

**SBCA's Component Manufacturer SCORE Certification Program:** *your industry's certification program.*



### **What is it?**

SCORE is a certification program created for the structural building components industry at the request of SBCA members. The program is comprised of other SBCA programs and products that many members are already using. Each level of SCORE has a set of requirements, all of which are SBCA resources; SCORE simply packages them into one neat certification.

### **Why participate?**

Companies have several reasons for pursuing and attaining SCORE certification. Examples of benefits are: the protection that participating in “best practices” lends to companies, savings on SBCA programs and dues, and the teambuilding that participation fosters, and SCORE’s potential as a marketing tool.

### **Why was SCORE created?**

The idea for some sort of component manufacturer certification program has surfaced various times in the last 15-plus years. In the past, the difficulty laid in how to create such a program while maintaining SBCA’s belief that the association exists as a support system for its members and the industry, and *not* to brand itself.

The concept for the SCORE certification program came from SBCA members who thought such a program would be beneficial to them. Some companies were already participating in many available programs and were looking for a way to show both their customers and other industry professionals their commitment by tying these programs together within one. SCORE was originally created to fill this need. As it grew and took shape, its potential to serve other needs became obvious. Today, many companies find great value in the fact that being SCORE certified means having hard evidence that they are adhering to industry best practices.

The component manufacturer SCORE certification program can help the industry as a whole to make positive strides. Setting our own standards helps to ensure that regulators won’t try to set them for us. Embracing and promoting improvement provides positive industry publicity that will help us navigate any problems that may occur in the marketplace.

In short, SBCA’s SCORE certification exists to help you and your company, as well as our industry in general, continue to excel.

### **SCORE Program Levels of Attainment**

There are three levels within the SCORE certification program, allowing individual plants to choose their own levels of involvement. Each level has requirements that must be met in order to qualify. There is also a separate SCORE Elite certification for facilities that manufacture *only* wall panels, which has a different set of requirements specific to those operations.

### **SCORE Achiever (Level I)**

These are mandatory programs that all SCORE-certified component manufacturers must participate in.

1. [In-Plant WTCA QC](#)
2. [Truss Technician Training](#)
3. [JOBSITE PACKAGES](#)

### **SCORE Leader (Level II)**

1. [In-Plant WTCA QC](#)
2. [Truss Technician Training](#)
3. [JOBSITE PACKAGES](#)
4. Any additional three programs listed as SCORE Elite requirements.

### **SCORE Elite (Level III)**

1. [In-Plant WTCA QC](#)
2. [Truss Technician Training](#)
3. [JOBSITE PACKAGES](#)
4. [Long Span JOBSITE PACKAGES](#)
5. [In-Plant Basic Training](#)
6. [Operation Safety](#)
7. [ORisk](#)
8. [Truss Manufacturing Orientation](#)
9. [Component Technology Workshops](#)
10. [WTCA QC Wall Panel Program](#) and [Wall Panel JOBSITE PACKAGES](#) (Only for locations manufacturing wall panels)
11. In order to maintain SCORE Elite standing, locations must stay up-to-date with new programs and/or levels, as determined by SBCA's Marketing Committee. The committee will evaluate all new SBCA programs (and new levels of existing programs) annually and determine which will be SCORE Elite requirements. Once the new requirements are determined, Elite-certified locations will have one year to comply.

### **SCORE Elite for Wall Panel Facilities**

1. [Operation Safety](#)
2. [ORisk](#)
3. [Component Technology Workshops](#)
4. [WTCA QC Wall Panel Program](#)
5. [Wall Panel JOBSITE PACKAGES](#)
6. In order to maintain SCORE Elite standing, locations must stay up-to-date with new programs and/or levels, as determined by SBCA's Marketing Committee. The committee will evaluate all new SBCA programs (and new levels of existing programs) annually and determine which will be SCORE Elite requirements. Once the new requirements are determined, Elite-certified locations will have one year to comply.

## **Requirements**

As stated, in order to receive SCORE certification, member companies must participate in several SBCA programs. Receiving certification in these established SBCA programs acts as steps toward SCORE certification.

### [In-Plant WTCA QC](#)

Companies must be certified and in good standing with this program. Maintaining good standing depends on two things. First, plants must send their inspection data to SBCA each quarter. This data is reviewed, and SBCA determines whether or not it meets the requirements of certification. Secondly, plants must be inspected quarterly by a third party inspection agency certified by SBCA.

