

POLICIES & PROCEDURES



**City of Wilsonville
Building Division**
29799 Town Center Loop E
Wilsonville, OR 97070
503.682.4960
www.ci.wilsonville.or.us/Building

QUALITY ASSURANCE PROGRAM (QAP)	Adopted: August, 2018
Number: BPP 105	Last Reviewed: N/A

Summary

Outlines the policy and procedure for administering the Building Division’s Quality Assurance Program.

Background

To maintain the quality of inspection and plan review services expected by the community and stakeholders, a quality assurance program is developed. The program establishes a path to collect and interpret data relative to the performance levels of the Division. This data will be used planning budgets and formatting training needs and staffing demands.

Discussion

The quality assurance program (QAP) is the systematic monitoring and evaluation of the various aspects of plan review and the inspections services. The purpose of the program is:

- To collect and interpret data relative to the performance levels of inspectors and plans examiners in their functional roles within the industry.
- To provide assurance to the permit applicant, the architect/engineer of record, the owner and the stakeholders that the construction complies with the design as delineated in the approved construction documents.
- To use the collected data for planning budgets, development of group and individual training, establish future staffing demands, as well as basis in the formulation of many operational reports

Base Document

The base documents for the program will be comprehensive inspection and plan review checklists. The checklists are developed and modified cooperatively within the inspection and the plan review team and are related directly with the current codes as adopted by the State of Oregon. They are intended to:

- Be used as guides to assist the inspectors and plans examiners to perform efficient inspections and reviews.
- Promote consistency in the application of the building code and standard practices within the city of Wilsonville.

- Be used by the contractors and the general public to prepare for the inspections and the construction documents.

These checklists are applicable for wood frame and light commercial structures. They do not include all code requirements. Therefore, they do not waive any specific code requirements not listed or allow for the decrease in the requirements of an engineered design.

Development

The program will be reviewed every code cycle. The existing checklists are reviewed by the inspection and plan review staff. They are amended to reflect the current codes adopted by the state and the city and to include the appropriate code sections, city ordinances and other state laws. Upon consensus, the final format of the checklists is established as base document. As base document, these checklists are used for audits, training, guideline reference and other applications.

Audit Process

To further enhance the quality assurance program, a program of checks and balances is incorporated to ensure that all levels of service are successfully accomplished according to the code with minimal errors. Audits are performed for all inspectors and plans examiners. In order to collect relevant data, the goal is to audit the work of each inspector and plans examiner at least twice per year. The audits will be conducted by a lead inspector/plans examiner, on-call staff, approved third-party, or a respective supervisor. The results of the audits will be reported and discussed in the weekly staff meetings.

Policy

The City of Wilsonville Building Division will conduct regular quality assurance audits in accordance with this procedure with the goal to achieve the following minimum standards:

- 90% minimum accuracy for all general items
- 100% accuracy on significant or major items

Procedure

Inspections - A supervisor, on-call staff, or a lead inspector will visit sites bi-monthly for quality audit verification of the work previously inspected by the field inspector. The audit will include:

- Inspection of the work
- Review the inspection report
- Review the data reported in the permit system

Plan Review - A supervisor, on-call staff, or a lead plans examiner will audit the work previously reviewed by a plans examiner. The audit will include:

- Review the plans

- Review the data reported in the permit system

Key elements include:

- There will be a minimum of two annual Quality Assurance Audits per inspector and plans examiner.
- Discrepancies will be identified using the inspection and plan review checklists noted on the quality assurance program.
- The findings of the audits will be reviewed and discussed with the inspector or the plans examiner.
- The discrepancies are discussed in general during the weekly inspector and plans examiners meeting.
- Management will review the audits and identify items requiring team or individual training.