



AWI Quality Certification Program

POLICIES

Effective December 2011

This document supersedes all previous editions.
Copyright © 2011

AWI Quality Certification Corporation

46179 Westlake Drive, Suite 120
 Potomac Falls, Virginia 20165
 (800) 449-8811
 (571) 222-4940
 Fax: (703) 229-1211
www.awiqcp.org

Document Approval Authorization	
QCC Director of Operations Patricia Roberts	QCP Program Manager Wayne Hintz

FOREWORD

The Architectural Woodwork Institute's quality standards, *Architectural Woodwork Standards, Edition 1*, jointly adopted and published by AWI, the Architectural Woodwork Manufacturers Association of Canada and the Woodwork Institute (the "Standards") provide general information, standards, tests, and design recommendations for all professionals involved in designing, buying, and manufacturing (fabricating, finishing, and/or installing) architectural woodwork. As such, these standards frequently serve as the basis for determining compliance with woodworking requirements set forth in construction documents for building projects.

The AWI Quality Certification Program provides for the accreditation of woodworking participants as competent to produce woodwork in accordance with latest edition of either of these Standards.

This publication describes current rules and procedures that govern participation in the Quality Certification Program by woodwork manufacturers, factory finishing facilities and installation specialists. The documents contained herein have been developed through the ongoing efforts of the AWI Quality Certification Corporation Board of Directors. Revisions will be published periodically and provided to all current and prospective program participants.

The Quality Certification Program would like to recognize the efforts of the many AWI volunteers who devoted their time and talents in the development of this program. Special recognition is made of the founding and pivotal involvement of Leo Biagiotti, Rick Kogler, and Joseph Bossen for their efforts to advance the program and make it what it is today.

TABLE OF CONTENTS

Foreword.....	2
Table of Contents.....	3
QCC Staff Contacts.....	5
QCP Representatives	5
QCP At a Glance	6
1 Introduction	7
1.1 Mission and Vision.....	7
1.2 Code of Ethics	7
1.3 Updates	7
1.4 Abbreviations Used in this Publication	7
1.5 Standards.....	7
1.6 Referenced Documents.....	7
1.7 Definitions	7
1.8 General Information.....	10
2 The Accreditation Process	11
2.1 Accreditation for Project Certification Eligibility Criteria	11
2.2 General Requirements	11
2.3 Written Test Requirement	12
2.4 Reference Requirement	12
2.5 Project Certification Plant Inspection Requirement	13
2.6 Accreditation Certificate	15
2.7 Certified Project Signatory.....	15
2.8 Project Certification Participant Provisional Status	16
2.9 Probationary Status	16
2.10 Release and Indemnification	17
3 Accreditation Renewal.....	18
3.1 General Requirements	18
3.2 Project Certification Accreditation Renewal Requirements	19
4 Certification and Labeling	20
4.1 Project Certification Requirements.....	20
4.2 Project Compliance Inspections.....	21
4.3 Projects with Nonconformities	22
4.4 Participant Responsibilities.....	22

4.5	Project Labels and Certificates of Compliance	23
4.7	QCP Representative Responsibilities	24
4.8	Random Inspections.....	25
5	Program Structure.....	25
5.1	Governance	25
5.2	Confidentiality	27
6	Complaints and Appeals.....	27
6.1	Complaints	27
6.2	Appeals	27
7	Dispute Resolution.....	28
7.1	Project Compliance Inspection Criteria	28
7.2	Repeat Project Compliance Inspection	28
7.3	Project Compliance Challenge Inspections.....	29
7.5	Appeals Procedure.....	30
7.6	Revocation of Accreditation	30
8	QCP Projects Completed by Non-Participant Firms	31
8.1	Inspection Services.....	31
9	Fees	32
9.1	Administrative Fees	32
9.2	Cancellation Fees.....	32
9.3	Overseas Travel Fees.....	32
9.4	QCP Accreditation Renewal Fees.....	33
9.5	Remittance Terms.....	33
	Appendix.....	34
	QCP Specification Language:	35
	Quality Certification Program Policies Suggestions for Improvement	36
	Project Labeling Guidelines.....	37
	Reference Letter Outline	38

QCC STAFF CONTACTS

Patricia Roberts	(571) 222-4946	troberts@awiqcp.org
QCC Director of Operations QCC inquiries, policy questions/comments, complaints and appeals		
Wayne Hintz	(571) 222-4942	whintz@awiqcp.org
QCP Program Director QCP policy questions/comments, technical questions and dispute resolution		
Jennica Nishida	(571) 222-4944	jnishida@awiqcp.org
Credentialing Manager Accreditation applications, testing, applicant status, and accreditation inspections		
Greg Parham	(571) 222-4941	gparham@awiqcp.org
Manager of Projects Project registration, label/certificate of compliance orders, project inspections and technical questions		
Roxanne Bowen	(571) 222-4945	rbowen@awiqcp.org
QCC Coordinator Project registration, project and credentialing support		
Ashley Goodin	(571) 222-4943	agoodin@awiqcp.org
Inspections Manager Inspection scheduling, project inspection report review, follow-up, and technical questions		

QCP REPRESENTATIVES

Jan Bouterse	(919) 697-0104	woodpast@gmail.com
Joe Fleck	(443) 974-6609	jpffleck@verizon.net
Mike Frasca	(845) 901-6005	mikefrasca1010@gmail.com
Gordon Graham, Regional Rep	(719) 661-1707	grahamqcp@yahoo.com
Ralph Greco	(336) 813-7761	ralphgreco@iib.ws
Graham Kilburn	(905) 573-7771	grahamkilburn@sympatico.ca
Shows Leary, Regional Rep	(518) 482-3222	shows@show sleary.com
Don Nelson	(310) 505-6244	don@western-wood.com
John Reininger	(815) 742-9184	john.reininger@gmail.com
CL "Rozie" Roznovak	(512) 847-5025	clroznovak@gmail.com
Joe Sorrelli	(917) 520-1100	aljoe@optonline.net

QCP AT A GLANCE

WHAT IS THE QCP?

The AWI Quality Certification Program (QCP) accredits eligible woodworking companies to certify that their projects comply with the latest edition of the AWI Quality Standards Illustrated or the Architectural Woodwork Standards.

THREE RULES YOU MUST KNOW

1. Only a QCP-accredited company may certify a project;
2. Projects must be registered with the QCP prior to fabrication; and
3. QCP firms must purchase the project certificates of compliance (or labels) for each project.

ELIGIBILITY REQUIREMENTS FOR QCP ACCREDITATION

1. All participants and applicants must:
2. Own or lease a manufacturing facility and woodworking equipment (unless applying to solely certify installation);
3. Employ, hire, supervise and discharge woodworking employees who manufacture, fabricate, assemble, finish or install architectural woodwork as defined and described in the latest version of the Standards;
4. Actively seek and transact business with the general public; and
5. Maintain complete responsibility for the quality of these products.

APPLICATION PROCESS AND TIMELINE

1. Complete and submit application: <http://www.awiqcp.org/>
2. Pay the application fee
3. Pass the written test
4. Submit all required references
5. Successfully complete plant and field inspection; and
6. Successfully complete the process within **one year** from the date of application. Most firms complete the process in about **90 calendar days**.

PROJECT CERTIFICATION

- As soon as it has been awarded, **register** the project using the form located at <https://www.awiqcp.org/register/>. Registration is fast, easy and **free!** Anyone can do it.
- Make sure shop drawings reflect compliance with the Standards and the project's specifications.
- Make sure the production team is prepared to **fabricate, finish and install** (if applicable) in **compliance with the Standards** and the specifications.
- **Order project certificates** and/or labels **two (2) weeks prior to fabrication** using the form located at <https://www.awiqcp.org/certify/order.asp>.
- Complete and submit **project closeout** form upon project completion.

1 INTRODUCTION

1.1 Mission and Vision

- 1.1.1 The AWI Quality Certification Corporation (QCC) conducts and promotes programs that verify, inspect and report compliance with industry standards.
- 1.1.2 It is the vision of the QCC to be the recognized compliance assurance process for the architectural woodwork industry.

1.2 Code of Ethics

- 1.2.1 We are committed to elevating the level of quality in the woodwork industry and we support the goals of the AWI Quality Certification Corporation. We agree to abide by the rules and regulations as outlined in the Quality Certification Program Policies and with the Architectural Woodwork Institute's quality standards.
- 1.2.2 We will conduct ourselves in a manner that is a credit to the industry.

1.3 Updates

- 1.3.1 These policies may be updated at anytime by the QCC BOD
- 1.3.2 All updates will be posted to the QCP website: www.awiqcp.org
- 1.3.3 All posted updates shall be effective 30 days from the date they're posted to the website.

1.4 Abbreviations Used in this Publication

1.4.1	Architectural Woodwork Quality Standards Illustrated, 8th Edition, v 2.0	QSI
1.4.2	Architectural Woodwork Standards, Edition 1	AWS
1.4.3	Architectural Woodwork Institute	AWI
1.4.4	Architectural Woodwork Institute Board of Directors	AWI BOD
1.4.5	AWI Quality Certification Corporation	QCC
1.4.6	AWI Quality Certification Corporation Board of Directors	QCC BOD
1.4.7	Quality Certification Program	QCP

1.5 Standards

- 1.5.1 These policies refer to the latest editions of the following standards:
 - 1.5.1.1 Architectural Woodwork Quality Standards Illustrated (AWI & AWMAC)
 - 1.5.1.2 Architectural Woodwork Standards (AWI, AWMAC & WI)
- 1.5.2 Program applicants will be evaluated in accordance with the AWS.
- 1.5.3 Projects will be evaluated for compliance with the standard that has been specified for that particular project. Reference in these Policies to Standard(s) means the applicable standard as determined by this section.

