



AWI Quality Certification Program

POLICIES
Effective January 2017

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AWI Quality Certification Program

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FOREWORD

The Architectural Woodwork Institute's (AWI) *Architectural Woodwork Standards, Edition 1*, (AWS) was jointly developed and published by AWI, the Architectural Woodwork Manufacturers Association of Canada and the Woodwork Institute. Referred to as the "*Standards*" in these policies, the AWS provides general information, rules, conformance tests, and recommendations for all professionals involved in designing, buying, fabricating, finishing, and/or installing architectural woodwork. As such, these *Standards* frequently serve as the basis for determining conformance to woodworking requirements set forth in construction documents for building projects.

The AWI Quality Certification Program licenses woodworking, finishing and installation firms as competent to fabricate, finish and install woodwork conforming to the current *Standard*.

The QCP Policies describe current rules and procedures that govern licensing under the Quality Certification Program, as well as inspection and/or certification criteria for projects produced by woodworking firms. This publication has been developed through the ongoing efforts of the AWI Quality Certification Corporation Board of Directors and staff. Revised versions will be published periodically and provided to all current and prospective program licensees.

The Quality Certification Program would like to recognize the efforts of the many AWI volunteers who devoted their time and talents in the development of this program. Special recognition is made of the founding and pivotal involvement of Leo Biagiotti and Rick Kogler for their efforts to advance the program and make it what it is today.



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QCP AT A GLANCE

WHAT IS THE QCP?

The AWI Quality Certification Program (QCP) licenses eligible woodworking, finishing and installation companies to certify that their projects comply with the current *Architectural Woodwork Standard (AWS)*.

THREE RULES YOU MUST KNOW

1. Only a QCP licensed company may certify a project.
2. Projects must be registered with the QCP prior to fabrication.
3. QCP firms must pay fees and applicable costs of determining and/or processing certification for each project.

ELIGIBILITY REQUIREMENTS FOR QCP LICENSING

1. All licensees and applicants must:
2. Own or lease a manufacturing facility and woodworking equipment (unless applying to solely certify installation);
3. Employ, hire, supervise and discharge woodworking employees who manufacture, fabricate, assemble, finish or install architectural woodwork as defined and described in the latest version of the Standards;
4. Actively seek and transact business with the general public; and
5. Maintain complete responsibility for the quality of these products.

APPLICATION PROCESS AND TIMELINE

1. Complete and submit application: <http://www.awiqcp.org/>
2. Pay the application fee
3. Pass the written tests (2)
4. Submit all required references
5. Successfully complete plant and field inspection; and
6. Comply with all Project Certification requirements during the application process.
7. Successfully complete the process within **one year** from the date of application. [Most firms complete the process in 90 - 180 calendar days.]

PROJECT CERTIFICATION

- As soon as it has been awarded, **register** the project using the form located at <https://www.awiqcp.org/register/>. Registration is fast, easy and **free!** Anyone can do it.
- Make sure shop drawings reflect compliance with the *Standards* and the project's specifications.
- Make sure the production team is prepared to **fabricate, finish and install** (if applicable) in **conformance with the Standards** and the specifications.
- **Order project certificates** and/or labels at least **14 days prior to fabrication/ finishing/ installation** using the form located at <https://www.awiqcp.org/certify/order.asp>.
- Complete and submit **project closeout** form upon project completion.



1 Introduction

1.1 Mission and Vision

- 1.1.1. The AWI Quality Certification Corporation (QCC) conducts and promotes programs that verify, inspect and report conformance to industry standards.
- 1.1.2. It is the vision of the QCP to be the recognized quality assurance process for the architectural woodwork industry.

1.2 Code of Ethics

- 1.2.1. We are committed to elevating the level of quality in the woodwork industry and we support the goals of the AWI Quality Certification Corporation. We agree to abide by the rules and regulations as outlined in the Quality Certification Program Policies and with the Architectural Woodwork Institute’s *Architectural Woodwork Standards*.
- 1.2.2. We will conduct ourselves in a manner that is a credit to the industry.

1.3 Updates

- 1.3.1. These policies may be updated at any time by the QCC BOD
- 1.3.2. All updates will be posted to the QCP website: www.awiqcp.org
- 1.3.3. All updates shall be effective 30 calendar days from the date of posting to the website.

1.4 Abbreviations Used in this Publication

- | | | |
|--------|--|---------|
| 1.4.1. | Architectural Woodwork Quality Standards Illustrated, 8th Edition, v 2.0 | QSI |
| 1.4.2. | <i>Architectural Woodwork Standards</i> | AWS |
| 1.4.3. | Architectural Woodwork Institute | AWI |
| 1.4.4. | Architectural Woodwork Institute Board of Directors | AWI BOD |
| 1.4.5. | AWI Quality Certification Corporation | QCC |
| 1.4.6. | AWI Quality Certification Corporation Board of Directors | QCC BOD |
| 1.4.7. | Quality Certification Program | QCP |

1.5 Standards

- 1.5.1. These policies refer to the latest editions of the following standards:
 - 1.5.1.1. *Architectural Woodwork Quality Standards Illustrated* (AWI & AWMAC)
 - 1.5.1.2. *Architectural Woodwork Standards* (AWI, AWMAC & WI)
- 1.5.2. Program applicants will be evaluated in accordance with the AWS.
- 1.5.3. Projects will be evaluated for compliance with the standard that has been specified for that particular project. Reference in these Policies to Standard(s) means the applicable standard as determined by this section.

1.6 Referenced Documents

- | | |
|---------|--|
| 422M004 | QCP Sample Criteria |
| 722F011 | QCP Project Label and /or Certificate Request Form |
| 751F502 | QCP Reference Form |
| 852F008 | QCP Complaint Form |



1.7 Definitions

- 1.7.1. **Accredited:** See License.
- 1.7.2. **Applicant:** A party which has applied for licensing by QCP, but has not yet been licensed.
- 1.7.3. **Application Date:** The date an application form and application fee are processed in the QCP administrative office.
- 1.7.4. **Architect:** A registered architect, sometimes the design professional of record for a project certified under the QCP.
- 1.7.5. **Architectural Woodwork Institute (AWI):** A not-for-profit organization, incorporated under the laws of the state of Illinois with offices in Potomac Falls, Virginia.
- 1.7.6. **As Modified:** Changes in the contract documents that are agreed to in writing by both the buyer and the seller, and precede the related QCP inspection.
- 1.7.7. **Architectural Woodwork Quality Standards Illustrated (QSI):** A manual, published by the Architectural Woodwork Institute and the Architectural Woodwork Manufacturers Association of Canada that establishes architectural woodwork industry standards for the design, engineering and construction of architectural woodwork.
- 1.7.8. **Architectural Woodwork Standards (AWS):** A technical manual, published by the Architectural Woodwork Institute, the Architectural Woodwork Manufacturers Association of Canada, and the Woodwork Institute that establishes architectural woodwork industry standards for the design, engineering and construction of architectural woodwork.
- 1.7.9. **AWI Quality Certification Corporation (QCC):** Corporation that administers the QCP.
- 1.7.10. **AWS:** *Architectural Woodwork Standards*
- 1.7.11. **Certificate of Compliance/ Program Certificate:** A letter to the architect, provided to QCP licensees by the QCP for use by the licensee in certifying project-specific woodwork under the QCP.
- 1.7.12. **Certification Label:** A project-specific label, provided to QCP licensees by the QCP, referencing the name and the QCP project number, to be applied by the licensee to woodwork that is certified under the QCP.
- 1.7.13. **Certified:** Work that has been provided and labeled by a QCP licensee under the QCP.
- 1.7.14. **Certify:** The act of a recognized authority to state that established standards have been complied with.
- 1.7.15. **Challenge Inspection:** A follow-up evaluation by a QCP representative conducted because of a dispute regarding a QCP representative's finding during a prior QCP compliance inspection.
- 1.7.16. **Compliance:** To have met the established requirements.



