

# PCP Certification Process Streamline Task Group

Kaizen Update  
September 26, 2017



**2017 NFRC**  
**MEMBERSHIP MEETING**

Components of Change: Idea to Reality  
September 25-27, 2017 San Diego, California

# Participants

- Sharon Durand, NAMI
- Morgan Hanam, WPS
- Gary Hartman, Chelsea
- Bart Hensley, Technoform
- Gilbert Riopel, CLEB/UL
- Jason Seals, AAMA
- Steve Strawn, JELD-WEN (TG Chair)



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# Kaizen Ideas

- Annual Energy Performance
- Simulate only 3mm Glass and Remove Grids
- Validation Simplification
- Redefining Certification
- Harmonized Certification Cycles
- Annual LAP/CAP Workshops
- Simplify Label
- Process and Document Database
- Streamlined License Agreements
- Targeted Communication



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# Annual Energy Performance

- Problem – NFRC ratings are used in unintended ways
- Solution – Revise the NFRC 901
- Impact – Increase NFRC’s relevancy to the consumer
- Challenges – Long-term project; balloted
- Activities – Voice of consumer research, applications, and marketing

# 3mm Glass & Remove Grids

- Problem – Complexity in CPD and product labeling
- Solution – Eliminate grids and only simulate 3mm glass sizes for ALL individual product options
- Impact – Millions of dollars in industry savings per certification cycle; also simplified software
- Challenges – Misconception of actual performance ratings
- Activities – Ballots and implementation

# Validation Simplification

- Problem – the current test is less useful to certification program quality
- Solution – Change validation test to an annual Quality Assurance test
- Impact – Corrects the validation misconception and provides continued quality assurance
- Challenges – Perceived lost revenue to labs
- Two ballot cycles & application \$



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# Redefining Recertification

- Problem – Recertification is always required
- Solution – Eliminate recertification if no product or program changes
- Impact – Simplification and significant waste reduction
- Challenges – Perceived lost revenue; developing a scale
- Activities – Document changes, committee work, ballots



# Harmonized Certification Cycles

- Problem – Debatable test method
- Solution – Maximum 5 year IG certification cycle
- Impact – Reduce wasteful testing of IG products
- Challenges – Political and CPC
- Activities – Review current climate



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# Annual LAP / CAP Workshops

- Problem – Intermittent flow of information on issues and solutions
- Solution – Hold a workshop at NFRC meetings
- Impact – Higher program consistency; high ROI
- Challenges – none expected
- Activities – build an agenda for the next meeting



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# Simplify NFRC Label

- Problem – Static labeling causes waste, delay in compliance
- Solution – Use QR code for ratings and remove IA code in CPD#
- Impact – More efficient labeling process, immediate rating verification
- Challenges – Manufacturers who have to change Enterprise (ERP) software
- Activities – Application \$ and balloting

# Process and Document Database

- Problem – Entering the NFRC system is complex and inconsistent
- Solution – Online enrollment with a repository for certification documents
- Impact – Reduced redundancies accessing drawings and glazing matrices and delivery waiting time
- Challenges – 27 years of doing it another way; authority/security
- Activities – Balloting, software, cloud space, security review

# Streamlined License Agreements

- Problem – Multiple license agreements cause confusion, wasting participant and staff time
- Solution – Combine agreements and use online service
- Impact – Simplify participant sign up, free up time for everyone
- Challenges – none expected
- Activities – legal review and online solution



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# Targeted Communication

- Problem – NFRC program information isn't getting to the right people
- Solution – Use current NFRC tools to categorize users to send focused communications
- Impact – Knowledge is compliance



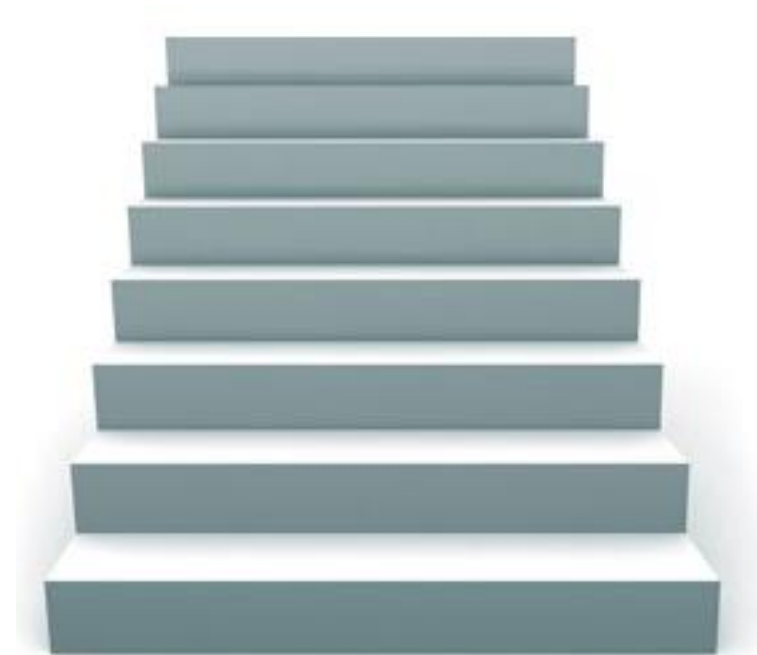
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# Next Steps

- Staff alignment
- Work group chairs and volunteers



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# Questions?



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