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The Ask:

*SEAI wants to change its approach,
we want you to pilot the change...*



The Road Map:

Create
Visual
Standards



Easy
Instructions

- Revised DTSS
- Simple QMS

Every
Problem is
an
Opportunity
to Improve



Contractor
Training

- QMS
- CAPA

Quality
Assured
Contractors



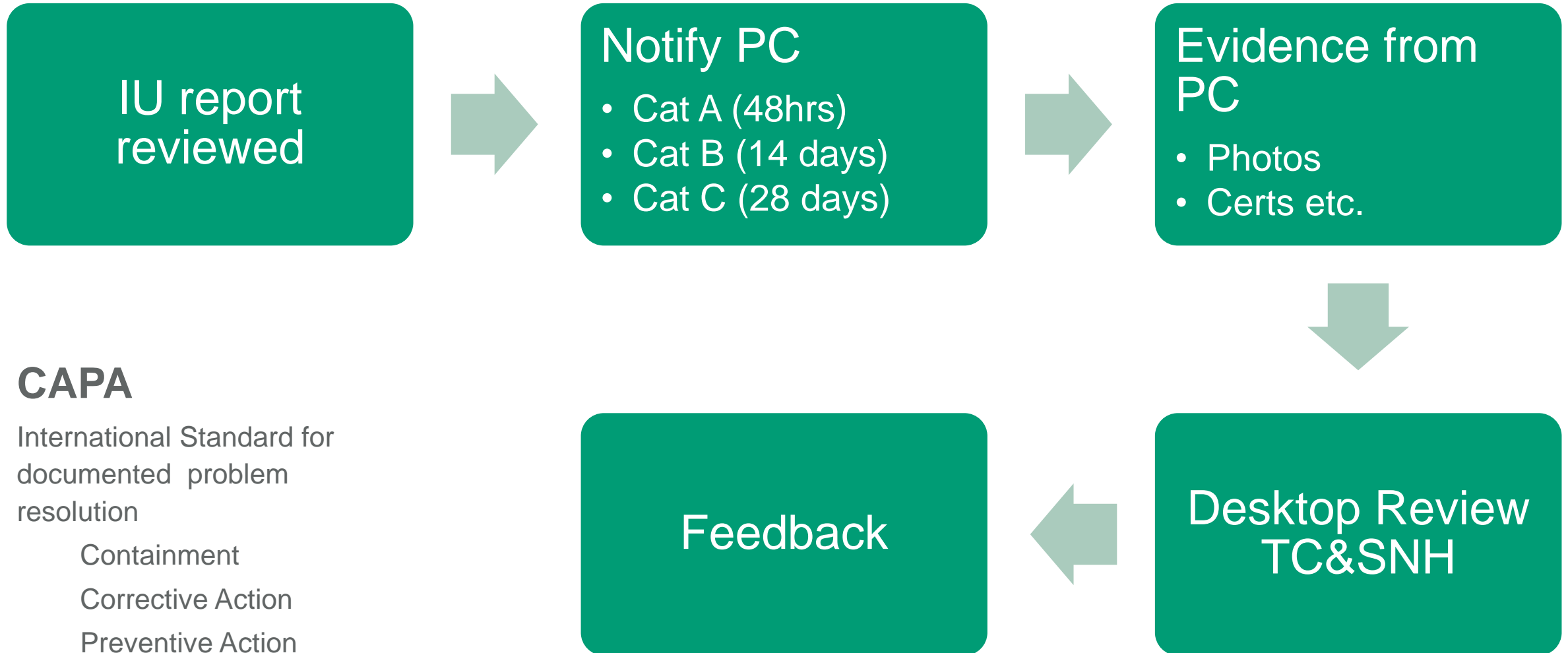
Quality
Assurance

- Audit Systems
- Monitor Performance

Key Messages for today...

- Reviewing the categories of non-conformance
 - Cat A – **Referrals**: immediate and severe health and safety incident
 - Cat B - **Re-works**: Issues affecting the longevity or effectiveness of measures in need of immediate rectification
 - Cat C - **Snags**: Minor issues affecting the aesthetic or inconveniencing the homeowner/ occupier
- Meet with each PC – Tom and Sadhbh roadshow!
- Plan for an event w/c 3rd June 2024 – QMS manager and PCs with CEG

How Pilot will work?



