



Georgia State Financing
& Investment Commission

GSFIC

Professional
Partnership Workshop

Professional Partnership Workshop

Quality Assurance

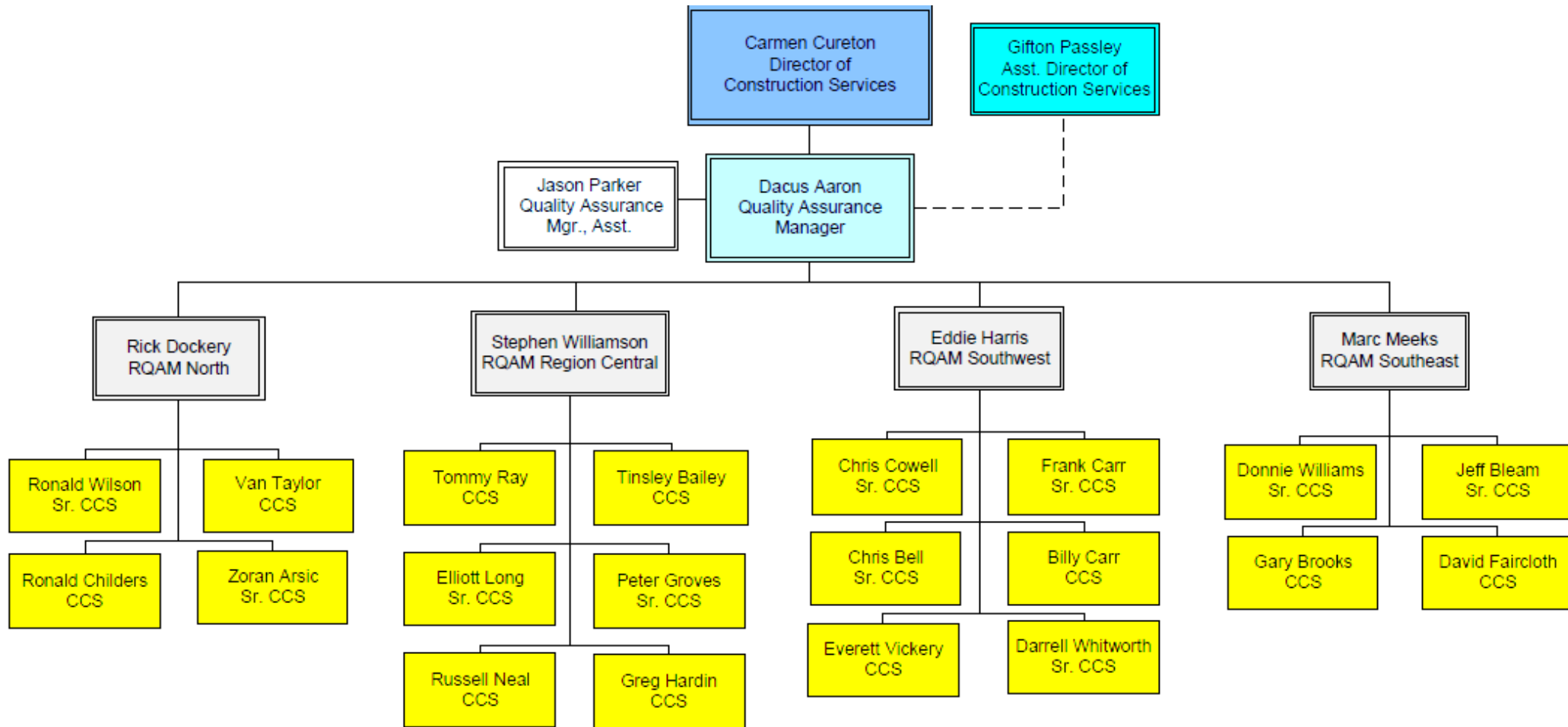
with

Dacus Aaron & Jason Parker

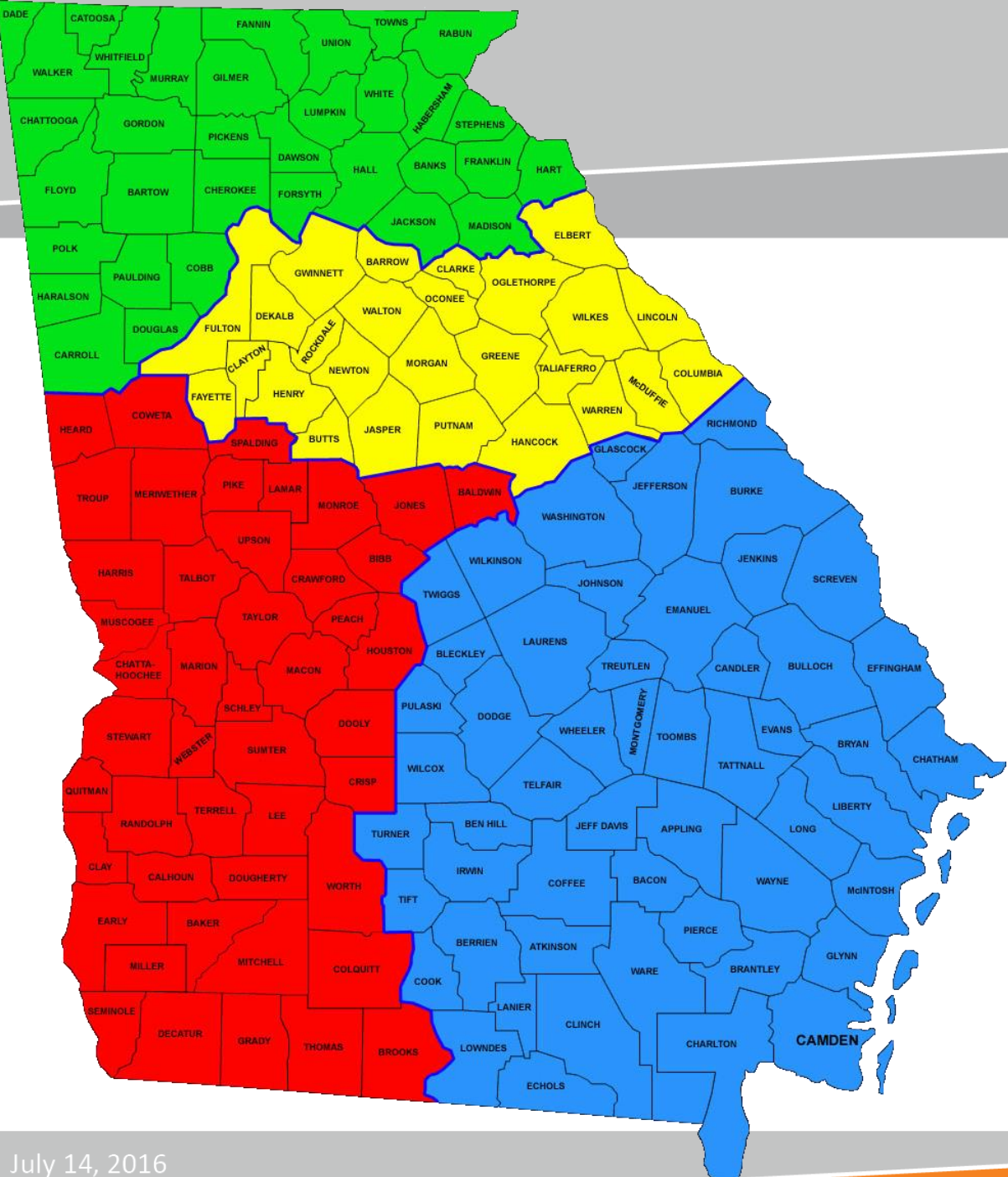
 LANIER TECHNICAL COLLEGE
FORSYTH CONFERENCE CENTER

Quality Assurance Department

- Quality Assurance Manager
- Regional Field Staff
 - 4 Regional Quality Assurance Managers (RQAM)
 - 10 Senior Contract Compliance Specialists (Sr. CCS)
 - 11 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
 - Has responsibility to ask any questions and observe any aspect of design or 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)
 - Develop day to day relationship with Construction Professionals and Design Professionals to build a team environment
 - Has responsibility to ask any questions and observe all aspects of construction
 - Has responsibility to make decisions when safety issues or wrong construction practices are observed