1.6 Referenced Documents

1.6.1	422M004	QCP Sample Criteria
1.6.2	722F011	QCP Projects Label Request Form
1.6.3	751F502	QCP Reference Form
1.6.4	852F008	QCP Complaint Form

1.7 Definitions

- 1.7.1 **Accreditation:** A credential conferred by the AWI Quality Certification Corporation, representing that a QCP participant is capable of performing work in conformance with the Standards, and is duly eligible to certify that qualifying projects comply with the referenced Standard and the project specifications.
- 1.7.2 **Accreditation Certificate:** Documented proof issued by the QCP that attests to a QCP participant's ability to certify projects under the QCP.

- 1.7.3 **Applicant:** A party which has applied for participation in the QCP, but has not yet been approved.
- 1.7.4 **Application Date:** The date an application form and application fee are processed in the QCP administrative office.
- 1.7.5 **Architect:** A registered architect, sometimes the design professional of record for a project certified under the QCP.
- 1.7.6 **Architectural Woodwork Institute (AWI):** A not-for-profit organization, incorporated under the laws of the state of Illinois with offices in Potomac Falls, Virginia, which operates the QCP.
- 1.7.7 **As Modified:** Changes in the contract documents that are agreed to in writing by both the buyer and the seller, and precede the related QCP inspection.
- 1.7.8 **Architectural Woodwork Quality Standards Illustrated (QSI):** A technical manual, published by the Architectural Woodwork Institute and the Architectural Woodwork Manufacturers Association of Canada that establishes architectural woodwork industry standards for the design, engineering and construction of architectural woodwork.
- 1.7.9 **Architectural Woodwork Standards (AWS):** A technical manual, published by the Architectural Woodwork Institute, the Architectural Woodwork Manufacturers Association of Canada, and the Woodwork Institute that establishes architectural woodwork industry standards for the design, engineering and construction of architectural woodwork.
- 1.7.10 **AWI Quality Certification Corporation (QCC):** Corporation that administers the QCP.
- 1.7.11 **AWS:** Architectural Woodwork Standards
- 1.7.12 **Certificate of Compliance:** A letter to the architect, provided to QCP participants by the QCP for use by the participant in certifying project-specific woodwork under the QCP.
- 1.7.13 **Certification Label:** A project-specific label, provided to QCP participants by the QCP, referencing the name and the QCP project number, to be applied by the participant to woodwork that is certified under the QCP.
- 1.7.14 **Certification Status:** Indicates the QCP participant's credentialing permissions: Self-Labeling, Probationary, or Provisional
- 1.7.15 **Certified:** Work that has been provided and labeled by a QCP participant under the QCP.
- 1.7.16 **Certify:** The act of a recognized authority to state that established standards have been complied with.
- 1.7.17 **Challenge Inspection:** A follow-up evaluation by a QCP representative conducted because of a dispute regarding a QCP representative's finding during a prior QCP compliance inspection.
- 1.7.18 **Compliance:** To have met the established requirements.
- 1.7.19 **Compliance Inspection:** An evaluation by a QCP representative of work to determine compliance with project specifications as they relate to the Standards or modifications thereof.
- 1.7.20 **Compliance Re-inspection:** A follow-up inspection and evaluation of work by a QCP representative that is required because of a participant's failure to fully comply with provisions of the Standards.
- 1.7.21 **Conformance:** To have met the established requirements.
- 1.7.22 **Contractor:** A General Contractor, normally holding the legal agreement for construction of an owner's building project.
- 1.7.23 **Design Professional:** An architect, interior designer or other individual qualified by virtue of education, training, and/or license to provide services for the design of buildings, interiors, and furnishings.
- 1.7.24 **Designated Representative:** The staff member of a QCP applicant/participant firm duly authorized to interact with QCC on the firm's behalf.

- 1.7.25 **Deviation:** Fabrication, Finishing and/or Installation not compliant with the project's referenced Standards, and not included in the contract documents either at origination or as modified.
- 1.7.26 **Ethics, QCP Code of:** The standard of conduct established by the Architectural Woodwork Institute and subscribed to by participants in the QCP.
- 1.7.27 **Expire:** To lapse, or become inactive without cause of termination or cancellation.
- 1.7.28 **Fees:** Charges to QCP participants required as a condition of participation and/or project certification under the QCP.
- 1.7.29 **Firm:** An individual or organization recognized as a legitimate business entity under the laws of the prevailing jurisdiction.
- 1.7.30 **Inspection:** An evaluation of woodwork manufactured by a QCP participant for compliance with the appropriate grades and sections of the Standards.
- 1.7.31 **Inspection Costs:** All related and reasonable costs incurred in connection with a Program inspection to include travel, meals, lodging, and per diems.
- 1.7.32 **Label:** See certification label
- 1.7.33 **Letter Accepting Deviations (LAD):** A letter from the Design Professional or the project owner's appointed representative stating that nonconformities noted during the inspection do not require correction, thus accepting the deviation(s).
- 1.7.34 **Manufacturer:** A business that engineers and fabricates woodwork components and assemblies for building projects.
- 1.7.35 **Manufacturing Member:** A manufacturer who is a current member of AWI.
- 1.7.36 **Member Participant:** A participant in the QCP who is also a manufacturing member of the AWI.
- 1.7.37 **Non-Member Participant:** A participant in the QCP who is not a manufacturing member of the AWI.
- 1.7.38 **Nonconformity:** Any element of a certified project or an accreditation sample out of conformance with the Standards.
- 1.7.39 **Owner:** The party who commissions a contractor for the construction of a building project.
- 1.7.40 **Officer:** An individual holding a corporate office who is authorized to obligate the corporation.
- 1.7.41 **Participant:** A business whose application for participation in the QCP has been approved and whose accreditation certificate is current.
- 1.7.42 **Participation Certificate:** Documented proof issued by the QCP that attests to a QCP participant's ability to certify projects under the QCP.
- 1.7.43 **Partner:** A person, authorized to act in responsible charge of a partnership, either alone, or with other persons.
- 1.7.44 **Plant Inspection:** An inspection of facilities, shop drawings and samples of work for the purpose of evaluating a participant's capability to comply with the Standards.
- 1.7.45 **Policy:** Rules established by the QCC BOD governing participation in, and operation of, the QCP.
- 1.7.46 **Prequalification:** Prior review and approval of a company's qualifications to perform specified work.
- 1.7.47 **Probation:** Status assigned to a self-labeling participant for which reported non-conforming items from an inspected project have been resolved by means of a Letter Accepting Deviations (LAD). (See this glossary's definition of Letter Accepting Deviations).
- 1.7.48 **Program:** See Quality Certification Program
- 1.7.49 **Provisional Status:** Phase following the application process in which a participant in the QCP may certify a project only after a mandatory inspection by a QCP representative.

- 1.7.50 **QCP Representative:** An individual, appointed by the QCP, qualified to inspect woodwork for compliance with the Standards.
- 1.7.51 **QCP Participant:** See Participant
- 1.7.52 **QSI:** Architectural Woodwork Quality Standards Illustrated
- 1.7.53 **Quality Certification Program (QCP):** A program operated by the QCC that assures design professionals and owners of compliance with the Standards for architectural woodwork.
- 1.7.54 **Reasonable:** Not expecting or demanding more than is achievable within industry standards.
- 1.7.55 **Renewal:** Annual renewal of participation in the QCP; a fee is required for this renewal process.
- 1.7.56 **Revocation:** Immediate termination of participation in the QCP.
- 1.7.57 **Self-Labeling Status:** Indicates the participant is authorized to certify projects without mandatory compliance inspections.
- 1.7.58 **Suspension:** Participant status during which QCP will not render services and QCP website functions requiring a password are not available to the Participant. Suspension is typically initiated by a Participant's failure to meet an administrative requirement (such as payment of fees) and lifted upon fulfillment of the requirement.
- 1.7.59 **Woodworker:** A person or organization that regularly engages in the practice of manufacturing architectural woodwork.

1.8 General Information

- 1.8.1 The QCP is a quality assurance tool for design and construction professionals, specification writers, and building owners.
- 1.8.2 By conducting rigorous testing, onsite inspections and routine verification, the QCP accredits:
 - 1.8.2.1 Architectural woodwork manufacturers and installers to certify their woodwork projects comply with the latest edition of the Standard.
- 1.8.3 The latest edition of the Standards provides general information, woodwork standards, tests, and design recommendations for all professionals involved in designing, buying, manufacturing, finishing, and installing architectural woodwork.
 - 1.8.3.1 As such, these Standards are the basis for determining compliance with woodworking requirements set forth in construction documents for building projects, when so specified and made part of the project requirements.
- 1.8.4 The latest edition of the Standards shall be the referenced standard.
- 1.8.5 The QCP is designed for voluntary acceptance by the design and specification community.
- 1.8.6 Certification becomes mandatory when included by direct reference in project specifications, addenda and/or bulletins that form part of the contract documents and to which the parties involved commit.
- 1.8.7 While non-accredited firms may bid on QCP specified projects, it is strongly recommended, but not required, that firms become QCP participants prior to acceptance of bid or the award of contract.
- 1.8.8 Project-specific certification labels and/or certificates of compliance, issued only by the QCP, are the manufacturers, finisher's, and/or installer's statement that the work meets the criteria set forth in the latest edition of the Standards applicable to the project and the project specifications.
- 1.8.9 QCP Representatives may perform compliance inspections on projects meeting either or both of the following criteria:
 - 1.8.9.1 When specified to furnish QCP certificates and/or labels;
 - 1.8.9.2 When the Standards are referenced as part of the contract documents.