- 1.7.17. **Compliance Inspection:** An evaluation by a QCP representative of work to determine compliance with project specifications as they relate to the *Standards* or modifications thereof.
- 1.7.18. **Compliance Re-inspection:** A follow-up inspection and evaluation of work by a QCP representative that is required because of a licensee’s failure to fully comply with provisions of the *Standards*.
- 1.7.19. **Conformance:** To have met the established requirements.
- 1.7.20. **Contract Documents:** Documents issued by the Architect or Owner including, but not limited to, drawings, specifications, addenda issued prior to execution of the contract for construction, and modifications issued after execution of the contract for construction. A modification is (1) a written amendment to the contract for construction, (2) a written change order, (3) a written construction change directive (4) a written order for a minor change in the work issued by the Architect, or (5) written permission to modify (PTM) from a “line item” appearing in the specifications or applicable standard, where such permission is requested by the woodworker and granted prior to commencement of the related work and/or QCP inspection. The Contract Documents, the applicable *Architectural Woodwork Standard*, and QCP Policies are the only criteria recognized by the AWI Quality Certification Program for use in assessing conformance of fabrication, finishing and/or installation of woodwork.
- 1.7.21. **Contractor:** A general Contractor, normally holding the legal agreement for construction of an owner’s building project.
- 1.7.22. **Design Professional:** An architect, interior designer or other individual qualified by virtue of education, training, and/or license to provide services for the design and/ or specification of buildings, interiors, and furnishings and details thereof.
- 1.7.23. **Designated QCP Liaison:** The staff member of a QCP applicant/licensee firm duly authorized by the firm’s owners to take the required written QCP tests and sign project certificates on behalf of the company.
- 1.7.24. **Ethics, QCP Code of:** The standard of conduct established by the Architectural Woodwork Institute and subscribed to by licensee’s in the QCP.
- 1.7.25. **Expire:** To lapse, or become inactive without cause of termination or cancellation.
- 1.7.26. **Fees:** Charges to QCP licensee’s and applicants required as a condition of licensing and/or project certification under the QCP.
- 1.7.27. **Firm:** An individual or organization recognized as a legitimate business entity under the laws of the prevailing jurisdiction.



Inspection: An evaluation by a qualified QCP representative of woodwork fabrication, finishing, or installation for the purpose of assessing the work's conformance to contract documents and *Standard*. The evaluation criteria may include physical testing and measurements, document analysis, and other information which allows the Representative to arrive at a reasonable conformance determination within any applicable guidelines and conditions prescribed by QCP Policies. (Also see "QCP Representative" definition below.)

- 1.7.28. **Inspection Costs:** All related and reasonable costs incurred in connection with a Program inspection to include travel, meals, lodging, and representatives per diems.
- 1.7.29. **Label:** See Certification Label
- 1.7.30. **Letter Accepting Variance (LAV):** A letter from the Design Professional or the project owner's appointed representative stating that nonconformities noted during the inspection do not require correction, thus accepting those Variations from project contract documents and the *Standards*.
- 1.7.31. **Licensee:** A business whose application for licensing in the QCP has been approved and whose license is current.
- 1.7.32. **License:** Documented proof issued by the QCP that attests to a QCP licensee's ability to certify projects under the QCP.
- 1.7.33. **Licensing:** A credential conferred by the AWI Quality Certification Program, representing that a QCP licensee is capable of performing work in conformance with the *Standards*, and is duly eligible to certify that qualifying projects comply with the referenced *Standard* and the project specifications.
- 1.7.34. **License Status:** Indicates the QCP licensee's credentialing permissions: Self-Labeling, Probationary, or Provisional
- 1.7.35. **Manufacturer:** A business that engineers and fabricates woodwork components and assemblies for building projects.
- 1.7.36. **Manufacturing Member:** A manufacturer who is a current member of AWI.
- 1.7.37. **Member- Licensee:** A licensee in the QCP who is also a manufacturing member of the AWI.
- 1.7.38. **Non-Member Licensee:** A licensee in the QCP who is not a manufacturing member of the AWI.
- 1.7.39. **Nonconformity:** Any element of a certified project or a licensing sample out of conformance with the *Standards* or project contract documents (if applicable).
- 1.7.40. **Owner:** The party who commissions a contractor for the construction of a building project.
- 1.7.41. **Officer:** An individual holding a corporate office who is authorized to obligate the corporation.
- 1.7.42. **Partner:** A person, authorized to act in responsible charge of a partnership, either alone, or with other persons.
- 1.7.43. **Permission to Modify:** A contract document conveying written permission to modify from a "line item" appearing in the specifications or applicable standard, where such permission is requested by the woodworker and granted by the architect or appointed owner's representative



prior to commencement of the related work and/or QCP inspection. General approval of shop drawings which contain one or more such modifications does not in itself constitute “Permission to Modify.”

- 1.7.44. **Plant Inspection:** An inspection of facilities, shop drawings and samples of work for the purpose of evaluating a licensee’s capability to comply with the *Standards*.
- 1.7.45. **Policies:** Rules established by the QCC BOD governing licensing in, and operation of, the QCP.
- 1.7.46. **Prequalification:** Prior review and approval of a company’s qualifications to perform specified work.
- 1.7.47. **Probation:** Status assigned to a self-labeling licensee for which reported non-conforming items from an inspected project have been resolved by means of a Letter Accepting Variations (LAV). (See this glossary’s definition of Letter Accepting Variance).
- 1.7.48. **Production Responsibility:** shall be an owner or employee with direct supervisory or production responsibility of the fabrication/finishing and or installation of interior architectural woodwork.
- 1.7.49. **Program:** See Quality Certification Program
- 1.7.50. **Project:** Those compiled products and services that are referenced by standard, included by contract and requiring evidence of QCP certificates and/or labels.
- 1.7.51. **Provisional Status:** Phase following the application process in which a licensee in the QCP may certify a project only after a mandatory inspection by a QCP representative.
- 1.7.52. **QCP Representative:** An individual, appointed by the QCP, qualified to inspect woodwork for conformance with the *Standards* or project contract documents (where applicable), and to report those findings.
- 1.7.53. **QCP Licensee:** See Licensee
- 1.7.54. **QSI:** *Architectural Woodwork Quality Standards Illustrated*
- 1.7.55. **Quality Certification Program (QCP):** A program operated by the QCC that verifies for design professionals and owners that architectural woodwork conforms with the *Standards* and applicable project contract documents
- 1.7.56. **Reasonable:** Not expecting or demanding more than is achievable within industry standards.
- 1.7.57. **Renewal:** Annual renewal of licensing in the QCP; a fee is required for this renewal process.
- 1.7.58. **Revocation:** Immediate termination of licensing in the QCP.
- 1.7.59. **Self-Labeling Status:** Indicates a QCP licensee is authorized to certify projects without mandatory compliance inspections except as allowed or required by the Policies.
- 1.7.60. **Suspension:** Licensee status during which QCP will render limited services as noted in these Policies and QCP website functions requiring a password are not available to the licensee. Suspension is typically initiated by a licensee’s failure to meet an administrative requirement (such as payment of fees) and lifted upon fulfillment of the requirement.



1.7.61. **Variance:** Fabrication, Finishing and/or Installation not compliant with the project's referenced *Standards*, and not included in the contract documents either at origination or as modified.

1.7.62. **Woodworker:** A person or organization that regularly engages in the practice of manufacturing, finishing, or installing architectural woodwork.

1.8 General Information

1.8.1. The QCP is a quality assurance tool for design and construction professionals, specification writers, and building owners.

1.8.2. By conducting rigorous testing, onsite inspections and routine verification, the QCP licenses architectural woodwork manufacturers, finishers and installers to certify that their woodwork projects comply with the latest edition of the *Standard*.

1.8.3. QCP reserves the right to visit any licensee's plant at any time to perform plant inspections, observe operations, and provide assistance in understanding the QCP program and the *Architectural Woodwork Standards*.

1.8.4. Architectural woodwork manufacturers, finishers and installers to certify their woodwork projects comply with the latest edition of the *Standard*.

1.8.5. The latest edition of the *Standards* provides general information, woodwork standards, tests, and design recommendations for all professionals involved in designing, buying, manufacturing, finishing, and installing architectural woodwork.

1.8.6. As such, these *Standards* are the basis for determining compliance with woodworking requirements set forth in construction documents for building projects, when so specified and made part of the project requirements.

1.8.7. The latest edition of the *Standards* shall be the referenced standard.

1.8.8. The QCP is designed for voluntary acceptance by the design and specification community.

1.8.9. Certification becomes mandatory when included by direct reference in project specifications, addenda and/or bulletins that form part of the project contract documents and to which the parties involved commit.

1.8.10. While non-licensee firms may bid on QCP specified projects, it is strongly recommended, but not required, that firms become QCP licensees prior to acceptance of bid or the award of contract.

1.8.11. Project-specific certification labels and/or certificates of compliance, issued only by the QCP, are the manufacturers, finisher's, and/or installer's statement that the work meets the criteria set forth in the latest edition of the *Standards* applicable to the project and the project specifications.

1.8.12. QCP Representatives may perform compliance inspections on projects meeting both of the following criteria:

1.8.12.1. When specified to furnish QCP certificates and/or labels;

1.8.12.2. When the *Standards* are referenced as part of the contract documents.

1.8.13. Only items addressed in the *Standards* are subject to inspection.



2 The Licensing Process

2.1 Licensing Eligibility For Project Certification Criteria

2.1.1. Firms that meet the following criteria are eligible for QCP licensing:

2.1.2. QCP applicants and licensees must own or lease a manufacturing facility and woodworking equipment (unless applying to certify installation only.)

