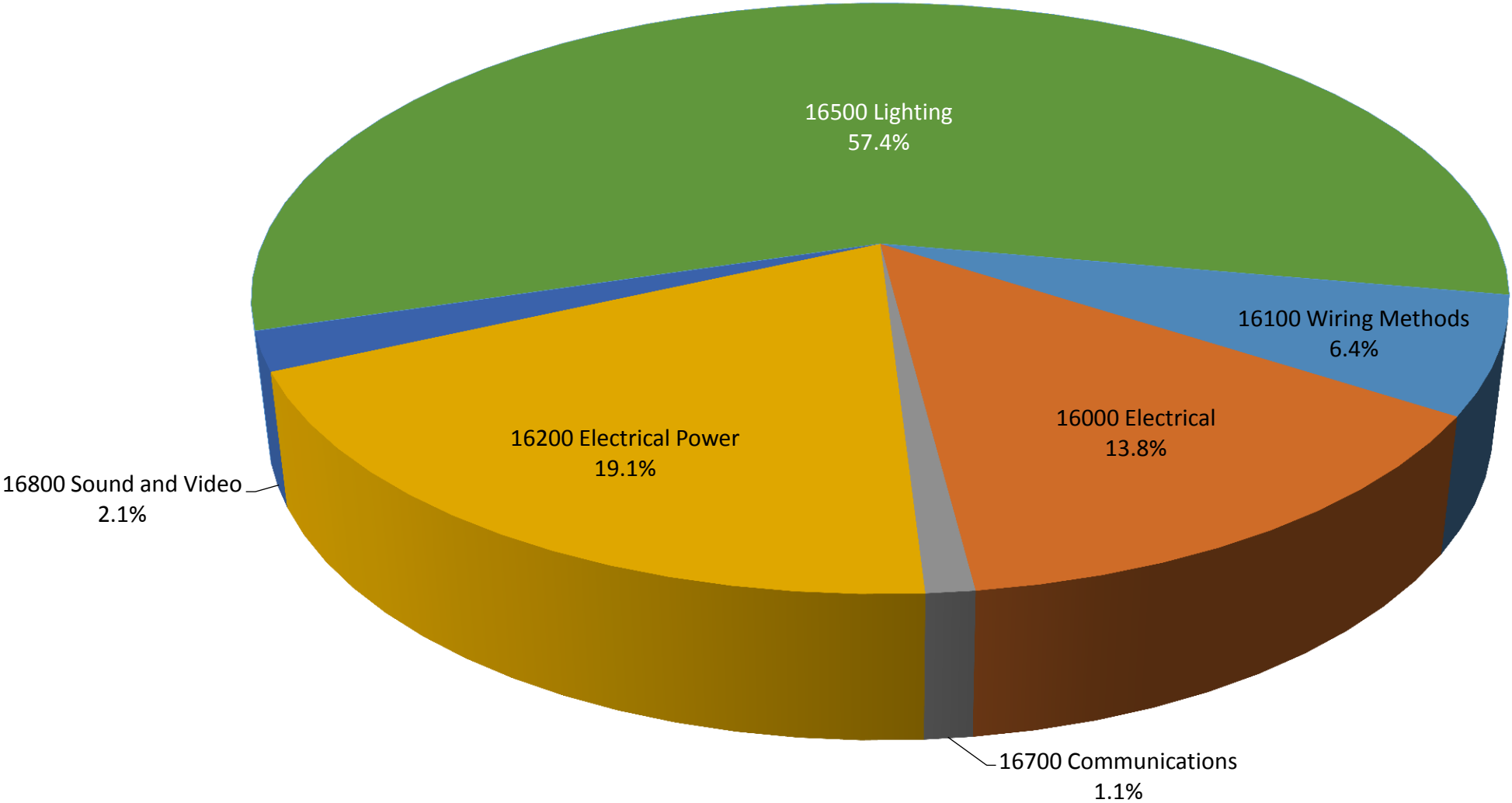
Division 15000 - Mechanical



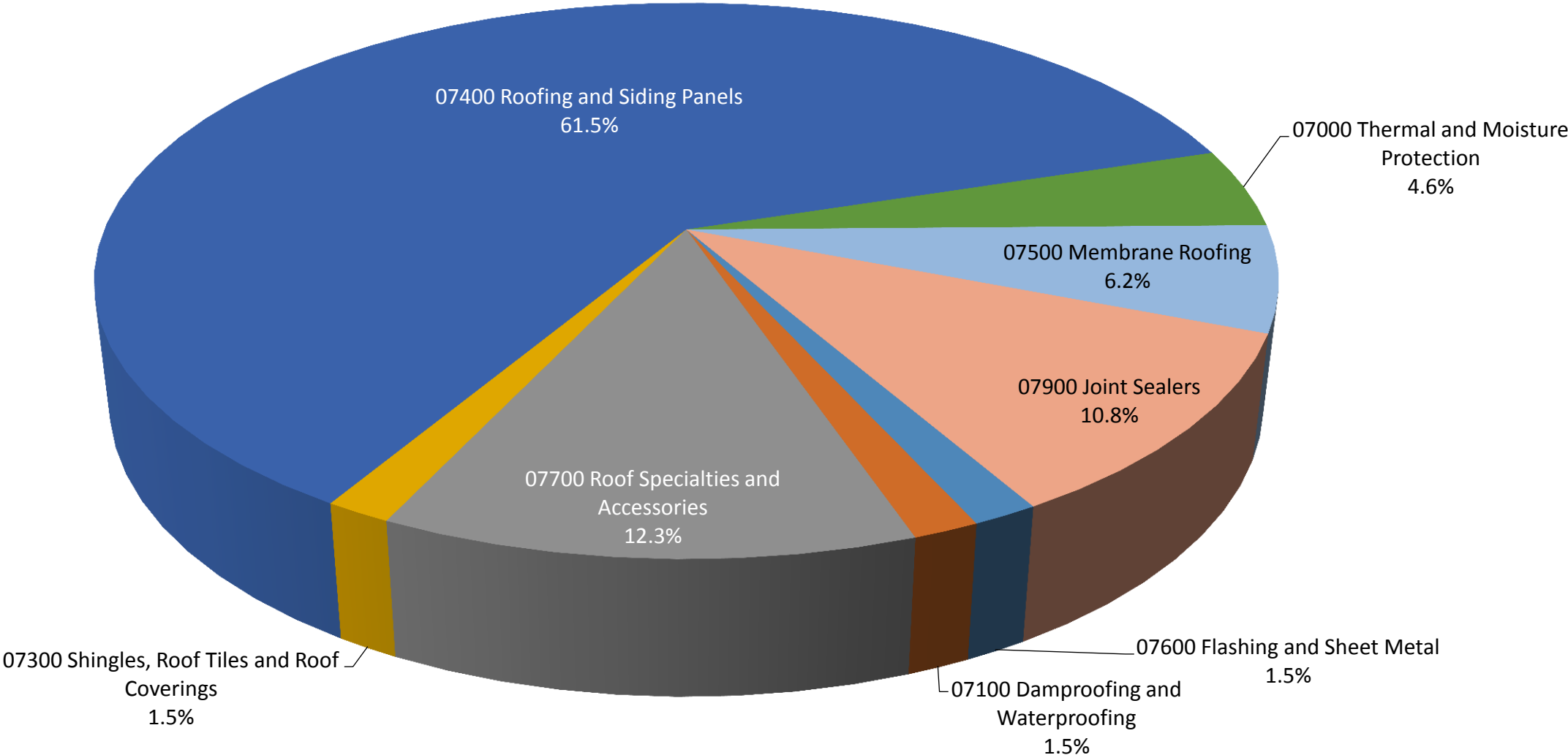
Division 08000 - Doors & Windows



Division 16000 – Electrical



Division 07000 – Thermal and Moisture Protection