1.8.10 Only items addressed in the Standards are subject to inspection.

2 THE ACCREDITATION PROCESS

2.1 Accreditation for Project Certification Eligibility Criteria

- 2.1.1 Firms that meet the following criteria are eligible for QCP accreditation:
 - 2.1.1.1 QCP applicants and participants must own or lease a manufacturing facility and woodworking equipment (unless applying to certify installation only.)
 - 2.1.1.2 QCP applicants and participants must employ, hire, supervise, and discharge woodworking employees who manufacture, fabricate, assemble, finish, and/or install architectural woodwork, as defined and described in the latest edition of the Standards.
 - 2.1.1.3 QCP applicants and participants must actively seek and transact business with the general public.
 - 2.1.1.4 QCP applicants and participants must have complete responsibility for the quality of these projects.
- 2.1.2 To obtain accreditation for FINISHING, the applicant/participant must demonstrate the ability to finish woodwork in its own plant on its own.
- 2.1.3 To obtain accreditation for INSTALLATION, the applicant/participant must install and carry out complete on-site supervision of the installation.
- 2.1.4 The designation(s) for finishing and/or installation will be listed as such on the participant certificate.
- 2.1.5 QCP applicants and participants must choose accreditation for either Custom or Premium grade in any or all applicable sections of the latest Standards, as it pertains to fabrication, finishing and installation.
- 2.1.6 QCP will issue accreditation certificates for manufacturing, finishing and installation, or any combination thereof, to those companies that qualify.

2.2 General Requirements

- 2.2.1 QCP applicants must complete all steps of the accreditation process within one year from the date of application.
 - 2.2.1.1 Applicants, who have failed to complete the requisite phases within the one year requirement, and who wish to further pursue accreditation, must re-apply to the program. This includes:
 - 2.2.1.1.1 Payment of the applicable application fee and re-completion of all steps, including any completed previously.
- 2.2.2 Application fees (non-refundable) are determined by the QCC BOD and are set forth in a separate schedule.
 - 2.2.2.1 Consult with the QCC administrative office for the latest fee schedule.
 - 2.2.2.2 If the applicant (for project certification) initiates and is approved for manufacturing membership in AWI within three (3) months of the accreditation application date and pays the full-year membership dues at that time, a credit of the difference between the member and non-member application fee shall be applied towards AWI manufacturing membership dues.
- 2.2.3 The QCP will periodically notify program applicants of the status of their application.
- 2.2.4 Requests for expedited accreditation service may be fulfilled on a time-available basis at the discretion of the QCP Program Director.
 - 2.2.4.1 In no event should it be expected that the expedited process will take less than 90 calendar days from the date of application and payment, and it could take substantially longer depending on timing of submissions, availability of QCP Representatives and other factors.

- 2.2.4.2 QCP applicants shall pay any and all additional costs, which may include but are not limited to, airfares resulting from scheduling with an advance booking time of less than 14 days.
- 2.2.5 Any change of a firm's controlling interest (including but not limited to a new entity holding a majority of stock interest, or the purchase of all or substantially all of the assets of a firm) will be cause for inspection and may be cause for re-testing.
 - 2.2.5.1 Participants are to promptly report, in writing, all changes of ownership to the QCP Program Director.
 - 2.2.5.2 Participants will be responsible for any costs associated with inspection including, but not limited to travel, meals, lodging and per diem charges of the QCP Representative.
- 2.2.6 Relocation of a participant manufacturing facility is cause for inspection of the new facility.
 - 2.2.6.1 Participants are responsible for any costs associated with the inspection including, but not limited to travel, meals, lodging and per diem charges of the QCP Representative.
- 2.2.7 Multiple locations conducting business under the same firm name outside a 50-mile radius are subject to additional program fees for each additional location. Consult the current program fee schedule.

2.3 Written Test Requirement

- 2.3.1 QCP applicants are required to successfully complete two multiple choice written tests:
 - 2.3.1.1 One test shall pertain to the latest edition of the Standards
 - 2.3.1.1.1 A minimum score of 85 percent (85%) is required to pass the test
 - 2.3.1.2 The other shall pertain to the QCP policies.
 - 2.3.1.2.1 A minimum score of 85 percent (85%) is required to pass the test
- 2.3.2 The tests shall be taken by the president/owner or employee(s) with production responsibility for the firm as designated by the president/owner.
- 2.3.3 The tests shall be signed and attested to by the president/owner of the applicant firm regardless of who takes the test.
- 2.3.4 The tests are open-book.
- 2.3.5 Test instructions will be sent to the applicant firm upon receipt of the application and payment of the application fee.
- 2.3.6 Applicants may retest as many times as is required to pass, as long as accreditation is achieved within one year from the application date.
- 2.3.7 The applicant must successfully complete both tests prior to performance of the plant inspection.

2.4 Reference Requirement

- 2.4.1 QCP applicants shall solicit and submit letters of reference for review and approval as per the criteria listed in the Appendix.
- 2.4.2 All references must be received prior to performance of the plant inspection.
- 2.4.3 References may not be dated earlier than one (1) year prior to the application date.
- 2.4.4 Referenced projects shall not be dated more than two (2) years prior to the application date.
- 2.4.5 Letters of reference shall be from a minimum of ten (10) separately owned firms and/or individuals for whom the applicant has supplied architectural millwork within the last two years.

Written tests are temporarily suspended effective 12/12/11 until both tests can be revised in 2012

- 2.4.5.1 These reference letters shall be from the following categories:
 - 2.4.5.1.1 Architects/Design Professionals,
 - 2.4.5.1.2 General contractors/Construction Managers or Distributors/Dealers.
 - 2.4.5.1.3 Owners/end use customers.
- 2.4.5.2 The applicant must submit a minimum of two different references in each category.
- 2.4.5.3 No reference shall be used more than once.
- 2.4.6 The QCP reserves the right to contact any or all of the furnished references, as well as any other sources necessary to determine the applicant's eligibility as outlined in Sections [2.1](#) or [2.2](#)
- 2.4.7 Exceptions to the above reference requirements and to any other provision of these Policies may be granted by the QCC BOD at its discretion, if it reasonably determines that strict enforcement of a policy or policies will not serve to further the intent of said policy or policies, and will work undue hardship on the affected entity or entities.

2.5 Project Certification Plant Inspection Requirement

- 2.5.1 QCP applicants shall demonstrate integrity, responsibility and competence in supplying work that meets the specific Standards' grades and sections of work for which they are applying.
- 2.5.2 QCP applicants must successfully complete the written tests and submit all required reference letters prior to performance of the plant inspection.
- 2.5.3 A QCP representative will inspect the applicant's plant to:
 - 2.5.3.1 Verify eligibility as outlined in Section [2.1](#);
 - 2.5.3.2 Ascertain the applicant's ability to produce architectural woodwork compliant with the Standards. To this end, the applicant must show the QCP Representative:
 - 2.5.3.2.1 Compliant work in the plant (or samples) that meet the specific quality grades and sections of work (as per the Standards) for which they are applying.
 - 2.5.3.2.2 Two recently completed projects which meet the following criteria:
 - 2.5.3.2.2.1 Projects completed within the previous two (2) years.
 - 2.5.3.2.2.2 Projects completed under the supervision of the applicant's existing management team.
 - 2.5.3.2.3 Shop drawings, in conformance with the AWS minimum requirements, for all samples shown.
- 2.5.4 Provide guidance, if necessary, for meeting Program requirements as outlined in this section
- 2.5.5 The inspection will be performed no sooner than four (4) weeks of the application date.
- 2.5.6 QCP applicants shall provide samples of work in the sections and grade for which they are applying, as outlined in the Standards.
- 2.5.7 Samples must conform to the Minimal Requirements as listed in the appendix of these policies.
- 2.5.8 Previously completed work-in-place qualifies as a sample.
 - 2.5.8.1 In-place work to be used as a sample shall be located in reasonable proximity to the plant.
- 2.5.9 Upon completion of the plant inspection, the QCP representative will issue a written report outlining the findings of the inspection.
- 2.5.10 A copy of the plant inspection report is available to the applicant upon request.

- 2.5.11 Participants are responsible for ensuring that all compliant materials are ready for review prior to the QCP representative's visit.
 - 2.5.11.1 Failure to make available compliant materials for review may result in repeat inspection(s.)
 - 2.5.11.2 All costs of repeat compliance inspections shall be borne by the participant to include, but not be limited to administrative fees, travel, meals, lodging and per diem. This requirement applies to fabrication, finishing, and installation.