2.1.3. QCP applicants and licensees must employ, hire, supervise, and discharge woodworking employees who manufacture, fabricate, assemble, finish, and/or install architectural woodwork, as defined and described in the latest edition of the *Standards*.

2.1.4. QCP applicants and licensees must actively seek and transact business with the general public.

2.1.5. QCP applicants and licensees must have complete responsibility for the quality of these projects.

2.1.6. To obtain licensing for FINISHING, the applicant/licensees must demonstrate the ability to finish woodwork in its own plant on its own.

2.1.7. To obtain licensing for INSTALLATION, the applicant/ licensee must install and carry out complete on-site supervision of the installation.

2.1.8. The designation(s) for finishing and/or installation will be listed as such on the licensee certificate.

2.1.9. QCP applicants and licensees must choose licensing for either Custom or Premium grade in any or all applicable sections of the latest *Standards*, as it pertains to fabrication, finishing and installation.

2.1.10. QCP will issue licenses for manufacturing, finishing and installation, or any combination thereof, to those companies that qualify.

2.2 General Requirements

2.2.1. QCP applicants must complete all steps of the licensing process within one year from the date of application.

2.2.2. Applicants, who have failed to complete the requisite phases within the one-year requirement, and who wish to further pursue licensing, must re-apply to the program. This includes:

2.2.3. Payment of the applicable application fee and re-completion of all steps, including any completed previously.

2.2.4. Application fees (non-refundable) are determined by the QCC BOD and are set forth in a separate schedule.

2.2.5. Consult with the QCC administrative office for the latest fee schedule.

2.2.6. If the applicant (for project certification) initiates and is approved for manufacturing membership in AWI within three (3) months of the licensing application date and pays the full-year membership dues at that time, a credit of the difference between the member and non-member application fee shall be applied towards AWI manufacturing membership dues.

2.2.7. The QCP will periodically notify program applicants of the status of their application.



- 2.2.8. Requests for expedited licensing service may be fulfilled on a time-available basis at the discretion of the QCP Executive Director.
- 2.2.9. In no event should it be expected that the expedited process will take less than 90 calendar days from the date of application and payment, and it could take substantially longer depending on timing of submissions, availability of QCP Representatives and other factors.
- 2.2.10. QCP applicants shall pay any and all additional costs, which may include but are not limited to, airfares resulting from scheduling with an advance booking time of less than 14 calendar days.
- 2.2.11. Any change of a firm's controlling interest (including but not limited to a new entity holding a majority of stock interest, or the purchase of all or substantially all of the assets of a firm) will be cause for inspection and may be cause for re-testing.
- 2.2.12. Licensees are to promptly report, in writing, all changes of ownership to the QCP Sr. Director of Operations Director.
- 2.2.13. Licensees will be responsible for any costs associated with inspection including, but not limited to travel, meals, lodging and per diem charges of the QCP Representative.
- 2.2.14. Relocation of a licensee's manufacturing facility is cause for inspection of the new facility. Licensees are responsible for any costs associated with the inspection including, but not limited to travel, meals, lodging and per diem charges of the QCP Representative.
- 2.2.15. Multiple locations conducting business under the same firm name outside a 50-mile radius are subject to additional program fees for each additional location. Consult the current program fee schedule.

2.3 Written Test Requirement

- 2.3.1. QCP applicants are required to successfully complete two multiple choice written tests:
- 2.3.2. One test shall pertain to the latest edition of the *Standards*
A minimum score of 85 percent (85%) is required to pass the test
- 2.3.3. The other test shall pertain to the QCP policies.
A minimum score of 85 percent (85%) is required to pass the test
- 2.3.4. The tests shall be taken by the designated QCP Liaison as confirmed by the firm's president/owner. This person shall be someone with production responsibility.
- 2.3.5. The tests are open-book.
- 2.3.6. Test instructions will be sent to the applicant firm upon receipt of the application and payment of the application fee.
- 2.3.7. Applicants may retest as many times as is required to pass, as long as licensing is achieved within one year from the application date.
- 2.3.8. The applicant must successfully complete both tests prior to performance of the plant inspection.



2.4 Reference Requirement

2.4.1. QCP applicants shall solicit and submit letters of reference for review and approval as per the criteria listed in the Appendix.

2.4.2. All references must be received prior to performance of the plant inspection.

2.4.3. References may not be dated earlier than one (1) year prior to the application date.

2.4.4. Referenced projects shall not be dated more than two (2) years prior to the application date.

2.4.5. QCP applicants applying for licenses in more than one category, shall provide references from a minimum of ten (10) separately owned firms and/or individuals for whom the applicant has supplied architectural millwork within the last two years.

2.4.5.1.1. These reference letters shall be from the following categories:

2.4.5.1.2. Architects/Design Professionals,

2.4.5.1.3. General contractors/Construction Managers or Distributors/Dealers.

2.4.5.1.4. Owners/end use customers.

2.4.6. QCP applicants applying for license in only one category, shall provide references from a minimum of five (5) separately owned firms and/or individuals for whom the applicant has supplied architectural millwork within the last two years.

2.4.7. The applicant must submit a minimum of two different references in each category listed in 2.4.5.1 above

2.4.8. No reference shall be used more than once.

2.4.9. The QCP reserves the right to contact any or all of the furnished references, as well as any other sources necessary to determine the applicant's eligibility as outlined in Sections [2.1](#) or [2.2](#)

2.4.10. Exceptions to the above reference requirements and to any other provision of these Policies may be granted by the QCP Executive Director at its discretion, if it reasonably determines that strict enforcement of a policy or policies will not serve to further the intent of said policy or policies, and will cause undue hardship on the affected entity or entities.

2.5 Plant Inspection Requirement

2.5.1. QCP applicants shall demonstrate integrity, responsibility and competence in supplying work that meets the specific *Standards'* grades and sections of work for which they are applying.

2.5.2. QCP applicants must successfully complete the written tests and submit all required reference letters as well as provide compliant shop drawings as described in the current Minimum Sample Criteria (See QCP website Resource page) prior to performance of the plant inspection.

2.5.3. A QCP representative will inspect the applicant's facility to:

2.5.3.1. Verify eligibility as outlined in Section [2.1](#);



- 2.5.3.2. Ascertain the applicant's ability to produce architectural woodwork compliant with the *Standards*. To this end, the applicant must show the QCP Representative:
- 2.5.3.3. Work Samples produced by the applicant specifically for the licensing process
- 2.5.3.4. "In-place" samples drawn from the work fabricated or installed within two years of the plant inspection by the applicant, and available in the firm's facility or at a job site in reasonable proximity to the firm's facility (reasonable proximity is within a one hour drive of the firm's facility)
- 2.5.3.5. Shop Drawings in conformance with the minimum requirements of the current Standard for all samples shown.
- 2.5.3.6. Regardless of their source, samples (including shop drawings) must reasonably conform to applicable sections of the Standard Minimum Sample Criteria, and must comply with current applicable standards for the grades sought by the applicant.
- 2.5.3.7. The applicant must also show two projects which are complete or substantially complete, and which serve as examples of general workmanship.
- 2.5.3.8. Projects which are complete must have been finished within two years of the licensing inspection.
- 2.5.4. For licensing involving fabrication or finishing only, the projects shown may be located either at the applicant's facility, or at a job site in reasonable proximity to the firm's facility (reasonable proximity is within a one hour drive)..Projects are to have been executed under the supervision of the applicant's current management team.
- 2.5.5. The licensing inspection will be performed no sooner than 30 days after the application date.
- 2.5.6. Licensees are responsible for ensuring that samples and all other items required for the physical licensure inspection are ready for review prior to the QCP representative's arrival at the applicant's facility.
- 2.5.7. Failure by the applicant to have any of the required samples, projects, or other elements available at the time of the appointed inspection may result in repeat inspection(s).
- 2.5.8. All costs of repeat compliance inspection shall be borne by the applicant/licensee to include, but not be limited to, administrative fees, travel, meals, lodging, and per diem. This requirement applies to fabrication, finishing, and installation.
- 2.5.9. Upon completion of the plant inspection, the QCP representative will issue a written report outlining the findings of the licensure inspection.
- 2.5.10. Any unresolved disagreement between a QCP licensee and the program may be directed to the QCP Executive Director.
- 2.5.11. A copy of the licensing inspection report shall be available to the applicant upon request.

