

QUALITY ASSURANCE OPTIONS

(continued)

CERTIFIED COMPLIANCE PROGRAM (CCP) - www.woodworkinstitute.com/certification; click on "CCP".

The Certified Compliance Program (CCP) is an established discipline of quality control, for use in conjunction with the *Architectural Woodwork Standards (AWS)*, which provides a non-biased means of confirming conformance to a project's plans and specifications. CCP, together with the use of the desired Grade(s) in the specifications, will save time and thus money. The CCP is a means of assuring the quality designed is adhered to by informing everyone that you are requiring verification.

Specification of the CCP in no way restricts bidding or bidders. Anyone may use the Institute's inspection service without requirement of being a member or licensee. The cost of Certified Compliance is a small price to pay for the added quality assurance.

The CCP is a flat rate fee program honored on any projects located within the Institute's service area of Arizona, California, Nevada, and Oregon or throughout the continental United States on projects when such is specified by design professionals from our service area. Additional costs will be charged for Certified Compliance on projects not meeting the above requirements.

Certified shop drawings make the review process easier and saves time by eliminating the need to check fabrication details. When Certified shop drawings are received for review, it's already assumed that they conform to the projects specifications and the *AWS* requirements. This allows verification of the design intent to be the primary concern. Evidence of Certification is provided by means of an individually serial numbered Shop Drawing Certified Compliance Label, attached to the first page of the original shop drawing set.

Certified millwork and installation confirms that the furnished and/or installed millwork products conform to the plans, specifications, and *AWS* for the Grade(s) specified, adding the confidence that you and your client are getting what was specified and what you are paying for. Evidence of Certification for millwork products and/or installation is provided primarily by issuance of a Certified Compliance Certificate, listing the items certified, the applicable Grade(s), and whether installation is included. Additionally, each elevation of casework and/or countertops shall bear an individually serial numbered Certified Compliance Label, if so specified.

When CCP is specified, the Institute or its Licensees will inspect shop drawings, fabricated product, factory finishing, and/or installation to assure that it complies with the *AWS*, plans, specifications, and other contract documents.

Certified Compliance Licensing is available to all qualified fabricators. By becoming a WI Licensee, the manufacturer and/or installer gives notice that they are committed to quality. WI Licensees must pass a rigid examination and demonstrate their knowledge and ability to supply millwork produced in accordance with the Grade requirements of the *AWS*. Licensee's activities are monitored, at least annually, to assure their continued compliance with the program.

If a re-inspection is needed, an owner, design professional, contractor, or supplier may submit a written request for a re-inspection of any project performed by a WI Licensee, for which the specifications require the Certified Compliance Certificates and/or Certified Compliance Labels, to the Administrative Office of the Institute. The Institute will, upon receipt of such request and within a reasonable length of time, send a qualified WI inspector to re-inspect the work in question.

A written report will be furnished to the owner, design professional, contractor, and WI Licensee, detailing any non-compliant conditions found to exist, or confirming that all materials, fabrication, and/or installation are as specified. There is no charge for this service when the millwork or installation has been certified by a WI Licensee, but issuance of any negative findings will be withheld ten (10) working days in order to give the WI Licensee time to correct the negative findings. Any remaining negative findings will then be reported to all parties.

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CERTIFIED COMPLIANCE PROGRAM (CCP) (continued)

Specification Requirements

Should a design professional wish to take advantage of the Certified Compliance Program (CCP), the specifications shall first require conformance to the *Architectural Woodwork Standards (AWS)*, and the following wording shall be included in the project specifications:

SUBMITTALS

Submit shop drawings in conformance to AWS Section 1 - Submittals. The first page of the original shop drawings shall bear a Woodwork Institute Certified Compliance Label. For further information, please visit: www.woodworkinstitute.com.

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Millwork and installation shall be in accordance with [] Grade of the *Architectural Woodwork Standards*, latest edition. If provisions for the Grade specified are in conflict with, or modified by the drawings and/or specifications, the modifications shall govern.

Before delivery to the job-site, if the millwork supplier is:

A **WI Licensee**, they shall issue a WI Certified Compliance Certificate with original submittals indicating the millwork products furnished for this project and certifying that these products and their installation, if applicable, will fully meet all the requirements of the AWS Grade or Grades specified and the contract documents.

A **Non-WI Licensee**, they shall provide a WI Certified Compliance Tracking Acknowledgement with the original submittals, that they have arranged for inspection by a WI Inspector after completion of fabrication and installation. If all conditions are found to be compliant, the inspector will issue a Certified Compliance Certificate, indicating the millwork products furnished for this project, and certifying that these products and their installation, if applicable, fully meet all the requirements of the Grade or Grades specified.

Each casework elevation shall bear a WI Certified Compliance Label.

Each countertop shall bear the WI Certified Compliance Label.

It is the responsibility of the millwork fabricator and/or installer to include within their bid, any and all costs for certified compliance. Issuance of a Certified Compliance Certificate is a prerequisite for final acceptance. For further information, please visit www.woodworkinstitute.com.