2.6 Accreditation Certificate

- 2.6.1 Upon approval of a participant's accreditation, the QCP shall issue a certificate attesting to the competence of a firm to produce and label work according to the Standards for the sections and grades for which it is approved.
- 2.6.2 Sections and Quality grade shall be listed on the participant's certificate.
- 2.6.3 The participant certificate indicates a firm is accredited; it does not certify a particular project. [See [Section 4](#), Certification and Labeling, for information on project certification.]
- 2.6.4 Accreditation shall stand in the name of the sole proprietor, firm or corporation engaged in the architectural woodwork business.
- 2.6.5 Each participant shall have a duly designated representative listed with the QCP who shall be the owner, a partner, or officer, or occupy a responsible position within the participant firm.
- 2.6.6 Accreditation is granted to sole proprietorships, firms, or corporations, but not to individuals.
- 2.6.7 Participant accreditation is neither transferable nor assignable.
- 2.6.8 Participant accreditation may be revoked if facts are subsequently revealed that show the applicant was ineligible as defined in [2.1](#) or [2.2](#) at the time of application approval.
- 2.6.9 QCC makes no representation regarding an accredited firm's financial condition, capacity for output or ability to meet delivery dates for a given project. Users of the Program are to make their own inquiries and decisions regarding these matters.
- 2.6.10 Updated proof of accreditation will be sent to each participant upon renewal of accreditation provided that the participant has paid all application, renewal and prorated renewal fees.

2.7 Certified Project Signatory

- 2.7.1 Project Certificates of Compliance shall be signed by an employee of the QCP participant firm.
- 2.7.2 Persons eligible to sign the certificate shall successfully complete the following tests and achieve scores of no lower than 85 percent (85%)
 - 2.7.2.1 QCP Written Test of the Current AWI Standards
 - 2.7.2.2 QCP Written Test of the QCP Policies
- 2.7.3 Both tests are open book.
- 2.7.4 Signatories must successfully complete these tests within six months of the tests' respective initial release, or every three (3) years, whichever is sooner.

Written tests
are temporarily
suspended
effective
12/12/11 until
both tests can
be revised in
2012

2.8 Project Certification Participant Provisional Status

- 2.8.1 Following accreditation, participants will be in provisional status pending successful completion of two (2) projects specified to be certified in accordance with QCP policies.
- 2.8.2 All certified projects, registered to firms which are accredited for fabrication and/or finishing, and are in provisional status, shall undergo mandatory compliance inspections of the fabrication and/or finishing in the participant's plant.
- 2.8.3 All certified projects, registered to firms which are accredited for installation, and are in provisional status shall undergo mandatory compliance inspections during the installation phase.
- 2.8.4 If the participant is accredited solely for installation, then a compliance inspection at the QCP project site will be sufficient.
- 2.8.5 It is the participant's responsibility to correct nonconformities (if noted) identified in compliance inspections.
- 2.8.6 Refusal to correct nonconformities will result in immediate revocation of participant certification. [See Section [7.6](#) for revocation information.]
- 2.8.7 Non-conforming work settled outside of the QCP, and for which a Letter Accepting Deviations (LAD) is submitted, will not be considered refusal to correct nonconformities.
 - 2.8.7.1 Such projects will not be counted toward provisional requirements.
 - 2.8.7.2 In such cases, the Program Director will advise the participant of its extended provisional status in the QCP. This does not apply to cases where non-conforming work originated from the modification of the Standards by project plans and specifications.
 - 2.8.7.3 The participant shall pay to the QCP any and all costs for additional compliance inspections incurred as a result of extended provisional status.
- 2.8.8 Upon successful completion of two (2) certified projects, a participant's status becomes "Self Labeling", and it is authorized to certify projects without mandatory compliance inspections.

2.9 Probationary Status

- 2.9.1 A Self-Labeling participant's program status shall be changed to "Probation" if any reported noncompliant item from an inspected project is resolved by means of a "Letter Accepting Deviations" (LAD). (See glossary).
 - 2.9.1.1 A change in status to "Probation" shall not in itself affect a participant's accreditation of individual sections of work as they appear in QCP's records.
- 2.9.2 A participant will retain its probationary status until the inspection of a certified project shows compliant work in the sections for which nonconformities were not corrected in the preceding project(s). A participant in probationary status may restore its "Self Labeling" status by satisfying the following requirements:
 - 2.9.2.1 Inspection of the next available project containing work from the same accredited section, and sufficiently similar to that which was noncompliant, such that an assessment can be made concerning whether the noncompliance has been eliminated in the new work, OR
 - 2.9.2.2 The participant's submission of QCP-specified audit documents which allow the program to verify with reasonable certainty that the past noncompliance at issue is understood by the participant and will not intentionally appear in subsequent work.
 - 2.9.2.2.1 Audit documents as an acceptable means of verification is dependent on the nature of the noncompliance, and is at the discretion of a peer inspector accreditations committee, which shall make that determination by majority vote.

- 2.9.2.2.2 If the accreditations committee determines that a project inspection is required, and one or more qualified projects are simultaneously available or nearly available for inspection to fulfill probationary requirements, the project selected is at the discretion of QCP.
- 2.9.2.2.3 Qualified projects in progress at the time a participant's status changes to Probation are eligible for inspection at the discretion of QCC.
- 2.9.3 Inspection of projects under Probationary status shall be governed by Section 4 of these standards.
- 2.9.4 Projects inspected under probationary status and resulting in the issuance of a Letter Accepting Deviations (LAD) will automatically extend the participant's probationary status.
- 2.9.5 The certification date of any project inspected under probationary status may serve as a new starting point for calculation of the three-year anniversary described in Section 3.3 of these standards.
- 2.9.6 If a participant's probationary status extends into two or more projects for which physical inspection is required, then, excluding the costs for the first project inspected during probation, all expenses exceeding the certification fee for subsequent inspections will be charged to the participant.
- 2.9.7
- 2.9.8 If a participant's probationary status extends in to two or more consecutive projects, then, excluding the costs for the first project being inspected during probation, all expenses exceeding the certification fee for subsequent inspections will be charged to the participant.
- 2.9.9 Completed projects in the probation phase resulting in the issuance of a Letter Accepting Deviations (LAD) will automatically extend the participant's probationary status to the next project.

2.10 Release and Indemnification

- 2.10.1 By submission of an application for participation, QCP applicants expressly agree to release, hold harmless, and indemnify QCC, the QCP, QCP Representatives, staff, their respective heirs from any claims of negligence, slander, libel, defamation, or otherwise that may arise in connection with QCC's investigation of the applicant's eligibility, and/or claims that may arise in connection with the results of project and plant inspections.

3 ACCREDITATION RENEWAL

3.1 General Requirements

- 3.1.1 Participant accreditation expires 11:59 pm EST December 31 of each year.
- 3.1.2 Participants are obligated to renew accreditation not later than 11:59 pm EST December 31 of each year.
 - 3.1.2.1 For purposes of this section, items postmarked on or before December 31 shall be treated as having been received on or before December 31.
- 3.1.3 Accreditation renewal invoices are mailed/faxed and emailed to the address on record in November of each year.
- 3.1.4 Renewal is effective upon receipt of both payment of the required renewal fees and a signed copy of the QCP Code of Ethics.
- 3.1.5 A late fee of \$300 will be assessed if the required renewal fees and signed copy of the Code of Ethics are not received on or before 11:59 pm EST December 31.
- 3.1.6 A current fee schedule is available from the QCC administrative offices and the QCP Web site.
- 3.1.7 All participants whose renewal payments have not been received in the QCC office by January 5th will have their status changed to Suspended
 - 3.1.7.1 They will not be listed on the QCP website and they will not appear in any QCP or AWI published medium as a QCP participant
 - 3.1.7.2 Suspended companies may be reinstated to QCP without having to reapply, providing all of the following criteria are met:
 - 3.1.7.2.1 No more than three (3) years have elapsed since their last inspection (project or accreditation)
 - 3.1.7.2.2 The date is by or before December 31 (12 months following the participant's previous year's expiration date)
 - 3.1.7.2.3 The renewal fee is paid in full, plus the \$300 late fee, and shall be valid until the end of the calendar year
- 3.1.8 All participants whose renewal payments have not been received in the QCC office by January 31st will be notified they must cease all use of the QCP logo
 - 3.1.8.1 All QCP registered projects registered prior to the date of non-renewal and having commenced fabrication will be honored for QCP services, providing the certification fee has been paid before the date of non-renewal.
 - 3.1.8.2 Said project(s) will require inspection(s), and all program requirements will remain effective for the duration of said project(s).
 - 3.1.8.2.1 In the event the fabrication, finishing or installation is found non-compliant (which will necessitate additional inspections by a Program Representative,) all costs for additional inspections shall be borne by the participant including, but not limited to travel, meals, lodging and per diem expenses of the QCP Representative.
 - 3.1.8.2.2 In the event the fabrication, finishing or installation is found non-compliant, escrow funds will be required to off-set anticipated inspection costs.
 - 3.1.8.3 Immediately cease all use of the QCP logo in all media, including printed and electronic, and submit (to the QCC office) a signed statement that these steps have been taken.

3.1.8.4 The QCP Logo is a registered trademark with the United States Patent and Trademark Office. Only currently accredited program participants in good standing are authorized to use and display the QCP Logo. Any unauthorized use is strictly prohibited.

3.1.9 A new accreditation certificate will be sent to each participant upon renewal of accreditation provided that the participant has paid all application, renewal, and prorated renewal fees.

3.2 Project Certification Accreditation Renewal Requirements

3.2.1 Until these policies may be revised to the contrary, no QCP re-visit or re-evaluation of a participant’s plant for the sole purpose of reaccreditation is required after the participant’s initial inspection and accreditation as described in Section 2.7. Plant visits for other purposes, such as certified project fabrication inspections, remain necessary where required by these policies.

3.2.2 Until these policies may be revised to the contrary, re-accreditation of individual sections of work is not required by program participants.

3.2.3 Accreditation of any additional sections of work following a participant’s initial accreditations shall be accomplished by means of a work sample inspection and evaluation performed by a QCP Representative.