2.6 License



- 2.6.1. Upon approval of a licensee's licensure, the QCP shall issue a license attesting to the competence of a firm to produce and label work according to the *Standards* for the sections and grades for which it is approved.
- 2.6.2. Sections and Quality grade shall be listed on the licensees' license.
- 2.6.3. The license indicates a firm is licensed; it does not certify a particular project. [See [Section 4](#), Certification and Labeling, for information on project certification.]
- 2.6.4. Licensing shall stand in the name of the sole proprietor, firm or corporation engaged in the architectural woodwork business.
- 2.6.5. Each applicant/licensee shall have a duly designated QCP Liaison listed with the QCP who shall be the owner, a partner, or officer, or occupy a responsible production position within the licensee firm.
- 2.6.6. Licensing is granted to sole proprietorships, firms, or corporations, but not to individuals.
- 2.6.7. A QCP license is neither transferable nor assignable.
- 2.6.8. A QCP license may be revoked if facts are subsequently revealed that show the applicant was ineligible as defined in [2.1](#) or [2.2](#) at the time of application approval.
- 2.6.9. QCC makes no representation regarding a licensed firm's financial condition, capacity for output or ability to meet delivery dates for a given project. Users of the Program are to make their own inquiries and decisions regarding these matters.
- 2.6.10. Updated proof of licensure will be sent to each licensee upon renewal of licensing provided that the licensee has paid all application, renewal and prorated renewal fees.

2.7 Designated QCP Liaison

- 2.7.1. Project Certificates of Compliance shall be signed by the designated QCP Liaison of the QCP licensee firm.
- 2.7.2. Persons eligible to sign the certificate shall successfully complete the following tests and achieve scores of no lower than 85 percent (85%)
- 2.7.3. QCP Written Test of the Current AWI *Standards*
- 2.7.4. QCP Written Test of the QCP Policies
- 2.7.5. Both tests are open book.
- 2.7.6. Designated QCP Liaison must successfully complete these tests within six months of the tests' respective initial release, or every three (3) years, whichever is sooner.

2.8 Project Certification Licensee Provisional Status

- 2.8.1. Following licensure, licensees will be in provisional status pending successful completion of two (2) projects specified to be certified in accordance with QCP policies.



- 2.8.2. All certified projects, registered to firms which are applicants or licensed for fabrication and/or finishing, and are in provisional status, shall undergo mandatory compliance inspections of the fabrication and/or finishing in the licensee's plant.
- 2.8.3. All certified projects, registered to firms which are applicants or licensed for installation, and are in provisional status shall undergo mandatory compliance inspections during the installation phase.
- 2.8.4. If the licensee is licensed solely for installation, then a compliance inspection at the QCP project site will be sufficient.
- 2.8.5. It is the licensee's responsibility to correct nonconformities (if noted) identified in compliance inspections.
- 2.8.6. Refusal to correct nonconformities will result in immediate revocation of Licensee's licensure. [See Section [7.5](#) for revocation information.]
- 2.8.7. Non-conforming work settled outside of the QCP, and for which a Letter Accepting Variations (LAV) is submitted, will not be considered refusal to correct nonconformities.
- 2.8.8. Such projects will not be counted toward provisional requirements.
- 2.8.9. In such cases, the QCP Inspection Manager will advise the licensee of its extended provisional status in the QCP. This does not apply to cases where non-conforming work originated from the modification of the *Standards* by project plans and specifications.
 - 2.8.9.1.1. The licensee shall pay to the QCP any and all costs for additional compliance inspections incurred as a result of extended provisional status.
- 2.8.10. Upon successful completion of two (2) certified projects, a licensee's status becomes "Self-Labeling", and it is authorized to certify projects without mandatory compliance inspections.

2.9 Probationary Status

- 2.9.1. A licensee's program status shall be changed to "Probation" if any reported noncompliant item from an inspected project is resolved by means of a "Letter Accepting Variations" (LAV). (See glossary). A project so resolve may be eligible for a Limited Project Certificate listing the non-compliant items.
- 2.9.2. A change in status to "Probation" shall not in itself affect a Licensee's licensure of individual sections of work as they appear in QCP's records.
- 2.9.3. A licensee will retain its probationary status until the inspection of a certified project shows compliant work in the sections for which nonconformities were not corrected in the preceding project(s).
- 2.9.4. Inspection of the next available project containing work from the same licensed section, and sufficiently similar to that which was noncompliant is mandatory.
- 2.9.5. Qualified projects in progress at the time a licensee's status changes to Probation are eligible for inspection at the discretion of QCP.
- 2.9.6. Inspection of projects under Probationary status shall be governed by Section 4 of these standards.



- 2.9.7. Projects inspected under probationary status and resulting in the issuance of a Letter Accepting Variations (LAV) will automatically extend the licensee's probationary status.
- 2.9.8. The certification date of any project inspected under probationary status may serve as a new starting point for calculation of the three-year anniversary described in Section 3.3 of these standards.
- 2.9.9. Completed projects in the probation phase resulting in the issuance of a Letter Accepting Variations (LAV) will automatically extend the licensee's probationary status to the next project.
- 2.9.10. The licensee shall pay to the QCP any and all costs for additional compliance inspections incurred as a result of probationary status.

2.10 Release and Indemnification

- 2.10.1. By submission of an application for licensing, QCP applicants expressly agree to release, hold harmless, and indemnify QCC, the QCP, QCP Representatives, staff, their respective heirs from any claims of negligence, slander, libel, defamation, or otherwise that may arise in connection with QCP's investigation of the applicant's eligibility, and/or claims that may arise in connection with the results of project and plant inspections.

3 Licensing Renewal

3.1 General Requirements

- 3.1.1. QCP Licenses expires 11:59 pm EST December 31 of each year.
- 3.1.2. Licensees are obligated to renew licensure not later than 11:59 pm EST December 31 of each year.
 - 3.1.2.1. For purposes of this section, items postmarked on or before December 31 shall be treated as having been received on or before December 31.
- 3.1.3. Licensing renewal invoices are mailed/faxed and emailed to the address on record in November of each year.
- 3.1.4. Renewal is effective upon receipt of both payment of the required renewal fees and a signed copy of the QCP Code of Ethics.
- 3.1.5. A late fee of \$300 will be assessed if the required renewal fees and signed copy of the Code of Ethics are not received on or before 11:59 pm EST December 31.
 - 3.1.5.1. Renewal fees are non-refundable
- 3.1.6. A current fee schedule is available from the QCC administrative offices and the QCP Web site.
- 3.1.7. All licensees whose renewal payments have not been received in the QCC office by January 5th will have their status changed to Suspended and not listed as active on the QCP website nor will they appear in any QCP or AWI published medium as a QCP licensee.
 - 3.1.7.1. Suspended companies may be reinstated to QCP without having to reapply, providing all of the following criteria are met:



- 3.1.7.1.1. The renewal fee and \$300 late fee are paid in full, along with any other fees or costs previously invoiced by QCC and past due.
- 3.1.7.1.2. All funds due are paid on or before 11:59PM EST on December 31 of the renewal year covered by the late renewal fees.
- 3.1.7.1.3. Payment of past due funds renews licensing in QCP only through December 31 of the renewal year covered by the late renewal fees.
- 3.1.7.1.4. Failure to pay past due renewal and any other related funds by 11:59PM EST on December 31 of the unpaid year shall result in immediate revocation of the licensee from QCP.
- 3.1.7.1.5. The renewal fee is paid in full, plus the \$300 late fee, and shall be valid until the end of the calendar year
- 3.1.8. All licensees whose renewal payments have not been received in the QCC office by January 31st will be notified they must cease all use of the QCP logo
- 3.1.8.1. In the event of an applicant or licensee suspension, all QCP projects registered and awarded to the QCP licensee or applicant prior to the date of suspension will be honored by way of QCP services and inspections, and all applicable program requirements will remain effective for the duration of said project(s). Inspections of any project for which fabrication commences after the date of suspension is mandatory. Inspection services will not be rendered until full payment of the project certification fee is received by the QCP office. At QCP's discretion, the suspended licensee may be required to pay other estimated costs in advance of services, such as the cost of inspections solely to verify correction of nonconforming work. All costs in excess of the project certification fee are the responsibility of the suspended licensee/applicant Said project(s) will require inspection(s), and all program requirements will remain effective for the duration of said project(s).
 - 3.1.8.1.1. In the event the fabrication, finishing or installation is found non-compliant (which will necessitate additional inspections by a Program Representative,) all costs for additional inspections shall be borne by the licensee or applicant including, but not limited to travel, meals, lodging and per diem expenses of the QCP Representative.
 - 3.1.8.1.2. In the event the fabrication, finishing or installation is found non-compliant, escrow funds will be required to off-set anticipated inspection costs.
 - 3.1.8.2. Immediately cease all use of the QCP logo in all media, including printed and electronic, and submit (to the QCP office) a signed statement that these steps have been taken.
 - 3.1.8.3. The QCP Logo is a registered trademark with the United States Patent and Trademark Office. Only currently licensed firms in good standing are authorized to use and display the QCP Logo. Any unauthorized use is strictly prohibited.