GSFIC Warranty

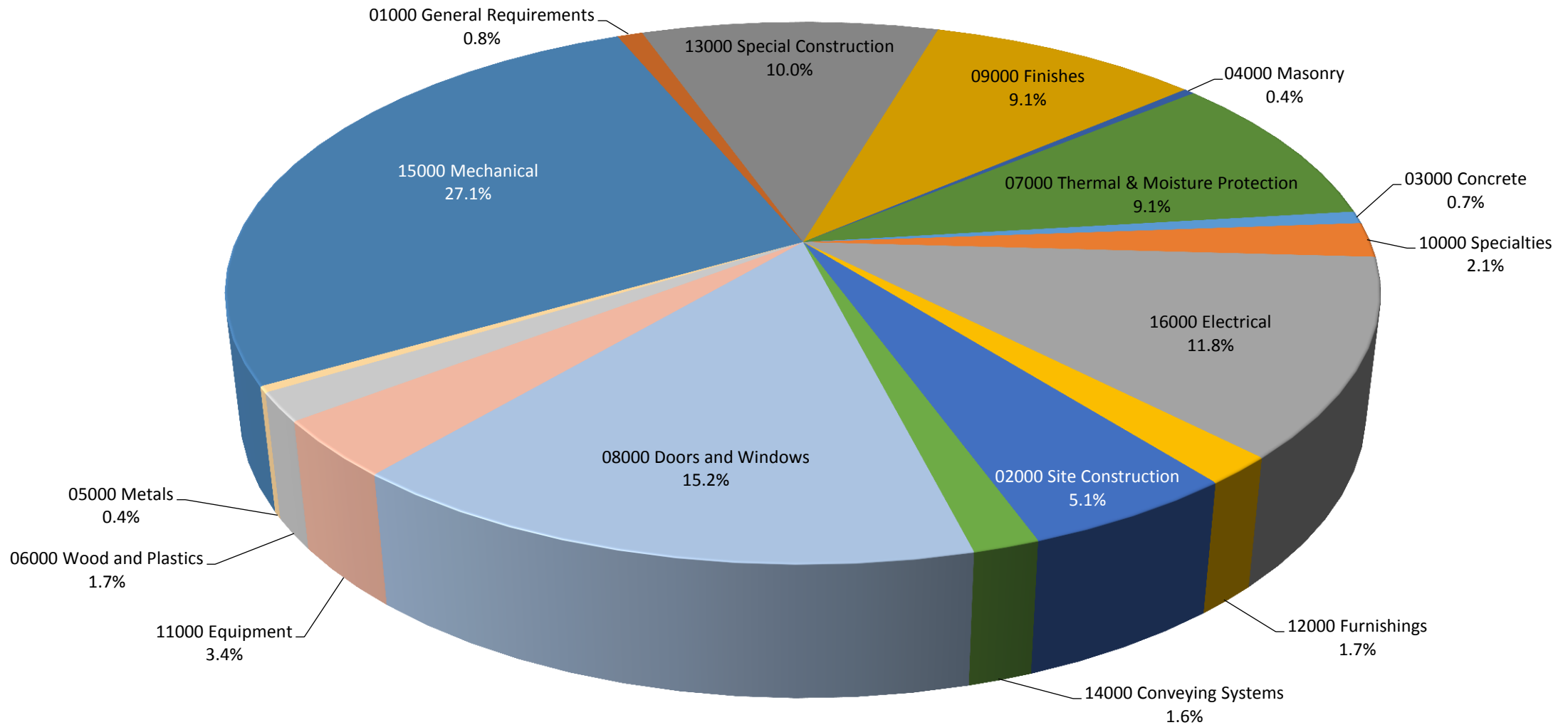
- GSFIC Warranty

- Involved after Material Completion, during closeout
- Manage warranty complaints filed during the first year, after material completion takes place
- Document all complaints and communication until complaint is complete
- Follow-up with contractor when no acknowledgement received from contractor or warranty complaints have been open beyond the contract terms
- 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 database of past complaints in the event tenant needs historical data