3.2.3.1 Samples provided by the participant for this purpose may be:

3.2.3.1.1 Factory manufactured or

3.2.3.1.2 “in-place” work performed for a project fabricated and/or installed not more than two years prior to the date of inspection.

3.2.3.2 Samples provided for this purpose must conform to the current AWI Standard and must reasonably conform to the Minimum Sample Criteria which appears as an appendix to these standards.

3.2.4 Upon completion of a sample inspection, the QCP Representative shall issue a written accreditation report, with a separate assessment and recommendation for each sample shown.

3.2.5 The inspection report will be reviewed by a credentialing committee of peer inspectors.

3.2.5.1 Any disagreement within the committee concerning any aspect of an applicant’s sample conformance shall be resolved by the committee’s majority vote.

3.2.5.2 Any unresolved disagreement between a QCP participant and the committee with respect to a sample conformance determination may be addressed using the appeals process described in section 6.2 herein.

3.2.6 New sections accredited shall be added to the list of the participant’s accreditations which appears on the QCP website.

3.2.7 All costs of additional section accreditation shall be borne by the participant to include, but not be limited to, administrative fees, travel, meals, lodging and per diem. This requirement applies to fabrication, finishing, and installation.

3.2.8 Participants are required to successfully complete the QCP written tests (AWI Standards and QCP Policies) as described at least every three years. (See sections 2.4.1. through 2.4.4 of these standards for a description of the written test.)

3.3 Project Certification Periodic Inspection Requirement

3.3.1 Upon a participant’s certification of its second Provisional project, (see Section 2.10), a QCP Representative shall inspect the next registered and qualified project available after the three-year certification anniversary date of any previously inspected and certified project.

Written tests are temporarily suspended effective 12/12/11 until both tests can be revised in 2012

- 3.3.1.1 If one or more other qualified projects are simultaneously available or nearly available for inspection at the three year anniversary date of any previous inspected certification, the project to be inspected to fulfill this requirement is selected at the discretion of QCP.
- 3.3.1.2 Qualified projects already in progress but not completed at the three year anniversary of any previously inspected and certified project are eligible for inspection to fulfill this requirement. The decision to inspect any such ongoing project is at the discretion of QCP. No inspection of such a project may take place prior to the three-year anniversary date of any previously inspected and certified project.
- 3.3.1.3 If for any reason the project inspected in fulfillment of this requirement is not certified, the next qualified project must be inspected. Selection of this project will also be subject to Sections 3.3.1.1 and 3.3.1.2
- 3.3.1.4 QCP recognizes that the timeframe in which a qualified project may become available for inspection after the prescribed three year anniversary date may vary widely from participant to participant.
- 3.3.1.5 All aspects of a project inspection conducted to meet this requirement shall be governed by Section 4 of this policy.
- 3.3.1.5.1 The requirements set forth under Section 3.3 do not conflict with Section 4.8 governing random project inspections, which QCP reserves the right to conduct at its discretion.

4 CERTIFICATION AND LABELING

4.1 Project Certification Requirements

- 4.1.1 Only QCP participants accredited for project certification are eligible to provide QCP project labels and/or certificates, certifying the work complies with the Standards and/or the project specifications.
- 4.1.2 The placement of project-specific labels or the issuance of a project-specific certificate of compliance is a certification by the participant, not the QCC or the QCP, that the particular project complies with the specified grades listed in the Standards.
- 4.1.3 The QCC accredits the firm's ability to supply the grade of work for which it has been approved.
- 4.1.3.1 The accreditation of the firm by the QCP is not a certification by QCC or the QCP of any particular project.
- 4.1.4 Upon request, a QCP staff member will issue written confirmation of a participant's status in the program.
- 4.1.4.1 This written confirmation will include the sections for which the firm is accredited, and the quality grade for which it is accredited.
- 4.1.5 Applicability of the Standards with regard to a project may be modified by:
- 4.1.5.1 Contract documents;
- 4.1.5.2 Change orders; or,
- 4.1.5.3 Written instructions by the Design Professional and/or the owner's representative.
- 4.1.6 Adherence to such modifications shall not be cause for non-labeling.
- 4.1.7 The issuance of labels or a certificate of compliance does not constitute an acceptance or rejection by the QCC or the QCP of the woodwork provided.
- 4.1.8 The QCP may register or assign QCP project numbers solely to projects for which certification of fabrication is specified or required under any edition of the Standards.
- 4.1.9 Unless a project is registered by an architect, the QCP shall confirm with the architect that the QCP requirement for fabrication, finishing and/or installation is specified or required for the project.

- 4.1.10 Certification of woodwork manufacturing, factory finishing or installation under the QCP applies only to products or work, specifically covered by the Standards and/or as modified by the contract documents.
- 4.1.11 Shop drawings for certified projects shall be in conformance with the Submittal requirements as noted in Section 1 of the Architectural Woodwork Standards (AWS).
 - 4.1.11.1 Projects that reference the QSI shall be fabricated, finished, and installed in accordance with the requirements set forth in the contract documents; the shop drawings, however, must conform to the requirements in Section 1 of the AWS.
- 4.1.12 Participants may certify and label, according to the Standards, sections and grades of work that have been manufactured by the accredited participant, or work for which the participant has taken direct contractual responsibility for incorporation in the project, based on what the participant is accredited to manufacture.
- 4.1.13 Findings of any inspection conducted under the QCP shall be considered binding on the participants, except as modified on appeal as hereinafter specified.
- 4.1.14 If the QCP becomes aware that a woodworker who is not a QCP participant has been awarded a contract for a QCP project, it will immediately inform the Design Professional and/or other contracting party that no certificates or labels will be issued for that project unless and until the woodworker becomes an accredited QCP participant and fulfills all requirements of the QCP prior to commencing fabrication for the project. *[See section [2.1](#) for accreditation requirements.]*

4.2 Project Compliance Inspections

- 4.2.1 A compliance inspection by a QCP Representative serves to determine whether the particular project or product complies with the appropriate grade specified in the referenced edition of the Standards or as modified by the plans and specifications.
- 4.2.2 The QCP representative will make a good faith determination of whether the work complies with the documentation made known to him/her and which he/she judges is within his/ her expertise.
- 4.2.3 Upon observation of the work in progress, the QCP Representative will issue advisory written recommendations to correct nonconformities.
- 4.2.4 Upon review of the inspection report the inspections manager shall determine whether the project is eligible for certification per QCP policies and shall authorize the provision of labels and/or certificates.
- 4.2.5 The QCC office will send the labels and/or project certificates of compliance to the woodworker upon the Inspections' Manager's authorization that the project is eligible for certification.

4.3 Projects with Nonconformities

- 4.3.1 If nonconformities are found, the QCP Inspections' Manager will notify the participant of the nonconformities.
- 4.3.2 The QCP Inspections' Manager may inform the owner's representative and/or the Design Professional of the findings and the participant's time schedule no sooner than seven (7) calendar days following the compliance inspection.
- 4.3.3 Final compliance inspections may be necessary before releasing the labels to the participant.
- 4.3.4 Final compliance inspections are carried out at the discretion of the Program Director.
 - 4.3.4.1 The participant will pay any and all re-inspection costs to the QCC administrative office.
- 4.3.5 Neither labels nor certificates of compliance will be issued to registered projects if the noted nonconformities are not corrected.
 - 4.3.5.1 Acceptance of deviations by the Design Professional and/or the project owner's appointed representative shall not constitute refusal to correct nonconformities.
 - 4.3.5.2 Completed projects resulting in the issuance of a Letter Accepting Deviations (LAD) will result in the participant's certification status being changed to probationary.

4.4 Participant Responsibilities

- 4.4.1 QCP participants, upon being awarded a project requiring certification, must confirm the project is registered with the QCC administrative office.
- 4.4.2 If the project has not already been registered, the participant must register the project in accordance with program policies.
- 4.4.3 Project registration must occur prior to commencement of fabrication.
- 4.4.4 Participants must submit the completed and signed, Certification Request Form 722F011, accompanied by the project labeling fee to order certification labels and/or certificates of compliance.
 - 4.4.4.1 When submitting the Certification Request Form, intentional and/or repeated failure by the participant to accurately report a project's awarded scope of work and/or any inspection requirement is cause for revocation.
 - 4.4.4.2 The project certification fee is \$500, or ½% of the contract, whichever is greater.
- 4.4.5 The QCP reserves the right to review a copy of the contract or purchase order prior to issuing labels and/or certificates for a certified project.
- 4.4.6 Certification Request Forms must be received by QCP at least two (2) weeks prior to commencement of fabrication to allow for scheduling of required compliance inspections during the fabrication phase of the work
 - 4.4.6.1 A participant's repeated failure to submit the Certification Request Form at least two weeks prior to commencement of work is cause for revocation.
- 4.4.7 The participant shall make available to the designated QCP Representative copies of the reviewed shop drawings and any documents addressing modifications to the Standards.
- 4.4.8 The above materials shall be provided to the QCP Representative two (2) weeks prior to a scheduled QCP compliance inspection.
 - 4.4.8.1 The QCP Representative will review these documents for project scope and applicability to relevant sections of the Standards.
- 4.4.9 Participants must comply with the minimum requirements of the Standards despite deviations from the Standards which may be included in the reviewed and/or approved shop drawings.

