



MER Authorized Insulation Contractor Program Quality Assurance Scoring System

JOB SCORE

Work Quality.....**70 points**
 Documentation and Testing.....**20 points**
 Customer Service.....**10 points**

100 points possible per work scope

Contractor must maintain an average job score of 80 or higher

WORK QUALITY (70 POINTS)

The inspector assigns each detail performed in the work scope (see attached Scorecard for full list) a value of 0, 0.5, or 1 as outlined below. Details that cannot be inspected due to site conditions are not evaluated.

Rating	Description	Value
Pass	Work was performed correctly.	1.0
Conditional Pass	Work was performed, but inspector identified minor issues that should be communicated to the contractor. Example: attic card not installed at every access point	0.5
Fail	Work was performed poorly or not performed. Callback and/or billing adjustment required.	0

The sum of the rating values is divided by total number of details evaluated, and this ratio is multiplied by 70 to determine work quality score.

If the worksite is left in conditions that create the potential for an emergency and require immediate action to safeguard the occupants or structure, the contractor will receive 0 points in the Work Quality category.

Examples: failure of fans off combustion spillage test, insulation in contact with active knob and tube wiring, or chimney vent, or non-IC can light, insulation in attic a/c drain pan, combustible sealant in contact with heat source, insulation holes open to weather.

DOCUMENTATION AND TESTING (20 POINTS)

After inspection, each of the following details receives a pass (all points awarded) or fail (no points awarded) rating:

No discrepancies between invoice and work installed (6)

Blower door CFM50 test is accurate and repeatable (6)

Within 100 CFM or 15% (whichever is larger) of contractor CFM50

Combustion safety test is repeatable (8)

CUSTOMER SERVICE (10 POINTS)

Score is determined by the following survey, which is given to the homeowner at the QA visit:

Statements: (Points Awarded)	Strongly Agree (2)	Agree (1.5)	Neutral (1)	Disagree (0.5)	Strongly Disagree (0)
The contractor was prompt when scheduling and arrived on time.					
The contractor left your home as clean as they found it.					
The contractor was easy to communicate with.					
The contractor was knowledgeable about the scope of work.					
The contractor provided a good overall experience.					