- 3.1.8.3.1.3.1.8.4A new license will be sent to each licensee upon renewal of licensure provided that the licensee has paid all application, renewal, prorated renewal fees as well as any outstanding invoices

3.2 Licensing Renewal Requirements

- 3.2.1. Until these policies are revised to the contrary, no QCP re-visit or re-evaluation of a licensee's plant for the sole purpose of re-licensing is required after the licensee's initial inspection and licensing as described in Section 2.5. Plant visits for other purposes, such as certified project fabrication inspections, remain necessary where required by these policies.
- 3.2.2. Until these policies are revised to the contrary, re- licensure of individual sections of work is not required by program licensee's
- 3.2.2.1. Licensees shall not be required to revise licensing because of revision which may occur from time to time in the *Standard* and/or the Standardized Minimum Sample Criteria (MSC).
- 3.2.3. Licensing of any additional sections of work following a licensee's initial licensure shall be accomplished by means of a work sample inspection and evaluation performed by a QCP Representative.
- 3.2.3.1. Samples provided by the licensee for this purpose may be:
- 3.2.3.1.1. Factory manufactured or
- 3.2.3.1.2. "in-place" work performed for a project fabricated and/or installed not more than two years prior to the date of inspection.
- 3.2.3.2. Samples provided for this purpose must conform to the current *Standard* and must reasonably conform to the Minimum Sample Criteria available on the QCP website (www.awiqcp.org).
- 3.2.4. Upon completion of a sample inspection, the QCP Representative shall issue a written licensing report, with a separate assessment and recommendation for each sample shown.
- 3.2.5. New sections licensed shall be added to the list of the licensee's sections which appears on the QCP website.
- 3.2.6. All costs of additional section licenses shall be borne by licensee to include, but not be limited to, administrative fees, travel, meals, lodging and per diem. This requirement applies to fabrication, finishing, and installation.
- 3.2.7. Licensees are required to successfully complete the QCP written tests (AWI Standards and QCP Policies) at least every three years or within six months after release of a new edition of *Architectural Woodwork Standards* or significantly revised Policies (See sections 2.3 through 2.3.7 of these standards for a description of the written test.)



3.3 Project Certification Periodic Inspection Requirement

- 3.3.1. Upon a licensee's certification of its second Provisional project (see Section 2.8), a QCP Representative shall inspect the next registered and qualified project available after the three-year certification anniversary date of any previously inspected and certified project.
- 3.3.1.1. If one or more other qualified projects are simultaneously available or nearly available for inspection at the three-year anniversary date of any previous inspected certification, the project to be inspected to fulfill this requirement is selected at the discretion of QCP.
- 3.3.1.2. Qualified projects already in progress but not completed at the three-year anniversary of any previously inspected and certified project are eligible for inspection to fulfill this requirement. The decision to inspect any such ongoing project is at the discretion of QCP.
- 3.3.1.3. If for any reason the project inspected in fulfillment of this requirement is not certified, the next qualified project must be inspected. Selection of this project will also be subject to Sections 3.3.1.1 and 3.3.1.2
- 3.3.1.4. QCP recognizes that the timeframe in which a qualified project may become available for inspection after the prescribed three-year anniversary date may vary widely from licensee to licensee.
- 3.3.1.5. All aspects of a project inspection conducted to meet this requirement shall be governed by Section 4 of these policies.
- 3.3.1.6. The requirements set forth under Section 3.3 do not conflict with Section 4.7 governing random project inspections, which QCP reserves the right to conduct at its discretion.

4 Certification and Labeling

4.1 Project Certification Requirements

- 4.1.1. Only QCP licensees are eligible to provide QCP project labels and/or certificates, certifying the work complies with the *Standards* and/or the project specifications.
- 4.1.2. Projects requiring certification which have been awarded to QCP applicants are eligible for inspection services.
- 4.1.2.1. Inspections shall be conducted under all applicable sections of these Policies, in particular the Provisional Status rules appearing in section 2.8 of these policies.
- 4.1.2.2. The project architect will be notified by QCP that the project is eligible for certification pending successful completion of the application process in the sections required for the project. Project Certificates and/or labels will not be released until the applicant has achieved licensing.
- 4.1.2.3. The Non licensee project fee structure stated under Section 8 of these Policies applies to such projects. The fees are payable in advance of any project services rendered by QCP.
- 4.1.2.4. Upon successful licensing of the applicant and completion of project services, project funds paid to QCP in excess of the licensee rate for the same services will be refunded to the applicant.



- 4.1.2.5. Prior to expiration of the application period, if the applicant does not achieve licensing in those sections necessary for certification of the project, QCP will retain all fees paid for project services.
- 4.1.2.6. Upon successful certification, such projects qualify as one of the two provisional projects required under section 2.8 of these policies.
- 4.1.2.7. See Section [2.7](#) of these policies regarding the licensee requirement for a designated QCP liaison for project certificates.
- 4.1.3. The placement of project-specific labels or the issuance of a project-specific certificate of compliance is a certification by the licensee, not the QCC or the QCP, that the particular project complies with the specified grades listed in the Standards.
- 4.1.4. The QCC licenses the firm's ability to supply the grade of work for which it has been approved.
- 4.1.5. The licensing of the firm by the QCP is not a certification by QCC or the QCP of any particular project.
- 4.1.6. Upon request, a QCP staff member will issue written confirmation of a licensee's status in the program.
 - 4.1.6.1. This written confirmation will include the sections and quality grade for which the firm is licensed.
- 4.1.7. Applicability of the Standards with regard to a project may be modified by:
 - 4.1.7.1. Contract documents;
 - 4.1.7.2. Change orders; or,
 - 4.1.7.3. Written instructions by the Design Professional and/or the owner's representative.
- 4.1.8. Adherence to such modifications shall not be cause for non-labeling.
- 4.1.9. The issuance of labels or a certificate of compliance does not constitute an acceptance or rejection by the QCC or the QCP of the woodwork provided.
- 4.1.10. The QCP may register or assign QCP project numbers solely to projects for which certification of fabrication is specified or required under any edition of the Standards.
- 4.1.11. Unless a project is registered by an architect, the QCP shall confirm with the architect that the QCP requirement for fabrication, finishing and/or installation is specified or required for the project.
- 4.1.12. Certification of woodwork manufacturing, factory finishing or installation under the QCP applies only to products or work, specifically covered by the Standards and/or as modified by the contract documents.
- 4.1.13. Shop drawings for certified projects shall be in conformance with the Submittal requirements as noted in Section 1 of the *Architectural Woodwork Standards (AWS)*.



- 4.1.13.1. Projects that reference the QSI shall be fabricated, finished, and installed in accordance with the requirements set forth in the contract documents; the shop drawings, however, must conform to the requirements in Section 1 of the AWS.
- 4.1.14. Licensees may certify and label, according to the Standards, sections and grades of work that have been manufactured by the licensee, or work for which the licensee has taken direct contractual responsibility for incorporation in the project, based on what the licensee is licensed to manufacture.
- 4.1.15. Findings of any inspection conducted under the QCP shall be considered binding on the licensee, except as modified on appeal as hereinafter specified.
- 4.1.16. If the QCP becomes aware that a woodworker who is not a QCP licensee has been awarded a contract for a QCP project, it will immediately inform the Design Professional and/or other contracting party that certificates or labels may not be issued for that project unless and until the woodworker becomes a QCP licensee and fulfills all requirements of the QCP licensing. [See section [2.1](#) for licensing requirements.]

4.2 Project Compliance Inspections

- 4.2.1.A compliance inspection by a QCP Representative serves to determine whether the particular project or product complies with the appropriate grade specified in the referenced edition of the *Standards* or as modified by the plans and specifications.
- 4.2.2.The QCP representative will make a good faith determination of whether the work complies with the documentation made known to him/her and which he/she judges is within his/ her expertise.
- 4.2.3.Upon observation of the work in progress, the QCP Representative will issue a written report to the Inspections Manager for review advisory written recommendations to correct nonconformities.
- 4.2.4.Upon review of the inspection report the Inspections Manager shall determine whether the project is eligible for certification per QCP policies and shall authorize the provision of labels and/or certificates.
- 4.2.5.The QCC office will send the labels and/or project certificates of compliance to the woodworker upon the Inspections Manager's authorization that the project is eligible for certification.