- 4.4.9.1 Deviation from the minimum requirements of the Standards is permitted solely in cases where such deviations from the Standards are clearly noted in the contract documents and/or in submittals for which there is written acceptance by the Design Professional
- 4.4.10 Participants shall have complete responsibility for the compliance of these products as well as any subcontracted or bought-out and re-sold products furnished under their contract
- 4.4.11 Participants shall ensure that all materials are ready for inspection prior to the QCP Representative's visits.
- 4.4.11.1 Failure to do so may result in repeat inspection appointments. All repeat inspection costs will be paid by the participant.
- 4.4.12 This requirement applies to all fabrication, finishing and installation phases.
- 4.4.13 At the conclusion of a certified project, the participant shall issue to QCP a statement of the final dollar amount of the contract reflecting all change orders.
- 4.4.13.1 If the final contract amount varies from the original contract amount by more than \$5,000, the QCP will issue a prorated refund or advise the participant of the balance due.
- 4.4.14 Participants shall remit balance of payment within 30 days of invoice date
- 4.5 Project Labels and Certificates of Compliance**
- 4.5.1 Project-specific labels and/or certificates of compliance will be issued to the participant in accordance with the following criteria:
- 4.5.1.1 Projects being executed by participants in the probationary phase (those who have not yet satisfactorily completed two certified projects) will be issued project labels and/or certificates of compliance after compliance with the Standards and the project specifications has been verified by the QCP Representative.
- 4.5.1.2 Projects for which an inspection has been requested will be issued labels and/or certificates of compliance after compliance with the Standards and the project specifications has been verified by the QCP Representative.
- 4.5.1.3 Projects which have been designated to receive a random inspection will be issued project labels and/or certificates of compliance after compliance with the Standards and the project specifications has been verified by the QCP Representative.
- 4.5.1.4 Projects being executed by self-labeling participants, and the project has not been designated to be randomly inspected, and has not received an inspection request, will be issued labels and/or certificates of compliance submittal of the completed label request form as indicated in item [4.4.4](#).
- 4.5.1.5 Any costs associated with cancelled or re-scheduled inspections including, but not limited to, travel, meals, lodging and per diem charges of the QCP Representative, will be the responsibility of the participant as described in Section 6.2 of these policies.
- 4.5.2 It is recommended, but not mandatory that label placement follow labeling guidelines set forth by the QCP [See [Project Labeling Guidelines](#) in the Appendix.]
- 4.5.3 Labeling fees shall be paid based on the certified woodwork contract amount.
- 4.5.3.1 If the total contract specifically indicates phasing in two or more parts along with separate values of those phases, then the project may be handled as two or more projects and be listed as Phase I, II, etc.
- 4.5.3.2 Project labels may be issued based on the phasing and work labeled accordingly.
- 4.5.3.3 Fees will be based on the phase values. Each phase will be subject to the minimum labeling fee.

- 4.5.4 Project certification (labeling) fees are set by the QCC BOD and are set forth in a separate schedule
 - 4.5.4.1 Consult with the QCC administrative office for the latest schedule
- 4.5.5 Label fees are not refundable after a related inspection has occurred [refer to section [10.2.3](#) for more information].
 - 4.5.5.1 Inspection may include review of project documents, even if the QCP Representative has not inspected the project at the plant and/or job site.
- 4.5.6 Arrangements may be made in advance with the Program Director for payments of labeling fees in multiple installments in accordance with the progress of construction only when projects exceed a contract value of \$1 million
- 4.5.7 Projects that require compliance inspections but are not inspected during the fabrication phase shall receive modified certificates of compliance only.
 - 4.5.7.1 Modified certificates will indicate the limited nature of the compliance verification.
 - 4.5.7.1.1 Labels will not be issued for such projects nor will these projects count toward the mandatory compliance inspection requirement as outlined in [Section 2.10](#)
- 4.5.8 Certificates of compliance shall be issued for factory finishing and/or installation as indicated.
 - 4.5.8.1 Such certificates are only issued for projects manufactured and certified by a QCP accredited manufacturer

4.6 QCP Representative Responsibilities

- 4.6.1 QCC staff and QCP Representatives are expected to observe certain rules of conduct pertaining to the discharge of their responsibilities, in the same manner that QCP participants are required to abide by the QCP Code of Ethics.
- 4.6.2 The QCP shall utilize the services of individuals with industry experience in a manner intended to provide services with fairness and impartiality to all parties.
- 4.6.3 QCP representatives shall successfully complete QCC's test of its quality management system.
- 4.6.4 QCP staff *and representatives shall have no connection, financial or otherwise, to a participant, project or product.*
- 4.6.5 QCP staff and representatives shall make full disclosure of any conflicts of interest, financial or otherwise, regarding any participants, projects or products that are involved in the QCP.
- 4.6.6 In the event of a conflict of interest with regard to the assigned QCP representative, the QCP Program Director will assign an alternative representative.
- 4.6.7 The QCP representatives work closely with the QCP Program Director in order to provide program participants with services, the scope of which is established by the QCC BOD.
- 4.6.8 In a written report to the QCP administrative office, the representative shall identify nonconformities of the work as they relate directly to the Standards, using specific references to the non-compliant inspected work and the Standards.
 - 4.6.8.1 A copy of this report will be made available to the participant.
- 4.6.9 Under no circumstances shall the QCP representative make statements to anyone other than the QCP participant involved.
 - 4.6.9.1 No opinions or suggestions, either verbal or in written form, will be offered to the general contractor, architect or owner without express authorization of the QCP Program Director.

- 4.6.10 Upon approval and request of the QCP Program Director, the designated representative shall inspect portions of the project as requested by the participant and shall leave labels only for those portions, provided they are in compliance.
- 4.6.11 The representative is obligated by the Program to inspect for compliance in all sections pertaining to the Standards included in the project.
- 4.6.12 During the course of all compliance inspections, the QCP Representative shall speak only to the QCP participant's designated company representative or the QCP firm's owner.
 - 4.6.12.1 The QCP Representative shall make no compliance or nonconformity comments, either verbal or in writing, to any other management or shop floor personnel unless specifically requested or approved by the QCP firm's owner or designated company representative.
- 4.6.13 The Standards describe a level of quality that must be achieved for work to be in compliance.
- 4.6.14 Because of the variations in wood and manufacturing processes it is understood that with respect to compliance inspection and testing, a reasonable assessment of the performance of the finished product will be weighed against absolute compliance with the Standard.
 - 4.6.14.1 This will be the judgment of the QCP Representative and is also implied in the labeling of the project by the QCP participant that the firm's work is in compliance with the Standards, or as they have been modified by plans, specifications and other related contractual documents.

4.7 Random Inspections

- 4.7.1 The QCP reserves the right to inspect any certified project at any time up to a period of no more than 120 days after the final delivery of woodwork to the jobsite, or the completion of a registered and certified installation, whichever occurs later.
- 4.7.2 In the event that such an inspection identifies nonconformities, the participant will be placed on probation during the period granted to make necessary corrections.
- 4.7.3 The participant shall pay to the QCP any and all costs for repeat compliance inspections incurred as a result of a failed compliance inspection.

5 PROGRAM STRUCTURE

5.1 Governance

- 5.1.1 The QCP is a program of the AWI Quality Certification Corporation [QCC] and is subject to the policy and governance authority of the QCC Board of Directors.
- 5.1.2 The purpose of the QCC BOD is to periodically review QCP policies, guidelines, and operational challenges.
 - 5.1.2.1 Should changes in policy or operations be needed, the QCC BOD will make recommendations resulting from a consensus opinion of the QCC BOD to the QCC Director of Operations.
 - 5.1.2.1.1 In the event there is not a consensus opinion between the QCC BOD and the QCC Director of Operations, final authority rests with the QCC BOD.
 - 5.1.2.1.2 Actions of the QCC BOD and QCC Director of Operations shall be consistent with the general policies and procedures established by the QCC BOD.
- 5.1.3 The QCC BOD shall be comprised of no fewer than nine (9) and no more than eleven (11) members including representatives from the design, specifications, credentialing and construction communities, AWI manufacturing members and one QCP Program Representative.

- 5.1.4 The AWI BOD shall elect the members of the QCC BOD to serve for a three-year term, with one third of the directors newly appointed each year.
- 5.1.5 The QCC Director of Operations shall serve as corporate secretary to the QCC BOD and shall be present during all meetings.
- 5.1.6 The QCC Director of Operations shall not vote on issues before the QCC BOD.
- 5.1.7 The Program is administered by the QCC Director of Operations and supporting staff.
- 5.1.8 The QCP is managed by the QCP Program Director.
- 5.1.9 The Program Director reports to the QCC Director of Operations.

5.2 Confidentiality

- 5.2.1 All materials submitted by QCP applicants are held in a secured physical file located in QCC administrative offices.
- 5.2.2 All reports, inspections and observations of QCP administrators shall be added to the QCP applicant's or participant's file.
 - 5.2.2.1 Access to these files shall be restricted to the QCC Director of Operations, QCP Program Director, QCC BOD, and other staff on a strict need-to-know basis.
 - 5.2.2.2 Communication regarding these files is to be handled in the strictest confidentiality. This data is not available to others.
- 5.2.3 QCP Representatives are to maintain the confidentiality of all QCP information in their possession.

