



46179 Westlake Drive Suite 120
Potomac Falls, Virginia 20165 USA

AWI QUALITY CERTIFICATION CORPORATION

AWI-NON-QCP PROJECT INSPECTION SERVICES

The objective of this program is to evaluate the compliance of
woodwork fabricated, finished, delivered, and installed with the AWI
Quality Standards Illustrated [QSI] or the Architectural Woodwork
Standards [AWS, Edition one and/ or Edition two] on projects that
have not specified AWI Quality Certification Program labels/
certificates of compliance, or projects that were not registered with
QCP prior to fabrication. One of these standards must be referenced
in the project contract documents as a requirement to proceed with
the program. The inspector cannot be asked to evaluate woodwork
without the accepted industry Standards as a starting point.

AWI-NON-QCP Project Inspection Services are almost always
implemented long after a dispute is in progress, and often after
installation, when compliance measures are more difficult, both to
detect and to correct.

The following six pages explain this program, a program completely
separate and distinct from the Architectural Woodwork Institute
Quality Certification Program (QCP).

AWI NON-QCP PROJECT INSPECTION SERVICES PROCEDURES

The AWI Quality Certification Corporation (AWIQCC) AWI-NON-QCP Project Inspection Services will be available to specifiers of our industry products manufactured within the continental boundaries of the United States and Canada. The program is available on any project where specifications have not required QCP Labels/ Certificates of compliance or projects that were not registered with the QCP prior to fabrication, and reference either the AWI Quality Standards Illustrated or the Architectural Woodwork Standards on the following conditions:

A. AWIQCC has established a panel of qualified inspectors from its Quality Certification Program to determine whether particular products have been manufactured in accordance with the applicable edition of the AWI Quality Standards Illustrated or Architectural Woodwork Standards. Inspection services will be provided whenever some partie(s) involved join in the request for the inspection and further agree, in writing, to the identity of all items to be inspected and the Grade (Premium, Custom, or Economy) specified.

Unless otherwise agreed to by the parties, in writing, the report of the inspectors will not set precedent and will be advisory and not binding on the parties. The parties further agree that neither AWI, AWIQCC, participants, inspectors, employees, or officers or assigns shall incur any liability as a result of such inspection and report. At AWI QCC's discretion, inspections may be made without agreement of all parties involved.

B. A request for inspection must be sent in writing to AWIQCC and shall include the following:

1. Fully completed set of the AWI-NON-QCP Project Inspection Services forms (photocopies from the following pages).
2. A certified/ Cashiers check in the amount of **US \$4,500.00**, made payable to the AWI Quality Certification Corporation.

C. The procedure for appointment of inspectors by AWIQCC shall be as follows:

1. The request for inspection, after processing at the AWIQCC office, will be sent to the AWIQCC Executive Director who will select one or more inspector(s) from available AWIQCC Inspectors. The basis for appointment will be the expertise of the inspector, proximity of the inspector to the inspection site and absence of conflict of interest between the parties and the inspector.
2. AWIQCC will appoint one or more inspector(s) from available AWIQCC Inspectors. AWIQCC shall notify the parties in writing as to the identity of the inspector and the parties shall have five calendar days from the date of notification in which to inform AWIQCC of any circumstances likely to affect the impartiality of the inspector, including any bias or financial or personal

interest in the matter, or past or present relationship with the parties or their representatives.

Upon receipt of such information AWIQCC shall communicate it to any other party and to the inspector, if it deems it appropriate to do so. Thereafter AWIQCC shall determine if the inspector should be disqualified and shall inform the parties of its decision, which shall be conclusive. If a vacancy should occur, AWIQCC shall promptly appoint a replacement and notify the party(s).

3. Once the inspector has visited the site and rendered a report they shall send copies of the report directly to AWIQCC.

D. Under certain conditions it may be impossible to determine the responsibility for conditions found to exist that do not meet QSI/AWS requirements, e.g., after the products have been on site too long. Recognizing the difficulty in identifying the cause for defects in products finished and/or installed by parties other than the woodworker, the inspector, may be unable to identify the cause of such defects. Other factors such as job site finishing, design, installation, humidity conditions, etc. affecting the product may be noted.

E. The material and/or workmanship that is being challenged must be specifically identified, sufficient to enable the inspector to concentrate on the specific objections.