### [Truss Technician Training \(TTT\)](#)

Companies must have the following percentages of technicians *actively* certified at Levels I, II and III of this program.

- Level I certified – 80 percent of technicians
- Level II certified – 50 percent of technicians
- Level III certified – 10 percent of technicians

All employees who spend 50 percent or more of their time doing layout or designing structural building components count as one technician on staff. Employees who spend less than 50 percent of their work time doing such duties are to be added together with others to equal one technician on staff. For example, if four employees each spend 25 percent of their time designing trusses, then together they count as one more technician on staff. Personnel that are mainly administrative in nature do not need to be counted in the numbers.

When new technicians are hired, a company has six months to adjust the number of certified technicians at each level in order to reflect the new total number of technicians. For example, one new technician on staff may mean that another person needs to be certified at Level I or that someone must move up to a higher level of TTT certification.

### [JOBSITE PACKAGES](#)

Companies must supply every job with a [JOBSITE PACKAGE](#) that includes, at a minimum: BCSI B1 through B4 for roof truss projects spaced 24 inches on center or less, B1 through B4 and B10 for roof truss projects spaced greater than 24 inches on center, and B1, B4 and B7 for wood floor truss projects.

Please note that SBCA's standard preassembled JOBSITE PACKAGE includes B1 through B4. If a job requires one of the other combinations of documents detailed above, the documents may either be ordered à la carte or SBCA staff can preassemble a custom jobsite package order.

### Long Span JOBSITE PACKAGES

Companies must supply every job that includes trusses longer than 60 feet with a [Long Span JOBSITE PACKAGE](#). For long span roof truss projects spaced greater than 24 inches on center, the package must include, at a minimum: BCSI B1, B4 and B10, TTB Checklist for Handling and Installing Trusses, and TTB Long Span Truss Installation. For long span roof truss projects spaced 24 inches on center or less, the package must include, at a minimum: BCSI B1 through B4, TTB Checklist for Handling and Installing Trusses, and TTB Long Span Truss Installation. It is also highly recommended, whenever possible, that the company require that the truss purchaser acknowledges, in line with the information in [SBCA's Long Span Sample Jobsite Form](#), that these trusses require extra attention to bracing and safety practices. In addition, it is recommended that the company receive recognition from the purchaser or end user that the temporary and permanent bracing should be designed and inspected by the Building Designer, or a delegated professional engineer.

Please note that SBCA's standard preassembled Long Span JOBSITE PACKAGE includes B1 through B4, B10, TTB Checklist for Handling and Installing Trusses, and TTB Long Span Truss Installation. This package will cover all of the scenarios detailed above, but some of the information may be redundant. If you'd like Long Span JOBSITE PACKAGES specifically tailored to one of the above scenarios, you may order the necessary documents à la carte or SBCA staff can preassemble a custom jobsite package order.

### In-Plant Basic Training

All newly-hired production employees must complete this introductory course to familiarize themselves with the structural building components industry and the work they will be doing.

### Operation Safety

Companies must have been safety certified for three months, and in good standing with this program. This means sending data to SBCA every quarter, in line with Operation Safety guidelines, to prove compliance. SBCA will then review this information to determine companies' standings.

### ORisk

Companies must have the following employees complete all available course tracks.

- All general managers
- A contract administrator who is processing contracts
- All technical staff managers

Companies must have the following employees complete one of the two abridged tracks that were designed specifically for sales staff. One track option is for companies selling in a 2-step market, and the other is for those selling in a direct market. Employees must complete the one that applies to their market.

- 75 percent of sales staff, including all sales managers

### Truss Manufacturing Orientation

Companies must have all non-technical sales staff complete this course.

### Component Technology Workshops (CTW)

There are two different ways to fulfill this requirement.

#### **Option #1**

Companies must conduct or facilitate, through a SBCA chapter, at least one educational program each year. The educational program can take one of the following forms.

- Plant tour
- Presentation at a local association meeting
- Presentation set up and presented through a SBCA chapter, with direct participation by the SCORE-certified member
- Presentation set up and given by the member
- Presentation given at a local or regional trade show

CTWs must be presented to one of the following people/groups.

- A local, state or national legislator
- Architects and engineers
- Builders, contractors and framers
- Building Inspectors
- Fire service personnel

#### **Option #2**

Become a CTW partner and offer online training on structural building components from your own website. For more information, visit the [CTW partner information page](#).