6 COMPLAINTS AND APPEALS

6.1 Complaints

- 6.1.1 Any QCP stakeholder may file a complaint with the QCP for the following reasons:
 - 6.1.1.1 Any matter pertaining to the conduct of QCC staff or QCP Representatives
 - 6.1.1.2 Any matter pertaining to the conduct of a QCP applicant and/or participant within the context of the QCP Policy Manual
- 6.1.2 The complaint shall be submitted to the QCC office using form 852F008, QCP Complaint Form
- 6.1.3 The complaint shall include the following information:
 - 6.1.3.1 The efforts made to rectify the matter with the other party.
 - 6.1.3.2 The nature of the complaint and the details of the QCP policies infraction(s).
 - 6.1.3.3 The proposed solution
- 6.1.4 The name, company name, and the contact information of the party filing the complaint
- 6.1.5 The QCC Director of Operations will assign the investigation of the complaint to the appropriate staff member
- 6.1.6 The complainant will be notified of the investigation's findings and corrective actions taken (if applicable) within two (2) weeks from the date the complaint was filed.
- 6.1.7 All information pertaining to a complaint will be held in confidence. Details will be divulged, solely to the extent necessary, to the parties involved in the complaint.
- 6.1.8 All complaints pertaining to the conduct, actions, omissions, and/or decisions attributed to the QCC Director of Operations will be automatically directed to the member of the QCC BOD who serves in an ex-officio, non-voting capacity: the Architectural Woodwork Institute's EVP.

6.2 Appeals

- 6.2.1 In the course of application and/or participation in the QCC, decisions made by the QCP Program Director may be appealed to the QCC BOD.
- 6.2.2 Appeals to the QCC BOD must be submitted to the QCC Director of Operations within ninety (90) calendar days of the notification date of the decision being appealed. Appeals submitted outside of this timeframe will not be considered by the QCC BOD.
 - 6.2.2.1 Such appeals shall be submitted in writing to the QCC administrative office requesting inclusion on the next scheduled QCC BOD meeting agenda.
 - 6.2.2.2 An outline of the applicant/participant presentation shall be submitted, and postmarked four weeks prior to the scheduled meeting.
 - 6.2.2.3 The decision of the QCC BOD, in matters subject to its authority and jurisdiction, is final.
- 6.2.3 A separate QCP Board of Appeals shall consider appeals of challenge inspection findings.

- 6.2.3.1 The QCP Board of Appeals is composed of three members, appointed from the current QCP Representatives.
- 6.2.3.2 The QCC BOD appoints the QCP Board of Appeals members.
- 6.2.3.3 Appointees to the Board of Appeals are to have no relationship or conflicts of interest in any matters they are asked to inspect.

7 DISPUTE RESOLUTION

7.1 Project Compliance Inspection Criteria

- 7.1.1 The QCP is implemented through the accreditation of participant firms that demonstrate the ability to comply with the Standards with respect to the sections and grade of work they are approved for, thus authorizing the participant to certify the project for product compliance.
- 7.1.2 The QCC disclaims any liability for damages, including consequential damages, in connection with the projects, products or work of the participants in the Program.
- 7.1.3 The QCC makes no expressed or implied warranties including any implied warranties of merchantability and fitness for a particular purpose, regarding any particular project, product or work.
- 7.1.4 Compliance inspections shall be performed only at the request of parties directly involved in the project, or as otherwise authorized.
 - 7.1.4.1 Such requests shall be made in writing to the Program Director, listing applicable sections and grades as referenced in the Standards.
 - 7.1.4.2 Inspection services will not be available after 120 days from final delivery of woodwork to the jobsite, or the completion of a registered and certified installation, whichever occurs later.
- 7.1.5 Evaluation criteria and general procedures shall be the same for compliance inspections required by the program and for compliance or challenge inspections requested by any involved party.
- 7.1.6 When conducting compliance and challenge inspections, the designated QCP Representative will consider the plans, specifications and additional documentation, such as change orders, approved shop drawings, job conference minutes and approved submittals.
- 7.1.7 Deviations, if any, from the specified Standards and project documentation, if applicable, will be itemized on the compliance inspection report provided the work in question can be reasonably classified under, and determined to be governed by, the sections described in the Standards.
- 7.1.8 In determining applicability of the Standards with respect to the project contract documentation, compliance with the more specific requirements of the contract documents for woodwork may be required for participant certification of the work.
- 7.1.9 Issues that require subjective judgment or opinions on the part of QCP Representatives shall be excluded from the evaluation criteria. Examples include, but are not limited to:
 - 7.1.9.1 Closeness of match between new and existing woodwork fabrication and finishing.
 - 7.1.9.2 Color matching between finish submittals and the actual work.
 - 7.1.9.3 Judgment on acceptability of natural ranges in grain, figure and characteristics in wood species not addressed in the Standards
 - 7.1.9.4 Accuracy of materials or products that are specified but not defined in the Standards or for which documentation from related organizations is not available.

7.2 Repeat Project Compliance Inspection

- 7.2.1 When work is found non-compliant with the Standards grade specified, it may be subject to repeat inspection for cause after corrective measures have been taken.
 - 7.2.1.1 The Program Representative, based on the nature and extent of the nonconformities, shall determine the need for such repeat inspection.
 - 7.2.1.2 Should the fabrication, installation or finishing be found non-compliant, which would necessitate additional compliance inspection(s) by the Program representative, all costs of these compliance inspections shall be borne by the participant to include, but not be limited to, travel, meals, lodging, and per diem.
- 7.2.2 Should the QCP Representative, in the course of a random compliance inspection, find nonconformities or non-compliance of certified work in progress within the plant, they shall report their findings in writing, to the participant firm's designated representative and to the Program Director.
- 7.2.3 Labels will not be issued for the nonconforming project until all work has been corrected, inspected by a QCP Representative, and is found to be in compliance.
 - 7.2.3.1 Once corrected, project labels will be issued to the participant.
 - 7.2.3.2 Any additional costs, exclusive of the random compliance inspection, shall be paid by the participant, including, but not limited to travel, lodging, meals and per diem charges.

7.3 Project Compliance Challenge Inspections

- 7.3.1 Any party to the project contract may request a challenge inspection if they disagree with the findings of a compliance inspection.
 - 7.3.1.1 Such request shall be made in writing to the QCP Program Director, listing applicable sections and grades as referenced in the Standards.
- 7.3.2 Challenge inspections are conducted only on items or products included in the work of the participants that are subject to the provisions of the latest edition of the Standards.
 - 7.3.2.1 No requests to inspect work beyond this scope will be honored.
- 7.3.3 Parties to a challenge inspection may, at their discretion, submit other relevant documents for consideration by the QCP Representative.
- 7.3.4 Parties are cautioned to fully advise the QCP Representative of any change order, modification, agreement, etc. which constitutes a constructive change in the work as originally specified.
 - 7.3.4.1 This includes, but is not limited to, agreements to substitute or modify performance under the applicable sections and grades of the Standards to accommodate the needs or desires of the owner or owner's representative.
- 7.3.5 Upon receipt of a written challenge inspection request, the QCP Program Director will inform the QCP participant and owner's representative/architect.
- 7.3.6 A QCP Representative who was not party to the initial inspection will be scheduled to perform the challenge inspection.
- 7.3.7 The Program representative will carry out the challenge inspection independently and make a reasonable assessment in writing as to the challenged items' compliance with the applicable sections and grades of the Standards.
- 7.3.8 Should a challenge inspection reveal nonconformities, a written report is provided to the requesting party and to the QCP participant with the understanding that the participant must be given a reasonable opportunity to correct said nonconformities.
- 7.3.9 Should the challenge inspection disclose any major nonconformity in the work, the QCP participant shall pay the inspection costs.
- 7.3.10 Should the inspection findings show no substantive nonconformities in the work, the challenging party shall pay the inspection costs except in the case where the participant is the challenger;

7.3.10.1 In that case, QCC will absorb the challenge inspection costs.

7.3.10.2 Costs are to include travel, lodging, meals, and per diem and are due upon receipt of invoice.

7.3.11 The Program Director, QCP staff, QCP representatives and members of the QCC BOD shall endeavor to hold the names of parties involved in challenge inspections in strict confidence.

7.4 Appeals Procedure

7.4.1 A ruling or finding of a challenge inspection may be appealed by written request to the Program Director.

7.4.2 The Program Director, at his/her discretion, will assign one or more members of the QCP Board of Appeals to hear appeals, depending on the complexity of the case and the value of disputed work.

7.4.3 Individuals selected to review the appeal will be made known, in advance, to the parties involved in the appeal.

7.4.4 Any parties involved in the appeal may object to an appointment in writing to the Program Director.

7.4.4.1 The Program Director will then recommend an alternate member of the QCP Board of Appeals.

7.4.4.2 If no member can be agreed upon, the QCC BOD will appoint those to hear the appeal.

7.4.5 Appeals will be conducted in accordance with procedures established by the QCP.

7.5 Revocation of Accreditation

7.5.1 QCP Participants who fail three (3) separate challenge inspections in a two-year period shall have their accreditation certificate revoked by the QCP.

7.5.2 Non-payment of QCP annual renewal fees, project labeling fees, or compliance inspection costs constitutes cause for revocation from the QCP.

7.5.3 Non-compliance with the QCP policies and requirements, specifically refusal to correct nonconformities, will be cause for revocation.

7.5.3.1 Failure to respond to the QCP office with the proposed course of action to correct noted nonconformities on a certified project, including the corresponding timeline within which these corrections will be made, shall be cause for revocation.

7.5.4 In the event of revocation of accreditation, the QCP participant shall:

7.5.4.1 Return the current accreditation certificate

7.5.4.2 If applicable, return all QCP project labels and certificates of compliance (pertaining to the project not in compliance) to the QCP administrative office

7.5.4.3 Immediately cease all use of the QCP logo in all media, including printed and electronic, and submit (to the QCC office) a signed statement that these steps have been taken.