CAPA

International Standard for documented problem resolution

Containment

Corrective Action

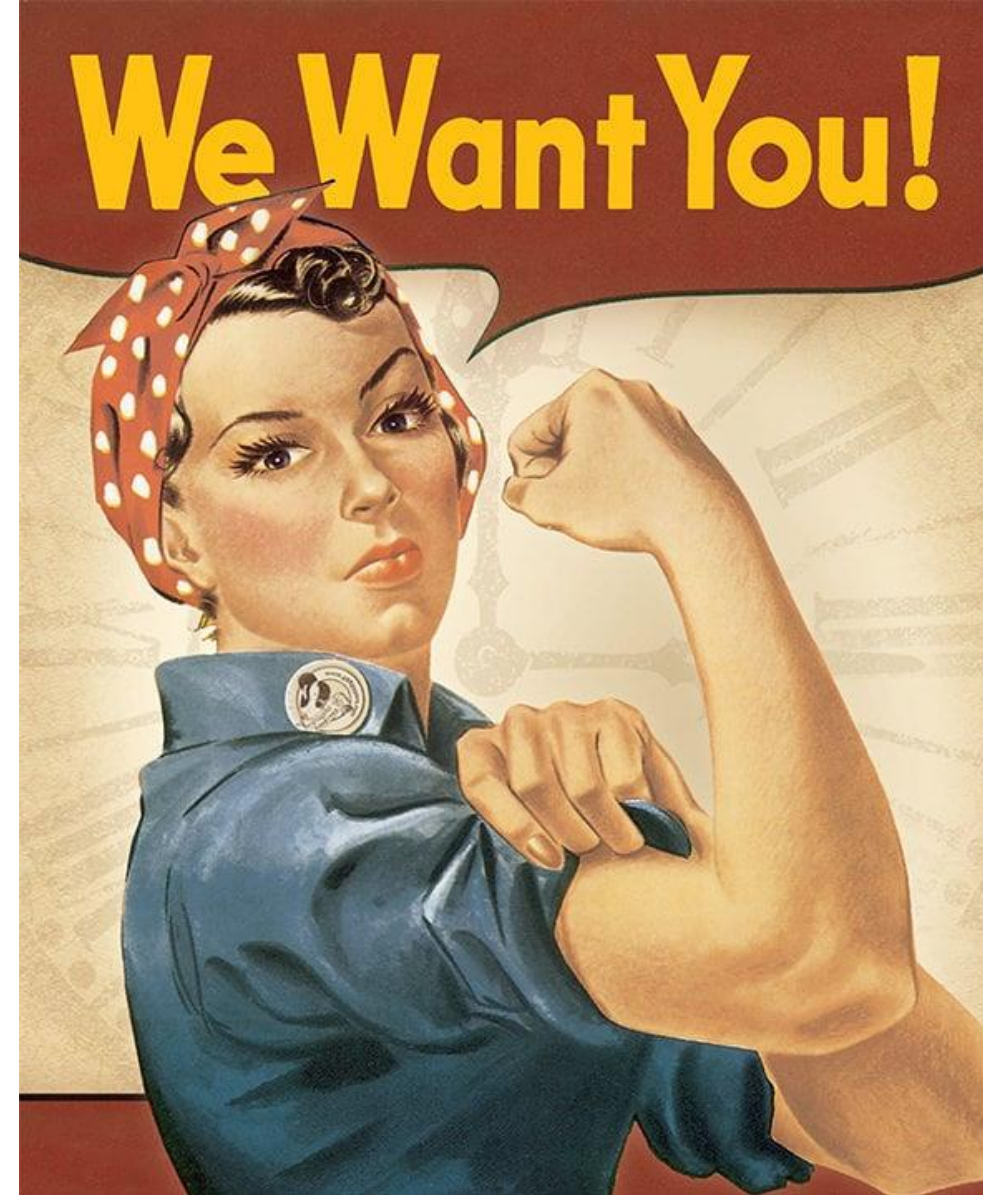
Preventive Action

Measure	category	Description of non-compliant	Inspector notes	SEV 1/2	Cat A/B/C	Evidence
EWI	Ventilation	Permanent vent not fitted but required	Stove present with no permanent vent, MVHR present. Advised homeowner of risks associated with open flued appliances and inadequate ventilation.	1	A	Photo, date stamped
Heat Pump	Refrigerant Pipework	Sealing of penetration through walls	Sealing of penetration through walls	2	B	Photo, date stamped
Heat Pump	Condensate Pipework	Condensate not discharging to a drain or soakaway	The condensate from the heat pump outdoor unit does not discharge into the drain provided beneath the unit.	2	C	Photo, date stamped
Heat Pump	Outdoor unit	Fixing - Unit not level	Fan unit leaning forward	2	B	Photo, date stamped
Windows	System Details	Reveals-Heads not repaired	The window reveals are not completed and rendered on the front gable, the rear gable and the left side of the house	2	B	Photo, date stamped

Event in June 2024

We want YOUR Quality Management Leader

- “Representative” in ISO terms
- Single point of contact
- Deputy when not available
- Physically inspects a sample to ensure standards
- Collates data
- Ensures review and improvement



Questions Please