### WTCA QC Wall Panel

Companies that are manufacturing wall panels must be certified and in good standing with this program, which is similar to In-Plant WTCA QC for trusses. Weekly product inspections must be conducted by a predetermined employee, and plants must send their inspection data to SBCA each quarter. This data is then reviewed; maintaining good standing depends on the plant meeting certification requirements.

### Wall Panel JOBSITE PACKAGES

If a job includes wall panels, companies must supply a [Wall Panel JOBSITE PACKAGE](#) that includes, at a minimum: the Guide for Handling, Installing & Temporary Bracing of Wall Panels and TTB - Building with Wall Panels.

## **Program Compliance**

Being certain that all certified companies continue to meet these requirements is necessary in order to maintain the SCORE certification's integrity. However, it is a company's responsibility to make sure it is complying with SCORE standards. Each SCORE-certified member company will be required to sign a form each year that states it is in compliance with program regulations. Additionally, SBCA will perform full and random audits. Therefore, every company should always be prepared for this.

In addition, SBCA will use the following information and/or processes to monitor individual company compliance.

- **In-Plant WTCA QC:** SBCA receives inspection data from companies certified in this program.
- **Truss Technician Training:** SBCA has records for all TTT certified individuals at each level of training and their certification expiration dates.
- **JOBSITE PACKAGES, Long Span JOBSITE PACKAGES and Wall Panel JOBSITE PACKAGES:** SBCA has access to data regarding companies' sizes and the number of SBCA documents they purchase. This information will be spot checked in-house.
- **In-Plant Basic Training:** If asked, companies must be able to provide proof that new employees have participated in this orientation.
- **Operation Safety:** SBCA receives quarterly data from companies certified in this program.
- **ORisk:** SBCA has records of all companies who have purchased ORisk. Once certification is available, ORisk-certified individuals and their certification expiration dates will also be on record.
- **Component Technology Workshops:** Documentation of compliance must be provided to S upon request.
- **WTCA QC Wall Panel:** SBCA receives inspection data from companies certified in this program.

## **Enforcement**

Another requirement of maintaining program integrity is to address situations when violations occur. If violations of the SCORE certification program standards aren't addressed, the program will not be as highly regarded as our members would like it to be. SBCA will address violations using the following process.

1. If a certified component manufacturing company is found in violation of any of the program's requirements, SBCA will send a warning letter. This letter will put the manufacturer on notice that the violations have been noted and should be brought into compliance by the next required inspection for the deficient area.
2. If the manufacturer is found to still be in violation after the next required inspection of the deficient area, SBCA will send a letter notifying the company that it is being placed on probation.
3. If the company is still found to be in violation after being warned and placed on probation, the company's certification will lapse, and the company's name will be removed from the list of SCORE members.
4. In order to be reinstated as a SCORE member, the company will need to show two full inspection periods of compliance in the deficient areas in order to have its certification reinstated.

## **Marketing Materials**

One benefit of becoming a SCORE company is being able to market the certification to customers.

The following are automatic benefits of certification that don't require purchase or extra fees.

- Electronic SCORE logos and seals for use on layouts, letterheads, signs, etc.
- Promotion space in SBC Magazine each month promoting the SCORE program and listing all certified companies.
- A web page on [www.sbcindustry.com](http://www.sbcindustry.com) that customers and other industry professionals can use to access all available information about the SCORE program. Certified companies may link to it.
- A website listing of all SCORE members in good standing.
- One teleconference per year with the manufacturer's leadership team to help integrate the program into certified manufacturers' business strategic and marketing plans. The goal is to ensure that all ideas and opportunities are known and can be taken advantage of.

The following marketing tools are available for SCORE members to purchase.

- Brochures explaining all required SBCA programs, what SCORE certification means and its benefits to customers.
- Personalized "talking brochure" presentations for each level on CD. These will explain the SCORE program, and target production builders, building officials and building designers. Certified companies may use this CD to promote business in their areas. These presentations can also be attached to emails and sent to prospective customers and interested parties.
- Assistance with developing a customized web page that prominently and professionally provides promotion of the certified component manufacturer's business.
- Additional customized marketing tools needed by SCORE-certified manufacturers to assist them in marketing this program to those they want to do business with.