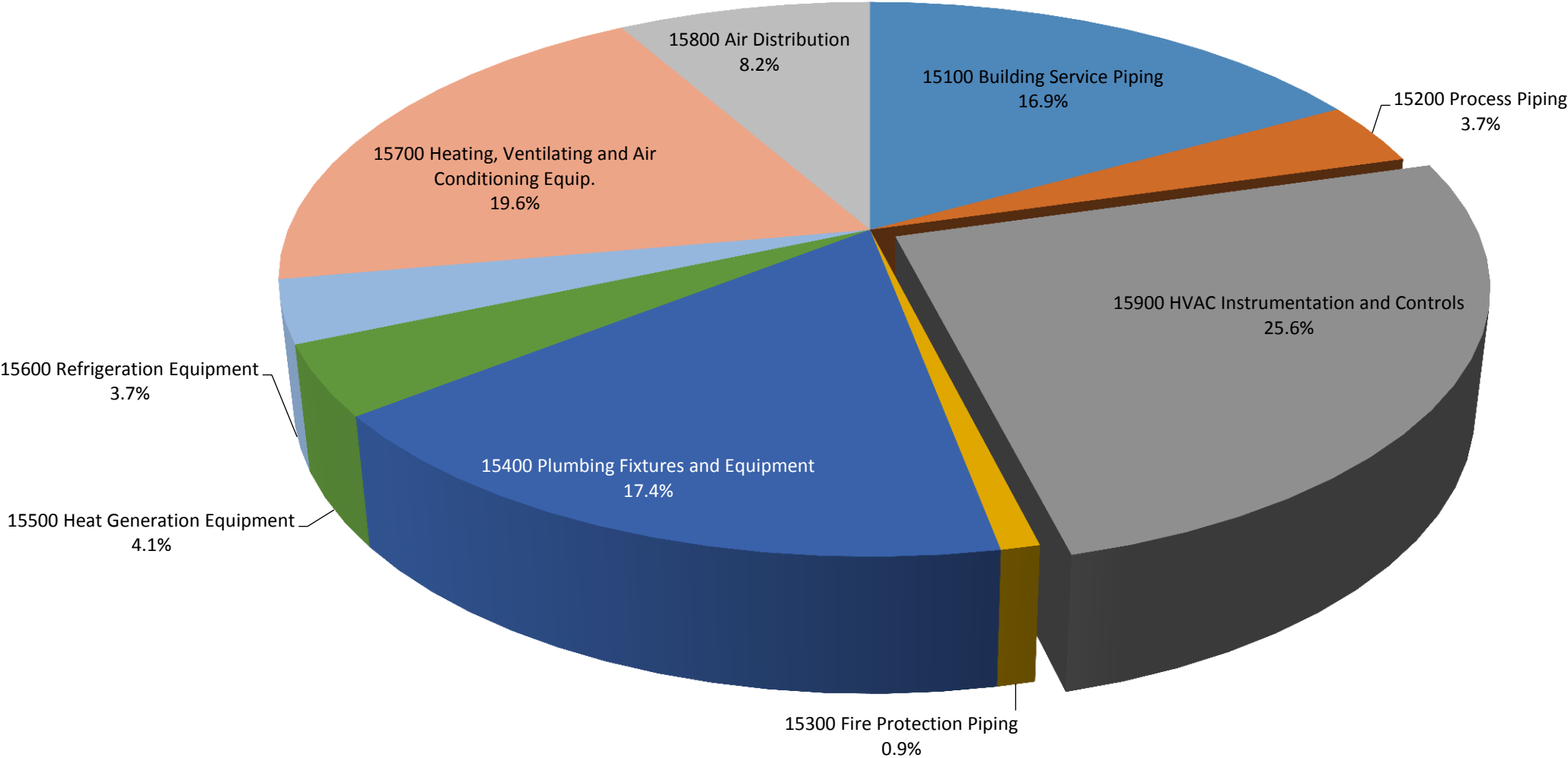
GSFIC Warranty

- 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
 - GSFIC Warranty requires acknowledgement from the contractor when a complaint is issued
- All complaints are logged into GSFIC's database for tracking and documentation purposes
 - Data is a historical record and protects the tenant if issues arise after the 1-year warranty has expired
 - Warranty complaints reported directly to contractor, by the tenant, are to be passed along to GSFIC for tracking
- The 5-year Roof and Wall Bond covers the Building Envelope after the first year

