

SBCA QC Wall Panel

Dedicated to Building Quality Panels

SBCA QC Wall Panel Certification FAQ

Listed below are Frequently Asked Questions (FAQs) about SBCA QC Wall Panel Program and SBCA QC Wall Panel certification

What is SBCA QC Wall Panel?

The SBCA QC Wall Panel program helps manufacturers monitor the quality of wall panels they manufacture and provides the plant with a data management system. The program consists of inspecting wall panels and entering the data into the software program, allowing you to store data and create reports to evaluate the quality of the manufacturing process. The seven inspection criteria include: dimensions, lumber, headers, bucks, placement, nailing pattern, and sheathing. The data collected from the completed inspections is entered into the SBCA QC Wall Panel database, which was created using Microsoft Access™. Storage of the data allows users to evaluate their performance over time in graphs, and to find out more detailed information on performance by crew, panel type, etc

Why was SBCA QC Wall Panel developed?

SBCA developed this program at the request of its members, who wanted a way to monitor the quality of their wall panel manufacturing process. SBCA QC Wall Panel allows users to create detailed charts and reports, so they can get a clear sense for what is happening with their quality. SBCA created this program to be very objective, with little room for variation between inspectors.



What is the intent of the SBCA QC Wall Panel program?

The intent of the program is to provide an objective, quantifiable method of assessing a wall panel manufacturer's level of quality. The inspection criteria, tolerances, form, and process were developed based on the input of a group of wall panel manufacturers.

What does "Certification" mean?

"Certification" in SBCA QC Wall Panel means SBCA has trained the wall panel manufacturer in the use of software and inspection procedures and reviews data submitted quarterly by each plant. SBCA communicates with the plant in order to assist them in attaining a minimum level of quality. Certification in SBCA QC Wall Panel complements quality certifications provided by third-party inspection agencies, but SBCA is not a third-party inspection agency.



What are the benefits of being certified?

There are both long- and short-term benefits of being certified in SBCA QC Wall Panel which fall into several categories:

MONETARY: It is common for companies using SBCA QC Wall Panel to experience cost savings due to reduced repairs and call-backs. A wall panel manufacturer could also see a reduction in insurance premiums.

MARKETING: SBCA is committed to assisting certified companies in their efforts to promote their commitment to quality in their market through the use of SBCA QC Wall Panel.

SCORE CERTIFICATION: Certification in SBCA QC Wall Panel is a requirement for a plant that manufactures wall panels to earn the designation of SCORE (Structural Component Operations Reaching for Excellence) Certified.

BUSINESS PROTECTION: SBCA QC Wall Panel can go a long way in reducing the wall panel manufacturers' exposure to liability.

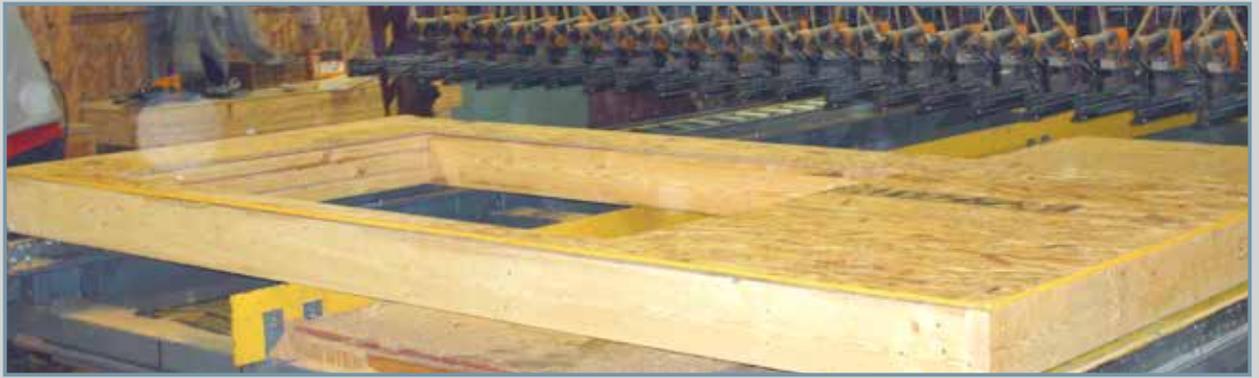
EMPLOYEE TRAINING: SBCA QC Wall Panel allows manufacturers to train their employees on what "quality" really means, in objective terms. By using the program, QC inspectors learn in detail the quality requirements and then are able to train staff on the table, which is a very effective way to reduce errors and increase quality.

IMPROVED MORALE AMONG EMPLOYEES: When employees know clearly what is expected of them, and there is a measure they can track, they take more pride in their work.

