POLICIES & PROCEDURES

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Building Division**
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WILSONVILLE
COMMUNITY DEVELOPMENT

QUALITY ASSURANCE PROGRAM (QAP)	Adopted: August, 2018
Number: BPP 105	Last Reviewed: November 2024

Summary

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

Background

To maintain the quality of inspection and plan review services expected by the community and stakeholders, a proactive quality assurance program is developed. The program seeks to observe staff in the performance of their duties as code professionals at regular intervals. This has several benefits including:

- Ensures the division maintains an overall high level of code compliance
- Affirms our commitment to achieving and maintaining a safe built environment
- Improves internal and external transparency which leads to confidence in the delivery of services
- Identifies areas of ongoing improvement and potential training opportunities
- Promotes communication and consistency in the administration of code requirements
- Ensures that appropriate levels of staffing are maintained as workload fluctuates
- Promotes positive customer experiences

Discussion

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

- Provide a second set of eyes to observe inspectors and plans examiners in the performance of their duties, not as a gotcha to staff, but in effort to promote a positive growth mindset.
- To provide assurance to the permit applicant, the architect/engineer of record, the owner and the stakeholders that the construction complies with the design as delineated in the approved construction documents.
- To use the collected data for planning budgets, development of group and individual training, establish future staffing demands, as well as basis in the formulation of many operational reports.

Base Document

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

• Be used periodically as guides to assist the inspectors and plans examiners to perform efficient inspections and reviews.
• Promote consistency in the application of the building code and standard practices within the city of Wilsonville.
• Be used by the contractors and the public to prepare their construction documents for permit submittal and to prepare for inspections.

These checklists are applicable for wood frame and light commercial structures. They do not include all code requirements. Checklists are tools for optional use by code professionals. It is not intended that checklists are used with every inspection or plan review as they can become a crutch if overly relied upon.

Development

The program will be reviewed every code cycle. The existing checklists are reviewed by the inspection and plan review staff. They are amended to reflect the current codes adopted by the state and the city and to include the appropriate code sections, city ordinances and other state laws.

Audit Process

A program of checks and balances is implemented to ensure that all levels of service are successfully deployed according to the code, and with minimal errors. Audits are performed for all inspectors and plans examiners. To collect relevant data, the goal is to audit the work of each inspector and plans examiner approximately twice per year. The audits will be conducted by a supervisor, lead worker, or approved third-party. Staff will be encouraged to discuss observations in the weekly staff meetings, particularly in areas where inconsistencies or discrepancies are identified.

Policy

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

• 90% minimum accuracy for all general items as identified on the checklist
• 100% accuracy on significant or major items as identified on the checklist

Procedure

Inspections - A supervisor, lead worker, or approved third-party will visit sites of the work previously inspected by the field inspector or perform a ride-along with the inspector. The audit will include:

- Observe the inspector's work
- Review the inspection report
- Review the accuracy of the data reported in the permit system

Plan Review - A supervisor, lead worker, or approved third-party will audit the work previously reviewed by the plans examiner. The audit will include:

- Observe the plans examiner's work
- Review the plan review notices/communications
- Review the accuracy of the data reported in the permit system

Key elements include:

- There will be approximately two annual quality assurance audits per inspector and plans examiner.
- If there are discrepancies, they will be identified using the inspection and plan review checklists noted on the quality assurance program. Alternatively, if the audit is performed by a third party, the findings will identify any discrepancies and include recommendations for training, process changes, or areas for future improvement.
- The findings of the audits will be reviewed and discussed with the inspector or the plans examiner.
- Staff are encouraged to share the findings and discuss during the weekly inspector and plans examiners meeting.
- Management will review the audits and identify items requiring team or individual training, then develop an action plan for obtaining training.