

Quality Control Inspector: Different Programs, Different Responsibilities.

A Guide to the JTA Soft Skills.

	Independent 3 rd Party Inspector	Integral Team Member
Inspects implementation of the program.	✓	✓
Documents areas needing improvement in report.	✓	✓
May assure homeowners/clients of follow-up work.	✗	✓
Independent 3 rd party inspectors may be hired by an entity not in a role to promise follow-up to clients or residents. Agency staff can and should assure clients of proper follow-up when appropriate.		
May address work problems immediately either by directing workers or beginning the work order process.	✗	✓
Integral team members, like agency staff, can often initiate follow-up immediately upon discovering a problem. A 3 rd party inspector typically reports directly to a supervisor, who then addresses problems.		
Instructs workers as needed, and appropriate.	✗	✓
Agency staff are often looked to as mentors and sometimes fulfill a training role, while 3 rd party inspectors do not.		
Communicates with supervisors.	✓	✓

On the HEP QCI exam, unless otherwise noted the assumed role of the test taker is an integral team member, more typical of WAP inspectors.

Sample Test Question Showing How QCI Role Effects Answer

During an in-progress inspection you find an installer standing on the client's dryer to access the attic hatch. As the quality control inspector, your **best** response is to:

- A. Order the installer to climb down and provide your phone number to the client to call you if any more situations like this occur.
- B. Loudly berate the installer so the client can hear that you are against such practices.
- C. Say nothing to the installer, but call the installer's supervisor and report the incident.
- D. Assist the installer in positioning a ladder or work platform for safe access, and, during a break, raising the issue of professional conduct and respect for the client.

	If you are an independent, 3 rd party inspector...	If you are an integral member of the company conducting the energy upgrade, as in agency staff...
A	A is wrong because as an independent inspector, you may not have the right to tell workers how to do their jobs. It is best to communicate with the supervisor.	A is wrong because as an agency staff, you would be better off using the incident as a teaching moment. Also, you may embarrass the worker and unnecessarily upset the client.
B	B is wrong no matter who you are because it is unprofessional behavior and may unnecessarily upset the client.	
C	C is correct since your role is to inspect and report to the program supervisors.	C is wrong because you would be better off using the incident as a teaching moment.
D	D is wrong because you may not have the right to tell workers how to do their jobs. It is best to communicate with the supervisor and let him/her handle training needs.	D is correct if you are an integral member of the team , as at a weatherization agency. You fulfill a mentorship and leadership role in addition to inspecting the program implementation, and the best option is to use this as a teaching moment while not embarrassing the worker.