4.3 Projects with Nonconformities

- 4.3.1.If nonconformities are found, the QCP Inspections Manager will notify the licensee of the nonconformities.



- 4.3.1.1.1. Licensee shall respond within the prescribed timeframe to the QCP office with the written proposed course of action to correct noted nonconformities on a certified project, including the corresponding timeline within which these corrections will be made.
- 4.3.2. The QCP Inspections Manager may inform the owner's representative and/or the Design Professional of the findings and the licensee's time schedule no sooner than seven (7) calendar days following the issuance of the compliance inspection report date to the woodworker.
- 4.3.3. Final compliance inspections may be necessary before releasing labels or project certificates to the licensee.
- 4.3.4. Final compliance inspections are carried out at the discretion of the Inspections Manager.
- 4.3.4.1. The licensee will pay any and all re-inspection costs to the QCC administrative office.
- 4.3.5. Certificates of compliance may be issued at the discretion of the Executive Director for registered projects if the noted minimal nonconformities are not corrected provided:
 - 4.3.5.1. Acceptance of Variations by the Design Professional and/or the project owner's appointed representative.
 - 4.3.5.2. Completed projects resulting in the issuance of a Letter Accepting Variations (LAV) will result in the licensee's certification status being changed to probationary (See Section 2.9).

5 Licensee Responsibilities

- 5.1.1. QCP licensees and applicants, upon being awarded a project requiring certification, must confirm the project is registered with the QCP administrative office.
- 5.1.2. If the project has not already been registered, the licensee/applicant must register the project in accordance with program policies.
- 5.1.3. A licensee's intentional and/or repeated failure to register a project(s) is cause for revocation.
- 5.1.4. Project registration must occur prior to request for certification.
- 5.1.5. Licensees and applicants must submit the completed and signed Project Certification Request Form 722F011, accompanied by the project labeling fee to order certification labels and/or certificates of compliance. (This form can also be found on the QCP website under Projects.)
 - 5.1.5.1. When submitting the Certification Request Form, intentional and/or repeated failure by the licensee or applicant to accurately report a project's awarded scope of work and/or any inspection requirement is cause for revocation.
 - 5.1.5.2. The project certification fee is \$500, or ½% of the woodwork contract, whichever is greater.
- 5.1.6. The QCP reserves the right to review a copy of the contract or purchase order prior to issuing labels and/or certificates for a certified project.
- 5.1.7. Certification Request Forms must be received by QCP at least 14 days prior to commencement of fabrication to allow for scheduling of any required compliance inspections during the fabrication phase of the work



- 5.1.7.1. A licensee's repeated failure to submit the Certification Request Form at least 14 days prior to commencement of work is cause for suspension and possible revocation.
- 5.1.8. The licensee shall make available to the designated QCP Representative copies of shop drawings, project specifications and any documents addressing modifications to the Standards.
- 5.1.9. The above materials shall be provided to the QCP Representative 14 days prior to a scheduled QCP compliance inspection.
- 5.1.9.1. The QCP Representative will review these documents for project scope and applicability to relevant sections of the *Standards*.
- 5.1.10. Licensees must comply with the minimum requirements of the *Standards* despite modifications from the *Standards* which may be included in the reviewed and/or approved shop drawings.
- 5.1.10.1. Modification from the minimum requirements of the *Standards* is permitted solely in cases where such modifications from the *Standards* are clearly noted in the contract documents and/or in submittals for which there is written acceptance by the Design Professional (See Section 1.7, "Permission to Modify").
- 5.1.11. Licensees and applicants shall have complete responsibility for the compliance of these products as well as any subcontracted or bought-out and re-sold products furnished under their contract
- 5.1.12. Licensees and applicants shall ensure that all materials are ready for inspection prior to the QCP Representative's visits.
- 5.1.12.1. Failure to do so may result in repeat inspection appointments. All repeat inspection costs will be paid by the licensee.
- 5.1.13. This requirement applies to all fabrication, finishing and installation phases.
- 5.1.14. At the conclusion of a certified project, the licensee shall issue to QCP a statement of the final dollar amount of the contract reflecting all change orders.
- 5.1.14.1. If the final contract amount varies from the original contract amount by more than \$5,000, the QCP will issue a prorated refund or advise the licensee of the balance due.
- 5.1.15. Licensees shall remit balance of payment within 30 calendar days of invoice date

5.2 Project Labels and Certificates of Compliance

- 5.2.1. Project-specific labels and/or certificates of compliance will be issued to the licensee in accordance with the following criteria:
 - 5.2.1.1. Projects being executed by licensees in provisional status (those who have not yet satisfactorily completed two certified projects) will be issued project labels and/or certificates of compliance after compliance with the *Standards* and the project specifications has been verified by the QCP Representative and approved by the Inspections Manager, and for which all fees have been paid.
 - 5.2.1.2. Projects for which an inspection has been requested will be issued labels and/or certificates of compliance after compliance with the *Standards* and the project specifications has been verified by the QCP Representative and approved by the Inspections Manager.



- 5.2.1.3. Projects which have been designated to receive a random inspection will be issued project labels and/or certificates of compliance after compliance with the *Standards* and the project specifications has been verified by the QCP Representative.
- 5.2.1.4. Projects being executed by self-labeling licensees, and the project has not been designated to be randomly inspected, and has not received an inspection request, will be issued labels and/or certificates of compliance after receipt of the completed label request form and payment as indicated in item 4.4.5
- 5.2.1.5. Any costs associated with cancelled or re-scheduled inspections including, but not limited to, travel, meals, lodging and per diem charges of the QCP Representative, will be the responsibility of the licensee or applicant as described in Section 6.2 of these policies.
- 5.2.2. It is recommended, but not mandatory that label placement follow labeling guidelines set forth by the QCP [See [Project Labeling Guidelines](#) in the Appendix.]
- 5.2.3. Labeling fees shall be paid based on the certified woodwork contract amount.
 - 5.2.3.1. If the total contract specifically indicates phasing in two or more parts along with separate values of those phases, then the project may be handled as two or more projects and be listed as Phase I, II, etc.
 - 5.2.3.2. Project labels may be issued based on the phasing and work labeled accordingly.
 - 5.2.3.3. Fees will be based on the phase values. Each phase will be subject to the minimum labeling fee.
- 5.2.4. Project certification (labeling) fees are set by the QCC BOD and are set forth in a separate schedule
 - 5.2.4.1. Consult with the QCP administrative office for the latest schedule
- 5.2.5. Label fees are not refundable after a related inspection has occurred [refer to section [9.2.3](#) for more information].
 - 5.2.5.1. Inspection may include review of project documents, even if the QCP Representative has not inspected the project at the plant and/or job site.
- 5.2.6. Arrangements may be made in advance with the Director of Operations for payments of labeling fees in multiple installments in accordance with the progress of construction only when projects exceed a contract value of \$1 million
- 5.2.7. Projects that require compliance inspections but are not inspected during the fabrication phase shall receive modified certificates of compliance only.
 - 5.2.7.1. Modified certificates will indicate the limited nature of the compliance verification.
 - 5.2.7.1.1. Labels will not be issued for such projects nor will these projects count toward the mandatory compliance inspection requirement as outlined in Section 2.9
- 5.2.8. Certificates of compliance shall be issued for factory finishing and/or installation as indicated.
 - 5.2.8.1. Such certificates are only issued for projects manufactured and certified by a QCP Licensee manufacturer



5.3 QCP Representative Responsibilities

- 5.3.1. QCC staff and QCP Representatives are expected to observe certain rules of conduct pertaining to the discharge of their responsibilities, in the same manner that QCP licensees are required to abide by the QCP Code of Ethics.
- 5.3.2. The QCP shall utilize the services of individuals with industry experience in a manner intended to provide services with fairness and impartiality to all parties.
- 5.3.3. QCP staff and representatives shall have no connection, financial or otherwise, to a licensee, project or product.
- 5.3.4. QCP staff and representatives shall make full disclosure of any conflicts of interest, financial or otherwise, regarding any licensee, projects or products that are involved in the QCP.
- 5.3.5. In the event of a conflict of interest with regard to the assigned QCP representative, the QCP Inspections Manager will assign an alternative representative.
- 5.3.6. The QCP representatives work closely with the QCP Inspection Manager in order to provide program licensees with services, the scope of which is established by the QCC BOD.
- 5.3.7. In a written report to the QCP administrative office, the representative shall identify nonconformities of the work as they relate directly to the *Standards*, using specific references to the non-compliant inspected work and the Standards.
 - 5.3.7.1. Following review, a copy of this report will be made available to the licensee.
- 5.3.8. Under no circumstances shall the QCP representative make statements to anyone other than the QCP licensee involved.
 - 5.3.8.1. No opinions or suggestions, either verbal or in written form, will be offered to the general contractor, architect or owner without express authorization of the QCP Inspection Manager.
- 5.3.9. The representative is obligated by the Program to inspect for compliance in all sections pertaining to the *Standards* included in the project.
- 5.3.10. During the course of all compliance inspections, the QCP Representative shall speak only to the QCP licensee's QCP Liaison or the QCP firm's owner.
 - 5.3.10.1. The QCP Representative shall make no compliance or nonconformity comments, either verbal or in writing, to any other management or shop floor personnel unless specifically requested or approved by the QCP firm's owner/manager or designated QCP Liaison.
- 5.3.11. The *Standards* describe a level of quality that must be achieved for work to be in compliance.
- 5.3.12. Because of the variations in wood and manufacturing processes it is understood that with respect to compliance inspection and testing, a reasonable assessment of the performance of the finished product will be weighed against absolute compliance with the *Standard*.
 - 5.3.12.1. This will be the judgment of the QCP and is also implied in the labeling of the project by the QCP licensee that the firm's work is in compliance with the *Standards*, or as they have been modified by plans, specifications and other related contractual documents.