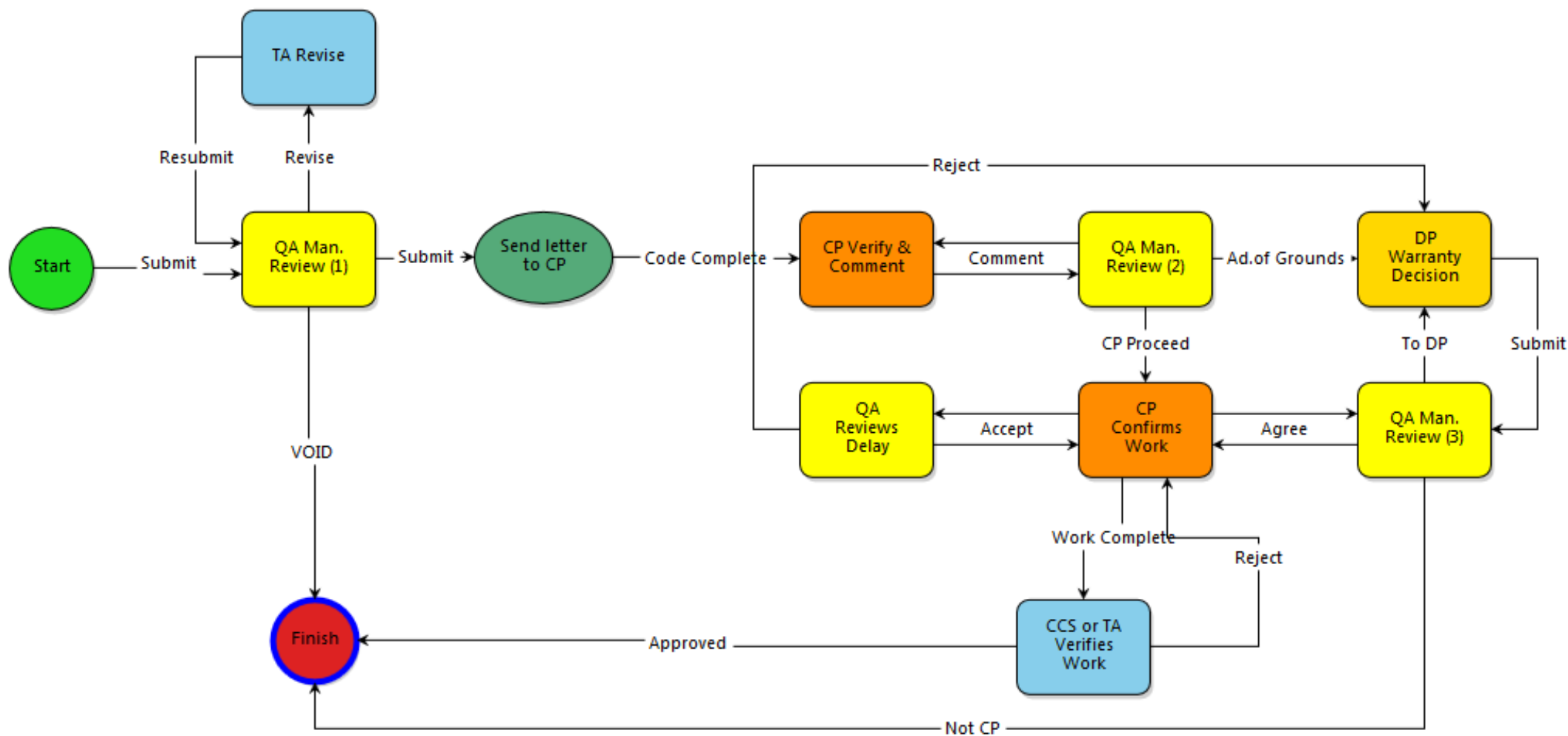


Change in Trends

2015		2016	
15000	Mechanical	15000	Mechanical
08000	Doors and Windows	08000	Doors and Windows
16000	Electrical	16000	Electrical
13000	Special Construction	07000	Thermal & Moisture Protection
07000/09000	Thermal & Moisture Protection/Finishes	09000	Finishes

- 2015 Complaints = 824
- 2016 Complaints = 614

e-Builder Warranty Complaint Process



Contact

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