EXPECTATION OF QUALITY REQUIREMENTS OF

CUSTOMERS: The home building industry is moving toward ISO 9000 quality standards. Part of compliance with ISO 9000 is having suppliers that make products to a given quality standard. SBCA QC Wall Panel provides the quality foundation to meet the demands of our customers well into the future.





What are the required steps to becoming certified, and maintaining that certification?

1. Join SBCA.
2. Purchase a license to SBCA QC Wall Panel.
3. Carefully read the SBCA QC Wall Panel manual. Also have the inspector meet with the wall panel designer on how to read the wall panel drawing and its different components.
4. Perform inspections at the required weekly inspection frequency and enter the data into the SBCA QC Wall Panel database for at least one month.
5. Sign and return the Certification Agreement to SBCA.
6. Inform SBCA when your data is ready for review. We will review your data and provide insight as to how your company can improve in order to meet certification requirements. When data indicates compliance, SBCA can then certify your company.
7. Sign certification agreement and return to SBCA. After successful certification in the program, you will receive a certificate stating that you are a certified member of SBCA QC Wall Panel and in good standing.

Note: The final step in certification is self-certification. It is very important that companies be sure they can maintain the requirements of certification before completing their certification process. SBCA recommends to certifying companies that they continue doing inspections at the required frequency for at LEAST one month before stating they have completed certification.

It is not necessary that the steps to certification be done in the order outlined, although this order is recommended. It is possible for the certification inspection to be combined with a training session of plant personnel on its use first, and compilation of the one month of data to follow.

After successful certification in the program, you will then be eligible to use the SBCA QC Wall Panel logo for custom wall panel ink stamps and promotional brochures. These materials remain the permanent property of SBCA, and are licensed to the wall panel manufacturer for their use as long as they remain certified in good standing.

What happens if a certified company does not maintain all requirements after certification?

Companies who, after certification, cannot maintain the requirements listed in the manual will be placed on probation, and later decertified. This is why SBCA recommends that companies be confident they can execute the program at the required inspection frequency for at least one month before completing their certification, and preferably during the busiest part of the year.

How long does it take to become certified?

The time to complete the certification process is up to the individual company, and SBCA has no time requirements. The minimum possible time would be two months; most companies take longer. It all depends upon how quickly the company embraces the SBCA QC Wall Panel procedures, how much time is invested in the program, and how much the program is supported by upper management. In SBCA's experience, those companies who commit to using SBCA QC Wall Panel and invest the time can become certified in less than six months.

SBCA QC Wall Panel Certification Manufacturers are Dedicated to Building Quality.

Who in our plant should do the inspections?

Anyone within the plant can do inspections. It is not necessary that the individual(s) have experience in manufacturing. Someone who has never before seen a wall panel can be trained within one day to understand all inspection procedures.

SBCA does recommend, however, that care be taken in selecting the individual(s). While inspection procedures are not highly technical, they do require the ability to do simple math, read wall panel drawings, and take measurements. Also, the person must be detail oriented and focused on the importance of quality manufacturing.

Further, SBCA recommends that the individual(s) doing inspections not be directly supervised by production. This creates a conflict of interest, and SBCA has seen cases of the success of the program being limited due to this situation.

It is very important that companies train more than one inspector!

While certification belongs to a location, it is really the individuals trained who carry the knowledge of the program. The greater the number of trained inspectors you have, the more you will be able to have continuity in the certification program and coverage as necessary.

An excellent choice for an inspector is a crew member who has been injured on the job and is restricted to light duty. QC inspection may allow an early return to work due to it being a low-impact job, yet one that has great value to the company and allows the employee to stay involved with day-to-day company activities until s/he can perform their job again.

What about data entry?

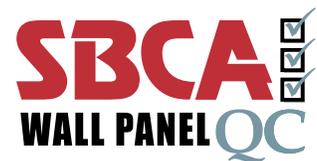
The key part of measuring your plant's compliance is immediate and accurate data entry. In some plants, this is part of the inspector's job, and in other companies, someone on their administrative staff enters the data into the computer using the SBCA QC Wall Panel

software from the inspection forms. SBCA recommends that more than one person becomes familiar with using the software.

How does SCORE Certification fit in with SBCA QC Certification?

SBCA QC is an integral part of SCORE certification, along with Truss Technician Training, In-Plant Safety and sending Jobsite Packages. One key benefit of SCORE certification is that the SCORE subscription price bundles various industry best practice programs, including the ongoing costs associated with SBCA QC certification.

If you have any questions that were not addressed above, please contact SBCA at 608-274-4849.



The SBCA QC Wall Panel Program

helps manufacturers monitor the quality of wall panels they manufacture and provides the plant with a data management system. The program consists of inspecting wall panels and entering the data into the software program, allowing you to store data and create reports to evaluate the quality of the manufacturing process. This program also offers SBCA QC Wall Panel voluntary certification.