5.3.13. “QCP Representative’s inspection assessments are based upon evidence in three (3) overall areas of compliance with the *Standard*, or as has been modified by plans, specifications and other related contractual documents:

5.3.13.1. For Appearance – Overall finished appearance of the project as aesthetic evidence

5.3.13.2. For Product – Overall compliance to grade of work as product quality evidence

5.3.13.3. For Installation – Overall compliance of execution of work as installation quality evidence.”

5.4 Random Inspections

5.4.1. The QCP reserves the right to inspect any certified project at any time up to a period of no more than 180 calendar days after the final delivery of woodwork to the jobsite, or the completion of a registered and certified installation, whichever occurs later.

5.4.2. In the event that such an inspection identifies nonconformities, the licensee will be placed on probation during the period granted to make necessary corrections.

5.4.3. The licensee shall pay to the QCP any and all costs for repeat compliance inspections incurred as a result of a failed compliance inspection.

6 Program Structure

6.1 Governance

6.1.1. The QCP is a program of the AWI Quality Certification Corporation [QCC] and is subject to the policy and governance authority of the QCC Board of Directors.

6.1.2. The purpose of the QCC BOD is to periodically review QCP policies, guidelines, and operational challenges.

6.1.2.1. Should changes in policy or operations be needed, the QCC BOD will make recommendations resulting from a consensus opinion of the QCC BOD to the QCC Executive Director.

6.1.2.1.1. In the event there is not a consensus opinion between the QCC BOD and the QCC Executive Director, final authority rests with the QCC BOD.

6.1.2.1.2. Actions of the QCC BOD and QCC Executive Director shall be consistent with the general policies and procedures established by the QCC BOD.

6.1.3. The QCC BOD shall be comprised of no fewer than nine (9) and no more than eleven (11) members including representatives from the design, specifications, and construction communities, AWI manufacturing members and active QCP Program Representatives.

6.1.4. The AWI BOD shall elect the members of the QCC BOD to serve for a three-year term, with one third of the directors newly appointed each year.

6.1.5. The QCC Executive Director shall serve as Corporate Secretary to the QCC BOD and shall be present during all meetings.

6.1.6. The QCC Executive Director shall not vote on issues before the QCC BOD.



6.1.7. The Program is administered by the QCC Executive Director and supporting staff.

6.1.8. The QCP is managed by the Sr. Director of Operations.

6.1.9. The Sr. Director of Operations reports to the QCC Executive Director.

6.2 Confidentiality

6.2.1. All materials submitted by QCP applicants are held in a secured physical and electronic files located in the QCP administrative offices.

6.2.2. All reports, inspections and observations of QCP administrators shall be added to the QCP applicant's or licensee's file.

6.2.2.1. Access to these files shall be restricted to the QCC Executive Director, QCP Program Manager, QCC BOD, and other staff on a strict need-to-know basis.

6.2.2.2. Communication regarding these files is to be handled in the strictest confidentiality. This data is not available to others.

6.2.3. QCP Representatives are to maintain the confidentiality of all QCP information in their possession.

7 Complaints and Appeals

7.1 Complaints

7.1.1. Any QCP stakeholder may file a complaint with the QCP for the following reasons:

7.1.1.1. Any matter pertaining to the conduct of QCP staff or QCP Representatives

7.1.1.2. Any matter pertaining to the conduct of a QCP applicant and/or licensee within the context of the QCP Policy Manual

7.1.2. The complaint shall be submitted to the QCP office using form 852F008, QCP Complaint Form

7.1.3. The complaint shall include the following information:

7.1.3.1. The efforts made to rectify the matter with the other party.

7.1.3.2. The nature of the complaint and the details of the QCP policies infraction(s).

7.1.3.3. The proposed solution.

7.1.4. The name, company name, and the contact information of the party filing the complaint

7.1.5. The QCC Executive Director will assign the investigation of the complaint to the appropriate staff member.

7.1.6. The complainant will be notified of the investigation's findings and corrective actions taken (if applicable) within 14 days from the date the complaint was filed.

7.1.7. All information pertaining to a complaint will be held in confidence. Details will be divulged, solely to the extent necessary, to the parties involved in the complaint.



7.1.8. All complaints pertaining to the conduct, actions, omissions, and/or decisions attributed to the QCC Executive Director will be automatically directed to the member of the QCC BOD who serves in an ex-officio, non-voting capacity: the Architectural Woodwork Institute's Executive Vice President.

7.2 Appeals

7.2.1. In the course of application and/or participation in the QCP, decisions made by the QCP Executive Director may be appealed to the QCC BOD.

7.2.2. Appeals to the QCC BOD must be submitted to the QCC Executive Director within ninety (90) calendar days of the notification date of the decision being appealed. Appeals submitted outside of this timeframe will not be considered by the QCC BOD.

7.2.2.1. Such appeals shall be submitted in writing to the QCC administrative office requesting inclusion on the next scheduled QCC BOD meeting agenda.

7.2.2.2. An outline of the applicant/licensee presentation shall be submitted, and postmarked 30 days prior to the scheduled meeting.

7.2.2.3. The decision of the QCC BOD, in matters subject to its authority and jurisdiction, is final.

7.2.3. A separate QCP Board of Appeals shall consider appeals of challenge inspection findings for projects.

7.2.3.1. The QCP Board of Appeals is composed of three members, appointed from the current QCP Representatives.

7.2.3.2. The QCC Executive Director appoints the QCP Board of Appeals members.

7.2.3.3. Appointees to the Board of Appeals are to have no relationship or conflicts of interest in any matters they are asked to inspect.

8 Dispute Resolution

8.1 Project Compliance Inspection Criteria

8.1.1. The QCP is implemented through the licensing of firms that demonstrate the ability to comply with the *Standards* with respect to the sections and grade of work they are approved for, thus authorizing the licensee to certify the project for product compliance.

8.1.2. The QCC disclaims any liability for damages, including consequential damages, in connection with the projects, products or work of the licensees in the Program.

8.1.3. The QCC makes no expressed or implied warranties including any implied warranties of merchantability and fitness for a particular purpose, regarding any particular project, product or work.

8.1.4. Compliance inspections shall be performed only at the request of parties directly involved in the project, or as otherwise authorized.

8.1.4.1. Such requests shall be made in writing to the Executive Director, listing applicable sections and grades as referenced in the *Standards*.

8.1.4.2. Inspection services will not be available after 180 calendar days from final delivery of woodwork to the jobsite, or the completion of a registered and certified installation, whichever occurs later.



- 8.1.5. Evaluation criteria and general procedures shall be the same for compliance inspections required by the program and for compliance or challenge inspections requested by any involved party.
- 8.1.6. When conducting compliance and challenge inspections, the designated QCP Representative will consider the plans, specifications and additional documentation, such as change orders, approved shop drawings, job conference minutes and approved submittals.
- 8.1.7. Variances, if any, from the specified *Standards* and project documentation, if applicable, will be itemized on the compliance inspection report provided the work in question can be reasonably classified under, and determined to be governed by, the sections described in the *Standards*.
- 8.1.8. In determining applicability of the *Standards* with respect to the project contract documentation, compliance with the more specific requirements of the contract documents for woodwork may be required for licensee certification of the work.
- 8.1.9. Issues that require subjective judgment or opinions on the part of QCP Representatives shall be excluded from the evaluation criteria. Examples include, but are not limited to:
- 8.1.9.1. Closeness of match between new and existing woodwork fabrication and finishing.
 - 8.1.9.2. Color matching between finish submittals and the actual work.
 - 8.1.9.3. Judgment on acceptability of natural ranges in grain, figure and characteristics in wood species not addressed in the *Standards*
 - 8.1.9.4. Accuracy of materials or products that are specified but not defined in the *Standards* or for which documentation from related organizations is not available.