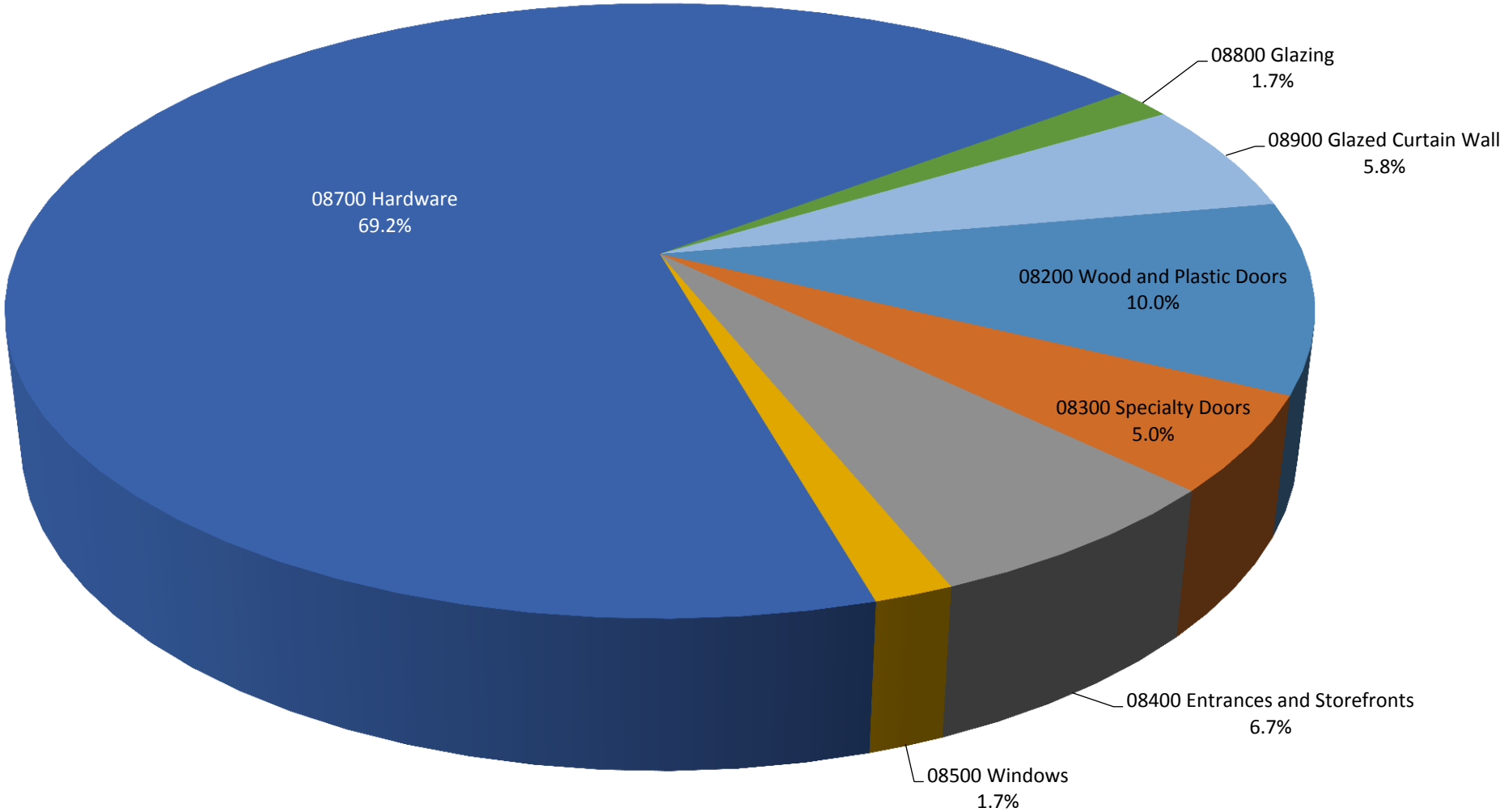
2015 Warranty Complaints



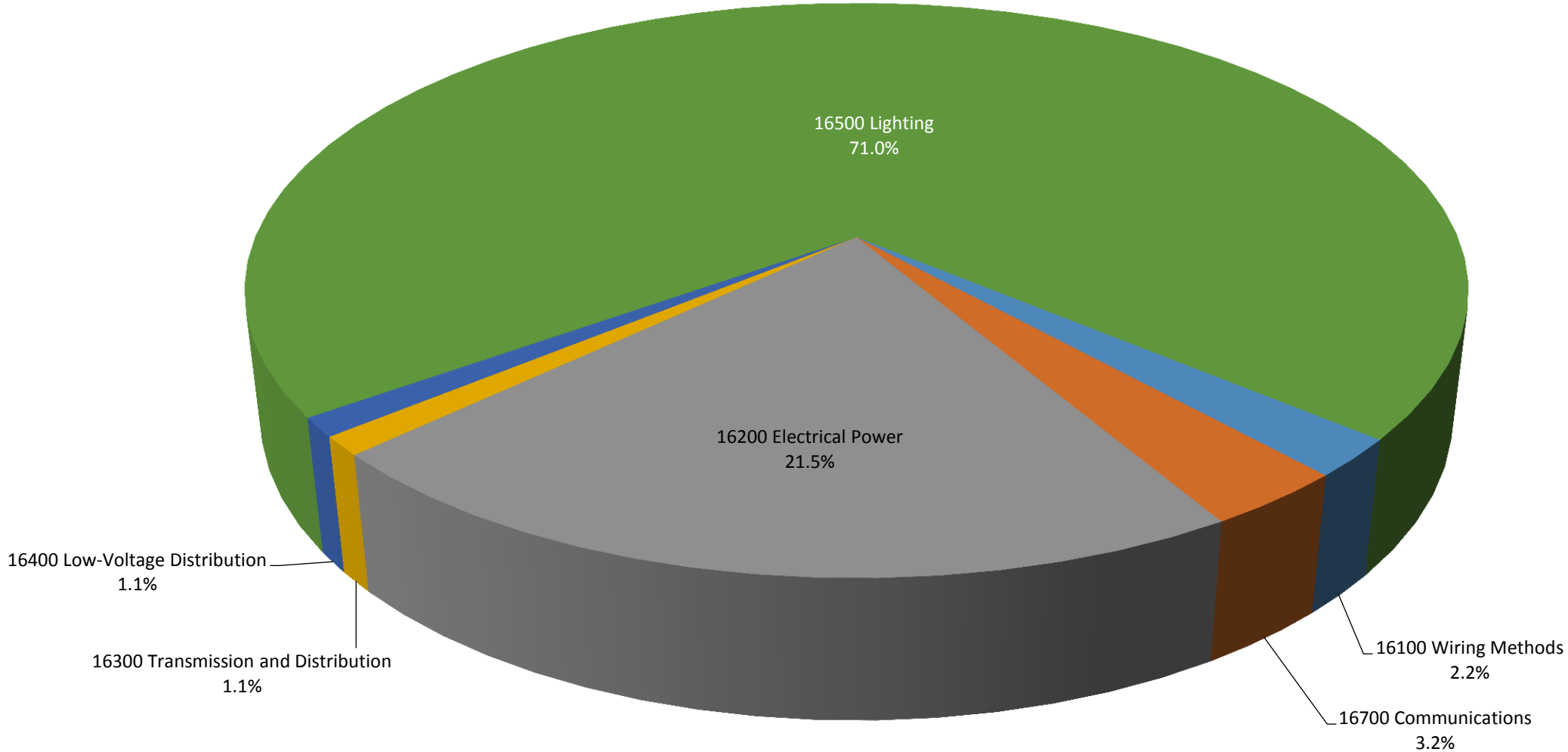
Division 15000 - Mechanical



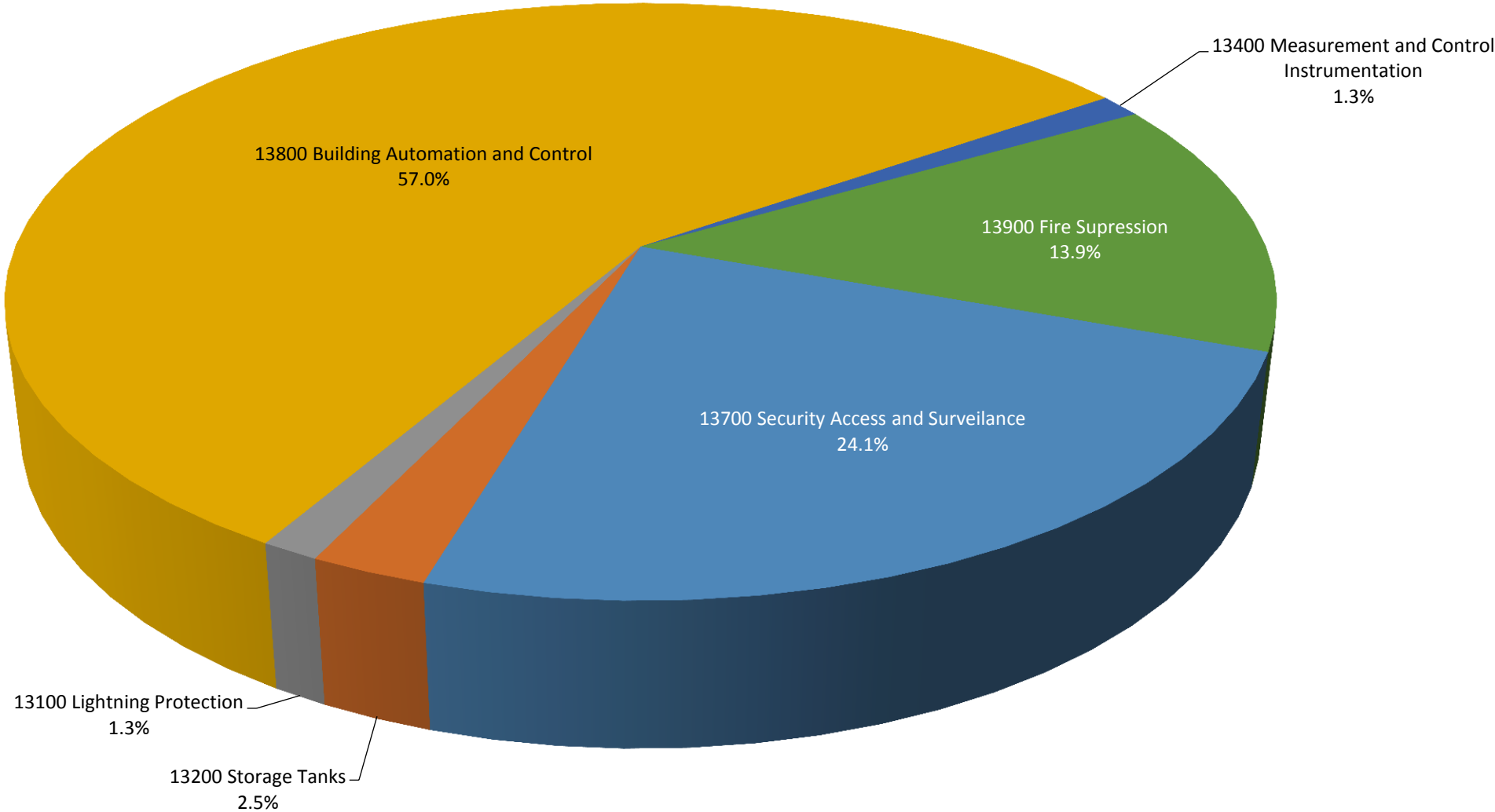
Division 08000 - Doors & Windows