F. The report shall include a finding as to compliance with the designated QSI/AWS Grade of work as noted on the AWIQCC Project Inspection Services Request form. Additional documentation, such as change orders, approved shop drawings, job conference minutes, and approved samples may be submitted by any party for consideration and shall be considered by the inspector. These documents should be assembled and made ready for the inspector's view at the time of the on-site or in-plant inspection. All parties should be fully informed of documentary submissions. The responsibility for notification of any other parties is with the party making the documentary submission.

Deviations, if any, from the specified standards and documentation, if applicable, will be itemized on the report. The report shall be provided to the identified parties.

G. An initial "walk-through" is to occur at the site, with on-site officials, so that the team is provided an opportunity to become familiar with locations of products to be inspected. No other accompaniment or conference will be permitted.

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H. Neither AWIQCC, nor its agents or inspectors shall make, or attempt to make, an estimate or monetary valuation attributable to the deviations.

I. If the report of the inspectors does not satisfactorily resolve the questions submitted to them, the parties may then jointly submit the issues to mediation or binding arbitration as conducted by the American Arbitration Association (AAA).

Mediation: In some situations, the involvement of an impartial mediator may assist parties in reaching a settlement of their dispute. Mediation is a process under which the parties submit their dispute to an impartial person – the mediator. The mediator may suggest ways of resolving the dispute, but cannot impose a settlement on the parties. If the parties want to use a mediator to resolve an existing dispute under the AAA Construction Industry Mediation Rules, they can contact the American Arbitration Association.

Arbitration: Arbitration is the voluntary submission of a dispute to a disinterested person or persons for final determination. AAA does not act as an arbitrator. Its function is to administer arbitrations in accordance with the Arbitration Rules. AAA maintains panels of people qualified to serve by virtue of their experience in the construction field from which arbitrators may be chosen by the parties. Once designated, the arbitrator decides the issues and renders a final and binding award. This Compliance Inspection Program is NOT to be construed as Arbitration.

Sample agreement to request an AWI NON-QCC Project Services Inspection appears on the following pages.

Photocopy, complete, and return with fee to begin process.

The time to complete process from the receipt of the agreement, payments, and all relevant documentation, until final reports are written and financial settlements are made varies from 30-60 days.

There is no way to shortcut the due process required for the successful completion of the program. Individual inspectors are not available to give personal opinions outside the scope of the Program.

Questions about the program can be addressed to the

AWI QCC Executive Director,
AWI Quality Certification Corporation
46179 Westlake Drive, Suite 120
Potomac Falls, Virginia 20165

Or by calling (571) 364-7319; or fax at (703) 229-1211; or email to restabrook@awiqcp.org.

AWI NON-QCP PROJECT INSPECTION SERVICES PROCEDURES

Following is the agreement required to request a compliance inspection.

Date: _____

To: AWI QCC Executive Director
46179 Westlake Drive, Suite 120
Potomac Falls, Virginia 20165

PROJECT: _____

LOCATION: _____

We the undersigned acknowledge that a dispute exists between us relating to the quality of certain architectural woodwork materials produced for the _____ building noted above. In an attempt to resolve the dispute by an informed and impartial analysis of the products in question, the undersigned parties hereby request that the AWI Quality Certification Corporation (AWIQCC) arrange for and conduct an inspection of said products in accordance with the following terms:

1. We understand that the report issued as a result of this inspection will be advisory only and not binding on the parties. Further, the report shall not be considered precedent setting. The parties agree that neither AWI, AWIQCC, its members/participants, inspectors, employees, heirs or assigns or officers shall incur any liability as a result of this inspection and report.

2. We acknowledge that in all cases conformance with the referenced standards will be determined in relation to the Grades specified (Premium, Custom, or Economy) as noted in the chronologically applicable edition of *AWI Quality Standards Illustrated* (QSI) or the Architectural Woodwork Standards [AWS] Edition 1 or Edition 2.

3. We agree that the products or materials in question are limited to those items set forth on the attached *Schedule of Items to be Inspected*, and that the contract documents for the project require the Grades so noted in that schedule.