7.5.5 QCP participants have the right to appeal revocation to the QCC BOD.

7.5.6 Reinstatement into the QCP after a firm has had its accreditation revoked shall require satisfaction of all fees and procedures required of new participants at the time of re-application.

7.5.7 In the event of participant revocation, all QCP registered projects registered prior to the date of revocation will be honored by way of QCP services and inspections, and all program requirements will remain effective for the duration of said project(s).

8 QCP PROJECTS COMPLETED BY NON-PARTICIPANT FIRMS

8.1 Inspection Services

- 8.1.1 Work specified to be certified in accordance with QCP policies [see Section 4: *Project Certification & Labeling*] that was registered prior to commencement of fabrication, and completed by a firm not accredited by the QCP, is entitled to QCP's inspection services.
- 8.1.2 Non-accredited firms requesting this service are required to complete and submit the inspection request form and payment prior to scheduling of inspection.
- 8.1.3 The fee for inspecting these projects is the standard project certification fee (1/2% of the contract value, or \$500, whichever is greater), plus \$3,000.
- 8.1.4 At the conclusion of the inspection a written report will be issued to the requesting parties to the project, and shall identify observed nonconformities as they relate directly to the Standards.
- 8.1.5 QCP labels or certificates of compliance will not be issued for such projects.
- 8.1.6 Should the fabrication, installation or finishing be found non-compliant, which would necessitate additional compliance inspection(s) by the Program representative, all costs of these compliance inspections shall be borne by the requesting firm to include, but not be limited to travel, meals, lodging, per diem and administrative expenses.
 - 8.1.6.1 Requests for inspection services outside the contiguous United States and Canada are subject to additional travel related costs, including but not limited to, additional airfare, per diem, meals, and lodging.
- 8.1.7 Firms requesting inspection agree to all terms and conditions as outlined in the QCP Policies and expressly agree to release, hold harmless and indemnify QCC, the QCP, QCP Representatives, staff, their respective heirs and assigns from any claims of slander, libel, defamation or otherwise that may arise in connection with this request and service.

9 FEES

9.1 Administrative Fees

9.1.1 A \$150.00 administrative fee will be applied to all reimbursable inspections.

9.2 Cancellation Fees

9.2.1 If an inspection is cancelled or postponed less than seven (7) days before it is scheduled to take place, but more than 48 hours from the scheduled date and time, the participant or the applicant will be charged \$250.00.

9.2.1.1 This fee must be paid in full prior to the next inspection or renewal, whichever comes first.

9.2.2 If an inspection is cancelled or postponed less than 48 hours from the scheduled date and time, the participant or the applicant will be charged \$500.00.

9.2.2.1 This fee must be paid in full prior to the next inspection or renewal, whichever comes first.

9.2.3 Label fees are not refundable unless:

9.2.3.1 The certification requirement is withdrawn prior to the initial submittal of shop drawings and;

9.2.3.2 No inspection has occurred.

9.2.4 Label fee refunds are subject to an administrative fee of \$250.

9.3 Overseas Travel Fees

9.3.1 If the QCP needs to inspect projects and/or manufacturing facilities beyond the contiguous United States and Canada, the applicant/participant agrees to be responsible for all associated costs, including atypical costs, in U.S. dollars.

9.3.2 Additional costs will include, but not be limited to:

9.3.2.1 Additional airfare

9.3.2.2 Business class for flights with scheduled durations in excess of five (5) hours

9.3.2.3 Per diem

9.3.2.4 Lodging;

9.3.2.5 Travel insurance

9.3.2.6 Translation requirements in conjunction with program representative services

9.3.2.7 Associated administrative costs

9.3.3 Applicant/participant firms requiring services necessitating the above-mentioned additional costs, hereby agree and acknowledge that any dispute (whether arising under the terms of this agreement or arising under any other relationship or interaction between the parties) between the applicant/participant firms or the organization(s) they represent, and the QCC will be decided using the substantive law of the Commonwealth of Virginia in the United States (without regard to its conflict of law provisions) and that the state and federal courts located in the Commonwealth of Virginia shall be the exclusive forums for the resolution of any disputes, and applicant/participant firms, regardless of the firms' legal address, agree to submit to the jurisdiction of such courts.

9.4 QCP Accreditation Renewal Fees

- 9.4.1 Participant accreditation expires December 31 of each year.
- 9.4.2 Invoices for accreditation renewal will be mailed and/or faxed and emailed to the address of record in November of each year.
- 9.4.3 Participants are obligated to renew accreditation not later than December 31 of each year.
- 9.4.4 Renewal fees are non-refundable.
- 9.4.5 Renewal will be considered effective upon receipt of both payment of the required renewal fees and a signed copy of the QCP Code of Ethics.
- 9.4.6 A late fee of \$300 will be assessed under the following conditions:
 - 9.4.6.1 If required renewal fees and a signed copy of the Code of Ethics are not received on or before 11:59 pm, EST, December 31.
 - 9.4.6.1.1 Items postmarked on or before December 31 shall be treated as having been received on or before December 31.

9.5 Remittance Terms

- 9.5.1 All fees, other than those for annual participation/renewal due December 31, shall be billed under the terms of net 30. Invoices more than 60 days past due shall be considered delinquent and the participant's status shall be changed to Suspended.
 - 9.5.1.1 Participants are entitled to dispute any QCC invoice by submitting the cause for such dispute in writing to the QCC Director of Operations. Any decision by the QCC Director of Operations may be appealed to the QCC Board of Directors. During the timeframe a disputed invoice is under appeal the invoice shall not be considered delinquent

APPENDIX

The following pages contain forms which QCP representatives and participants are encouraged to print and/or photocopy for use in the QCP. Visit the QCP Web site, www.awiqcp.org or contact the QCC administrative office to confirm that you have the latest edition of the QCP Policies before using the forms as they are subject to change from time to time. The QCC assumes no responsibility for information that has been superseded.

AWI Quality Certification Corporation
46179 Westlake Drive, #120
Potomac Falls, VA 20165
Phone: (800) 449-8811 or (571) 222-4940
Fax: (703) 229-1211
www.awiqcp.org

QCP SPECIFICATION LANGUAGE:

Quality Standard: Unless otherwise indicated, comply with [AWI's Architectural Woodwork Quality Standards Illustrated] [Architectural Woodwork Standards] for grades of interior architectural woodwork, construction, finishes, and other requirements.

Provide AWI Quality Certification Program [labels] [certificates] indicating that woodwork [including installation] complies with requirements of grades specified.

This project has been registered as AWI/QCP Project No. _____. OR, the Contractor, upon award of work shall register the work under this section of the AWI Quality Certification Program (800) 449-8811.

The above paragraphs are requirements for MASTERSPEC® [Section 06402 - Interior Architectural Woodwork and Section 06420 - Paneling for MASTERFORMAT 1995][Section 062023 - Interior Finish Carpentry; Section 064023 - Interior Architectural Woodwork and Section 064200 - Wood Paneling for MASTERFORMAT 2004]. They are used by permission of ARCOM, publishers of MASTERSPEC® for the American Institute of Architects.

QUALITY CERTIFICATION PROGRAM POLICIES SUGGESTIONS FOR IMPROVEMENT

The following suggestions will help improve the QCP Policies:

Section Number:

Reason for Revision:

Revise Wording as follows:

Add New Paragraph as Follows:

Submitted by:

Phone:

Email:

Ordering Labels:

Project specific QCP labels are available and provided in the quantities needed and requested by the participant. Labels are provided after submission of the label request form and required labeling fee.

Label Placement:

These guidelines are intended to assist program participants in the placement of QCP project labels on items of work produced under the auspices of the program.

- For items such as casework and architectural cabinets, place one label per elevation in an inconspicuous location such as the inside of a drawer or door. Open shelving units receive one label on the back.
- Countertops receive one label per top on its underside.
- Doors, windows, frames and the like may be labeled on surfaces that are not visible to the eye.

Certificates of Compliance:

Certificates of Compliance are available for the project upon request of the participant. These may be used in lieu of labels for projects on which labels would be visually obtrusive. They may also be issued if required for the project files of the design professional, the building owner, the general contractor and/or the QCP participant firm.

REFERENCE LETTER OUTLINE

It is important for the effective administration of the QCP that reference letters contain substantive information regarding the skill and integrity of the applicant in the field of architectural woodwork.

To that end, please include your assessment of the following in your letter of reference:

- 1 Your assessment of reputation and skill as a woodworker with regard to:
 - 1.1 Quality of materials and workmanship.
 - 1.2 Quality of factory finishing, when included in contract.
 - 1.3 Quality of installation, when included in contract.
- 2 Your assessment of integrity as a woodworker with regard to:
 - 2.1 Competence of advice and guidance during design, proposal, and/or submittal phases.
 - 2.2 Competence of management and fabrication teams during the project.
 - 2.3 Competence of “job close out” processes, including punch lists and warranties.
- 3 Your assessment of reputation for responsibility as a woodworker with regard to:
 - 3.1 Businesslike proposal and change-order forms and procedures.
 - 3.2 On-time delivery of shop drawings, samples, and product.
 - 3.3 Prompt and effective corrective action if/when problems exist.
- 4 You may choose to write a letter of reference following the above guidelines, or you may use the attached form to evaluate the applicant.

We thank you for returning your letter/form to the applicant or to our office at your earliest convenience.

AWI Quality Certification Corporation
46179 Westlake Drive, #120
Potomac Falls, VA 20165
Phone: (800) 449-8811 or (571) 222-4940
Fax: (703) 229-1211