Policy and Procedure Highlights

SHOP DRAWING CERTIFICATION is based on the combined scope of a projects specifications and the AWS only, without benefit of reviewing the architectural plans; therefore, it is the responsibility of the fabricator and/or installer requesting certification, to notify and give evidence as to the validity of any modifications the shop drawings may have to the specifications and/or the AWS; otherwise, the drawings will be rejected for non-compliance.

Modification incorporated within reviewed shop drawings, in themselves, are not evidence of approval; the modifications must be specifically addressed and approved in written documentation, separate of the shop drawings.

Shop drawings shall, at a minimum, meet the requirements of Section 1 - Submittals, of the AWS.

WI shop drawing Certification may be requested by filling out a WI 'Request and Authorization to Inspect' form and submitting it along with two (2) copies of the Shop Drawings, one (1) copy of the applicable project specifications (including General Conditions), and one (1) copy of any written modification approval or request for approval to the project plans and/or specifications to an appropriate field office, of which a listing can be found at www.woodworkinstitute.com, or by contacting the WI Administrative Office at 916-372-9943.

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Policy and Procedure Highlights (continued)

Shop drawing certification fees are based on the inspection being conducted at a WI field office or by special arrangement at a fabricators shop (which may incur additional charges), while not exceeding one hour of actual inspection time. Additional inspection time will be charged at the applicable rate.

A WI Licensee, by requesting a shop drawing Certified Compliance Certificate / Label, is conducting the initial (first) inspection. If WI is then asked to inspect their Certified shop drawings, it is considered a re-inspection. Re-inspections found to be compliant will be at no cost. Re-inspections found to be non-compliant will be charged the actual inspection time, subject to a one hour minimum. Failed re-inspections may be corrected and submitted for further re-inspection.

Inspections for projects that are phased or that are submitted in more than one installment, but are one project and under one contract, will be charged one basic inspection fee plus any additional inspection time required to complete the inspection; subject to a one hour minimum charge per incident of inspection. A CCL will be applied to the first page of each 'Certified' submittal, indicating those pages covered.

PRODUCT / FINISHING / INSTALLATION CERTIFICATION is based on the combined scope of the project plans, specifications, approved shop drawings, the AWS, and any approved modifications. It is the responsibility of any firm requesting inspection to notify and give evidence as to the specific approval of any modifications the shop drawings have to the specifications and/or the AWS, otherwise, they will be ignored.

Modifications incorporated within reviewed shop drawings, in themselves, are not evidence of approval; the modifications must be specifically addressed and approved in written documentation, separate of the shop drawings.

Any Project Owner, Architect, General Contractor, Construction Manager, or other party under contract for the work in question, may request an inspection. If multiple entities are involved in the total scope, multiple inspection and/or re-inspections will be conducted.

For WI products, finishing, and/or installation, Certification may be requested by filling out a WI 'Request and Authorization to Inspect' form and submitting it with a copy of the project specifications and written approval for any modifications to the plans and/or specifications to an appropriate Field Office, of which a listing can be found at www.woodworkinstitute.com, or by contacting the WI Administrative Office at 916-372-9943.

A WI Licensee requesting a Certified Compliance Certificate and/or Labels is conducting the initial (first) inspection. If WI is then asked to inspect their Certified Compliance product, finishing and/or installation, it is considered a re-inspection. Re-inspections found to be compliant will be at no cost. Re-inspections found to be non-compliant will be charged the actual inspection time, subject to a one hour minimum. Failed re-inspections may be corrected and submitted for further re-inspection.

At time of inspection or re-inspection, the requesting party must provide the WI Inspector access to a complete set of the project plans and approved shop drawings.

Additional charges (subject to applicable discounts shown above for the hourly rates only), will be assessed for Certification of projects not meeting the above service area requirements, including \$200 per hour for any additional on-site inspection time and \$100.00 per hour for all time spent away from the inspector's field office, not to exceed 8 hours per day (including all travel time, standby time, and inspection time), billed in quarter hour increments. Plus, reimbursement for all additional expenses, including mileage, as applicable at the Federal approved per mile allowance for personal car use, coach class airfare, auto rental, along with reasonable lodging, meals, and miscellaneous travel expenses.

Issuance of a non-compliant findings report on projects Certified by WI Member Licensee shall be delayed 10 days in order for the WI Licensee to correct the non-compliant findings. The 10 day period shall begin from the time the written verification of the non-compliant findings is faxed to the Member Licensee firm (originals are also mailed).

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Policy and Procedure Highlights (continued)

For firms without fax service, two days shall be allowed for mail delivery before the 10 days start. If at the end of 10 days the firm has not made the necessary corrections and/or scheduled a re-inspection, the non-compliant findings will be released to all interested parties contracted to the project.

This report delay policy does not apply to non-certified projects or inspections paid for by another interested contractual party.

Multiple and/or significant failed inspections by a WI Licensee for work they have certified, is grounds for suspension and/or termination of their WI Licensee status.

Inspections for projects that are phased or that are submitted in more than one installment, but are for one project and under one contract, will be charged one basic inspection fee plus any additional inspection time required to complete the inspection; subject to a two hour minimum charge per incident of inspection. Certified Compliance Labels will be applied, as applicable, during each inspection, but issuance of a Certified Compliance Certificate will be deferred until the project inspection is complete.