Division 16000 – Electrical



Division 13000 – Special Construction

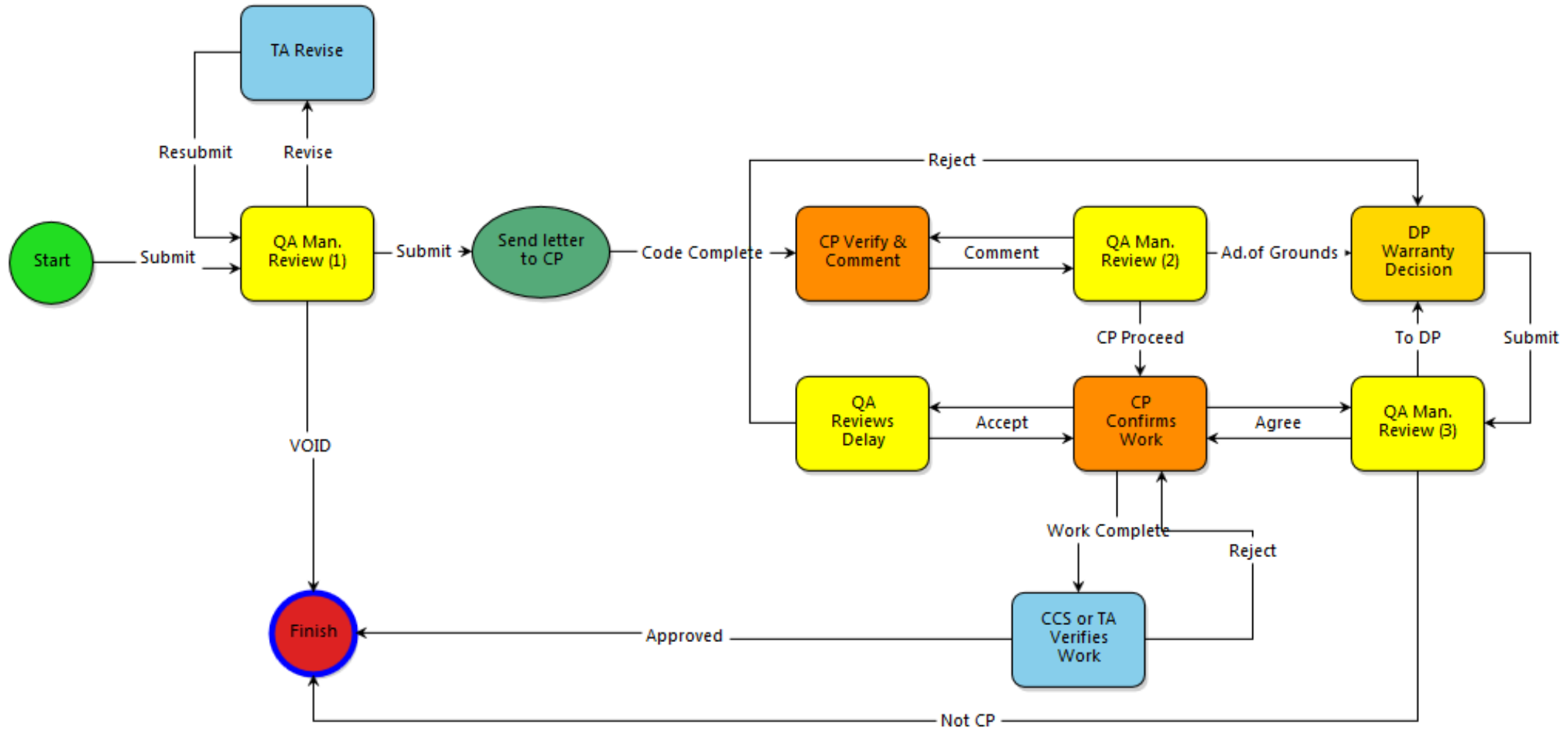


Change in Trends

2013		2015	
15000	Mechanical	15000	Mechanical
07000	Thermal & Moisture Protection	08000	Doors and Windows
13000	Special Construction	16000	Electrical
08000	Doors and Windows	13000	Special Construction
16000	Electrical	07000/09000	Thermal & Moisture Protection/Finishes

- 2013 Complaints = 507
- 2015 Complaints = 824

e-Builder Warranty Complaint Process



Contact

- GSFIC Quality Assurance Department

- Second Floor

- 270 Washington Street

- Atlanta, GA 30334

- Warranty > 404-463-5765

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