PCP Certification Process Streamline Task Group

Kaizen Update
September 26, 2017
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)
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
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 $
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
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
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
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
Next Steps

- Staff alignment
- Work group chairs and volunteers
Questions?