WI Member Licensees in good standing are afforded the privilege of being invoiced for Certification and/or re-inspection services, allowing for prompt release of certifications requests and/or inspection reports. Non-Member Licensees, Member Licensees not in good standing, and non-members of the Institute are required to make full payment in advance, including an additional deposit for two hours.

Deposits will first be used to pay for any additional inspection charges with the unused balance returned upon issuance of the project's Certified Compliance Certificate. Any additional inspection charges not covered by the deposit must be paid in full before the release of a project's Certified Compliance Certificate.

CERTIFICATION OF PROJECTS NOT MEETING THE INSTITUTE'S SERVICE AREA REQUIREMENTS will be serviced subject to reimbursement for all additional expenses, including standby and travel time, mileage, coach class airfare, auto rental, along with reasonable lodging, meals, and miscellaneous travel expenses.

Cost Highlights

The CCP is a flat rate fee program honored on any projects located within the Institute's service area of Arizona, California, Nevada, and Oregon or throughout the continental United States on projects when such is specified by design professionals from our service area.

The basic flat fee is \$1,500 per certified project subject to the following applicable discounts:

WI Member	25%
WI Member-Licensee	50% on projects with contract values of \$20,000 or more 75% on projects with contract values between \$10,000 and \$19,999 100% on projects with contract values less than \$10,000
WI Licensee (non-member)	35%

Additional charges (subject to applicable discounts shown above for the hourly rates only), will be assessed for Certification of projects not meeting the above service area requirements, including \$200 per hour for any additional on-site inspection time and \$100.00 per hour for all time spent away from the inspector's field office, not to exceed 8 hours per day (including all travel time, standby time, and inspection time), billed in quarter hour increments. Plus, reimbursement for all additional expenses, including mileage, as applicable at the Federal approved per mile allowance for personal car use, coach class airfare, auto rental, along with reasonable lodging, meals, and miscellaneous travel expenses.

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CERTIFIED COMPLIANCE PROGRAM (CCP) (continued)

Cost Highlights (continued)

Reimbursement for all expenses, including mileage, as applicable at the Federal approved per mile allowance for personal car use, coach class airfare, auto rental, along with reasonable lodging, meals and miscellaneous travel expenses.

To help cover the above, a deposit of \$2,500.00 is required with submittal of a completed "Request For Certification /Inspection Outside Of Arizona, California, Nevada or Oregon" form which can be retrieved online at www.woodworkinstitute.com, or by calling the Administrative Office at 916-372-9943.

MONITORED COMPLIANCE (MCP) - www.woodworkinstitute.com/certification; click on MCP.

The MCP, like the standards and the Certified Compliance Program (CCP), is an established discipline of quality control. Monitored compliance expands on the CCP by providing ongoing review/inspections of the project from its start to certification at completion. It is a quality control program with the control in front, to affirm the quality. Requiring monitored compliance conveys not only is quality expected, it is demanded.

Written progress reports are issued throughout the duration of the project. Shop drawings, millwork products, finishing, and installation (of all involved parties), are progressively inspected for compliance to the contract documents and *Architectural Woodwork Standards (AWS)* for the Grade(s) specified.

MCP in no way limits bidding. Any fabricator or installer, whether a non-member, member, and/or licensee, will be required to comply with the requirements of the MCP. The added cost of monitored compliance is a small amount to pay for the added quality affirmation.

MCP is a percentage fee program honored on any project located within the Institute's service area of Arizona, California, Nevada, and Oregon. Additional staff time, travel, lodging, and meal costs will be charged for Monitored Compliance on projects outside of our service area.

Monitoring inspections address and verify compliance to a project plans, specifications, and *Architectural Woodwork Standards* for the Grade or Grades specified within the following aspects of shop drawings, materials, fabrication, finishing, workmanship, job-site conditions, installation, and attachment blocking.

Shop drawing certification is required and is expanded with the MCP in that the fabricator's shop drawings are compared to the full contract documents, including plans, to verify conformance with the design intent, contract documents, and the *AWS* for the Grade(s) specified. Along with the compliance label, the shop drawings shall bear the WI inspector's signature.

The Institute will conduct monitoring inspections during a project's duration. The actual number of inspections required shall be determined by the WI Inspector based on the project's complexity. Written reports will be generated after each monitoring inspection, noting any non-compliant findings along with a general statement of the project's progress. Reports will be processed from the administrative office and forwarded to each contact of record for the architect/owner, millwork fabricator and/or installer, and general contractor. Subsequent inspections will re-address and update the status of any previous non-compliant findings.

Non-compliant job-site conditions and the potential adverse impact of such to the project's millwork products will be noted; however, subsequent final inspection and/or monitored certification will not be impacted by the compliance of such.

Upon conducting a final compliant inspection, the Institute will attach a Certified Compliance label to each elevation of casework and countertop, and will issue a Monitored Compliance Certificate certifying that the millwork products and their installation is furnished for this project to fully meet all the requirements of the contract documents and the *Architectural Woodwork Standards* for the grade and/or grades specified.