



**Using Quality Assurance to Increase Builder  
Participation  
RESNET Conference  
February 20, 2008**

Tom Hamilton  
Senior Manager  
Sherman Oaks, CA

# How do you define Quality?

- Quality of Service
- Quality of Inspection
- Quality of Customer Service
- ISO
- Just in Time

# How do you define your Job?

- Are you a rater only
- Are you a contractor
- Auditor
- Inspector

# Why is Quality Important?

- Value
- Reduction of errors
- Defect Litigation
- Fewer call backs

# In-Field –vs- In Office

- In field Q/A is what we are doing
- In Office Q/A
  - Policies and Procedures
  - Pricing guidelines
  - Support
  - Selling

# Where is Quality?

- Energy Star, Water Sense
- LEED-H
- Build it Green
- Green Building Guidelines
- Code Compliance Programs
- NAHB Green Guidelines
- Solar Programs
- Carbon Trading

# Quality Assurance Programs

- Quality Built
- La Jolla Pacific
- Local Building Department Jurisdictions
- Financing Agencies

# California Climate Action Registry

The California Climate Action Registry (the Registry) was established by California statute as a non-profit voluntary registry for greenhouse gas (GHG) emissions. The purpose of the Registry is to help companies and organizations with operations in the state to establish GHG emissions baselines against which any future GHG emission reduction requirements may be applied.

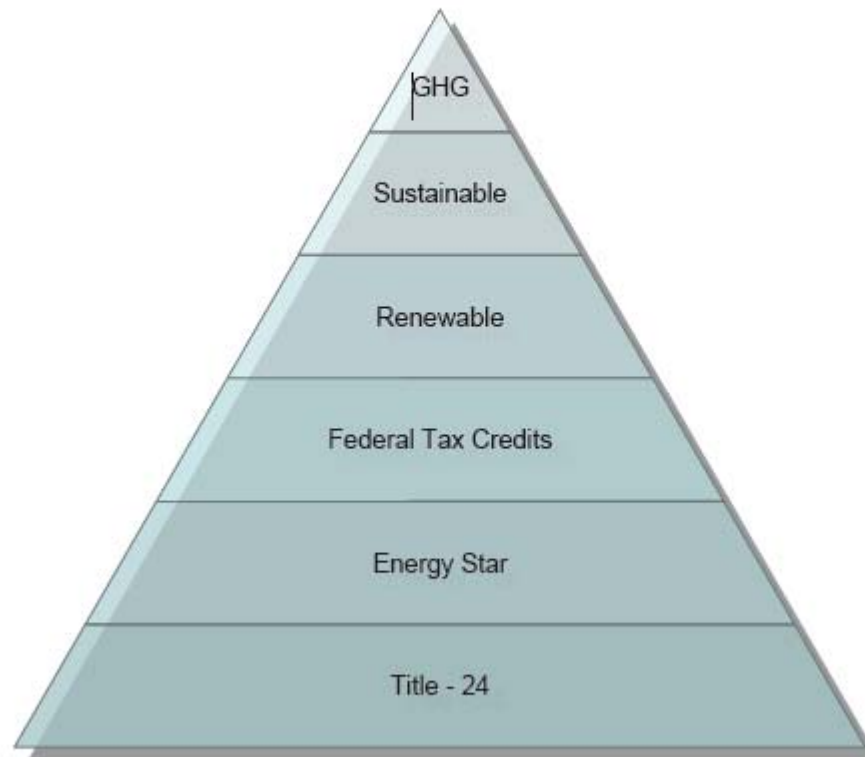


# California Climate Action Registry

## Certifiers

- Approved certifiers provide independent, third-party verification of Registry member's GHG emissions inventories.
- Approved certifiers have been accepted by the Registry and the CEC to provide these services following an application process and training session.
- Registry members are required to use an approved certifier for their emissions inventory to be accepted by the Registry.

# Where we need to get too.



YOU MUST BE THE CHANGE YOU WANT  
TO SEE IN THE WORLD

**Mahatma Gandhi**