4. We agree to assume all costs of this inspection, including the fees, travel, meals, and lodging expenses for individuals as selected by AWIQCC. We understand that the inspector will be appointed by AWIQCC from available inspectors established by AWIQCC from its inspectors. The basis for appointment will be the expertise of the inspector, proximity of the inspector to the inspection site and the absence of conflicts of interest between the parties and the inspector. Appointment of the inspector will be done by AWIQCC in accordance with the terms of the AWIQCC Project Inspection Services Inspection Procedure.

5. In the event that any laboratory testing or any other related analysis cost is deemed necessary or desirable by the inspection team and the party(s), those costs will be billed in addition to the \$4,500.00 fee. We further agree to reimburse AWIQCC for any legal costs or fees, if any, relating to, or arising out of, the inspection and report.

6. We attach a certified/ cashiers check in the amount of US **\$4,500.00** made payable to the "AWI Quality Certification Corporation" as agreement to schedule the inspection.

7. Upon compliance with the requirements of the paragraphs 1 through 6, above, AWIQCC will submit the written report of the inspector's findings to the requesting party. There is no further obligation of AWIQCC arising out of this inspection or report.

8. Any documentation to be considered as a part of this inspection must be made available to the inspector at the time of the site/plant inspection. The parties submitting such documents are required to notify or supply to any other parties to the dispute of the documents to be submitted.

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9. This agreement will be bound by all provisions of the AWI-NON-QCP Inspection Services Procedures.

DESIGN PROFESSIONAL _____ Date: _____

(Firm)

DOCUMENTATION () () _____ Email: _____

Yes No

(Authorized signature)

GENERAL CONTRACTOR _____ Date: _____

(or Construction Manager) (Firm)

(Authorized signature)

DOCUMENTATION () () _____ Email: _____

Yes No

*WOODWORKER _____ Date: _____

SUBCONTRACTOR (Firm)

(Authorized signature)

DOCUMENTATION () () _____ Email _____

Yes No

* Defined as: "The prime subcontractor or supplier who has a direct contractual relationship with the general contractor, or the construction manager, as the case may be, to manufacture and/or install all architectural woodwork products."

SCHEDULE OF ITEMS TO BE INSPECTED (attach additional sheet(s) as required, but be complete): PRODUCT/ITEM GRADE SPECIFIED LOCATION

COMPLAINT

Date of plans and specifications: _____

Woodwork finishing performed by: _____

(Firm)

Woodwork Installation Performed By: _____

(Firm)

10. The parties acknowledge that under certain conditions it may be impossible to determine the responsibility for conditions found to exist that do not meet QSI/AWS requirements, e.g., after the products have been finished on site and installed or if products have been stored at the job site too long.

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Parties to be contacted for attendance at the inspection:

PARTY I

Name: _____

Address: _____

Phone: _____

Email: _____

PARTY II

Name: _____

Address: _____

Phone: _____

Email: _____

PARTY III

Name: _____

Address: _____

Phone: _____

Email: _____

Location of job site:

Job site contact:

_____ Phone: _____

Problem(s) to be inspected: (use additional sheets as required)

CHECKLIST OF ITEMS PRIOR TO INSPECTION

	Enclosed	Not Applicable*
1. Architectural drawings	_____	_____
2. Architectural specifications	_____	_____
3. Woodworkers approved shop drawings	_____	_____
4. Woodworkers approved samples: A.	_____	_____
Materials/Samples		
B. Profiles	_____	_____
C. Finishes	_____	_____
D. Assemblies	_____	_____
5. Agreements/Modifications/Changes orders (If necessary, attach an additional sheet of paper.)		
1. _____		
2. _____		
3. _____		

* For each item not applicable, please explain why.

Was the installation performed by the woodworker? _____ Yes _____ No
 Was the finishing performed by the woodworker? _____ Yes _____ No

1. SPECIFIC ITEMS TO BE INSPECTED: (Attach additional sheet(s) as required, but be complete.)

2. LOCATION OF EACH SPECIFICATION LISTED ABOVE:

3. SPECIFIC DEFICIENCIES OF ITEMS ABOVE (i.e., specific section, drawing detail #, change order, etc.):

(A) AWI GRADE: (Premium, Custom, Economy) _____

(B) _____

(C) _____

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This AWIQCC service is not intended to be a punch list. The inspection can only be as specific as is requested above.