8.2 Repeat Project Compliance Inspection

- 8.2.1. When work is found non-compliant with the *Standards* grade specified, it may be subject to repeat inspection for cause after corrective measures have been taken.
- 8.2.1.1. The Program Representative, based on the nature and extent of the nonconformities, shall determine the need for such repeat inspection.
 - 8.2.1.2. Should the fabrication, installation or finishing be found non-compliant, which would necessitate additional compliance inspection(s) by the Program representative, all costs of these compliance inspections shall be borne by the licensee or applicant to include, but not be limited to, travel, meals, lodging, and per diem.
- 8.2.2. Should the QCP Representative, in the course of a random compliance inspection, find nonconformities or non-compliance of certified work in progress within the plant, they shall report their findings in writing, to the licensee firm's designated QCP Liaison and to the QCP Program Manager.
- 8.2.3. Labels will not be issued for the nonconforming project until all work has been corrected, inspected by a QCP Representative, and is found to be in compliance.
- 8.2.3.1. Once corrected, project labels will be issued to the licensee.
 - 8.2.3.2. Any additional costs, exclusive of the random compliance inspection, shall be paid by the licensee, including, but not limited to travel, lodging, meals and per diem charges.



8.3 Project Compliance Challenge Inspections

- 8.3.1. Any party to the project contract may request a challenge inspection if they disagree with the findings of a compliance inspection.
- 8.3.1.1. Such request shall be made in writing to the QCP Inspection Manager, listing applicable sections and grades as referenced in the *Standards*.
- 8.3.2. Challenge inspections are conducted only on items or products included in the work of the licensees that are subject to the provisions of the latest edition of the *Standards*.
- 8.3.2.1. No requests to inspect work beyond this scope will be honored.
- 8.3.3. Parties to a challenge inspection may, at their discretion, submit other relevant documents for consideration by the QCP Representative.
- 8.3.4. Parties are cautioned to fully advise the QCP Representative of any change order, modification, agreement, etc. which constitutes a constructive change in the work as originally specified.
- 8.3.4.1. This includes, but is not limited to, agreements to substitute or modify performance under the applicable sections and grades of the *Standards* to accommodate the needs or desires of the owner or owner's representative.
- 8.3.5. Upon receipt of a written challenge inspection request, the QCP Inspection Manager will inform the QCP licensee and owner's representative/architect.
- 8.3.6. A QCP Representative who was not party to the initial inspection will be scheduled to perform the challenge inspection.
- 8.3.7. The Program representative will carry out the challenge inspection independently and make a reasonable assessment in writing as to the challenged items' compliance with the applicable sections and grades of the *Standards*.
- 8.3.8. Should a challenge inspection reveal nonconformities, a written report is provided to the requesting party and to the QCP licensee with the understanding that the licensee must be given a reasonable opportunity to correct said nonconformities.
- 8.3.9. Should the challenge inspection disclose any major nonconformity in the work, the QCP licensee shall pay the inspection costs.
- 8.3.10. Should the inspection findings show no substantive nonconformities in the work, the challenging party shall pay the inspection costs except in the case where the licensee is the challenger;
- 8.3.10.1. In that case, QCP will absorb the challenge inspection costs.
- 8.3.10.2. Costs are to include travel, lodging, meals, and per diem and are due upon receipt of invoice.
- 8.3.11. The Inspection Manager, QCP staff, QCP representatives and members of the QCC BOD shall endeavor to hold the names of parties involved in challenge inspections in strict confidence.



8.4 Appeals Procedure

- 8.4.1. A ruling or finding of a challenge inspection may be appealed by written request to the QCC Executive Director.
- 8.4.2. The QCC Executive Director, at his/her discretion, will assign one or more members of the QCP Board of Appeals to hear appeals, depending on the complexity of the case and the value of disputed work.
- 8.4.3. Individuals selected to review the appeal will be made known, in advance, to the parties involved in the appeal.
- 8.4.4. Any parties involved in the appeal may object to an appointment in writing to the QCP Executive Director.
 - 8.4.4.1. The Executive Director will then recommend an alternate member of the QCP Board of Appeals.
 - 8.4.4.2. If no member can be agreed upon, the QCC BOD will appoint those to hear the appeal.
- 8.4.5. Appeals will be conducted in accordance with procedures established by the QCP.

8.5 Revocation of License

- 8.5.1. QCP Licensees who initiate three (3) separate challenge inspections in a two-year period which uphold the original inspection report shall have their license revoked by the QCP.
- 8.5.2. Non-payment of project fees, or non-payment of compliance inspection costs constitutes cause for revocation from the QCP.
- 8.5.3. Non-compliance with the QCP policies and requirements, including refusal to correct nonconformities, will be cause for revocation.
 - 8.5.3.1. Failure to respond to the QCP office with the written proposed course of action to correct noted nonconformities on a certified project, including the corresponding timeline within which these corrections will be made, shall be cause for revocation.
- 8.5.4. In the event of revocation of licensing, the QCP licensee shall:
 - 8.5.4.1. Return the current license
 - 8.5.4.2. If applicable, return all QCP project labels and certificates of compliance (pertaining to the project not in compliance) to the QCP administrative office
 - 8.5.4.3. Immediately cease all use of the QCP logo in all media, including printed and electronic, and submit (to the QCC office) a signed statement that these steps have been taken.
- 8.5.5. QCP licensees may appeal revocation to the QCC BOD within 90 calendar days of the revocation notification. See Section 6.2 of these Policies for full details of appeal procedures.
- 8.5.6. Reinstatement into the QCP after a firm has had its license revoked shall require satisfaction of all fees and procedures required of new licensees at the time of re-application.



8.5.7. In the event of a licensee's revocation, all QCP projects registered and awarded to the QCP licensee prior to the date of revocation will be honored by way of QCP services and inspections, and all applicable program requirements will remain effective for the duration of said project(s). Inspection of any project for which fabrication commences after the date of revocation is mandatory. Inspection services will not be rendered until payment of the project certification fee. At QCP's discretion, the revoked licensee may be required to pay other estimated costs in advance of services, such as cost of inspections solely to verify correction of nonconforming work. All costs in excess of the certification fee are the responsibility of the revoked licensee.

9 QCP Projects Completed by Non-Licensee Firms

9.1 Inspection Services

- 9.1.1. Work specified to be certified in accordance with QCP policies [see Section 4: Project Certification & Labeling] that was registered prior to commencement of fabrication, and completed by a firm not licensed by the QCP, is entitled to QCP's inspection services.
- 9.1.2. Any party to a project woodwork contract requesting this service is required to complete and submit the proper inspection request form and fee prior to scheduling of inspection.
- 9.1.3. For projects where an inspection of work by multiple woodwork contract holders is required, a request and fee must be submitted for each woodwork contract.
- 9.1.4. The fee for inspecting these projects is the standard project certification fee (1/2% of the contract value, or \$500, whichever is greater), plus \$3,500.
- 9.1.5. At the conclusion of the inspection a written report will be issued to all parties to each individual woodwork contract, and shall identify observed nonconformities as they relate directly to project specifications and the *Standards*.
- 9.1.6. Should the fabrication, installation or finishing be found non-compliant, all costs of any additional inspections requested (for example to verify compliance of corrections) shall be borne by the requesting firm. These costs do not include a second payment of the fee described above. However, they do include (but shall not be limited to) out-of-pocket costs of travel, meals, lodging, per diem and administrative expenses.
 - 9.1.6.1. Requests for inspection services outside the contiguous United States and Canada are subject to additional travel related costs, including but not limited to, additional airfare, per diem, meals, and lodging (see [9.3](#)).
- 9.1.7. Firms requesting inspection agree to all applicable terms and conditions as outlined in the QCP Policies and expressly agree to release, hold harmless and indemnify QCC, the QCP, QCP Representatives, staff, their respective heirs and assigns from any claims of slander, libel, defamation or otherwise that may arise in connection with this request and service.



10 Fees

10.1 Administrative Fees

10.1.1. A \$150.00 administrative fee will be applied to all reimbursable inspections.

10.2 Cancellation Fees

10.2.1. If an inspection is cancelled or postponed less than seven (7) calendar days before it is scheduled to take place, but more than 48 hours from the scheduled date and time, the licensee or the applicant will be charged \$250.00.

10.2.1.1. This fee must be paid in full prior to the next inspection or renewal, whichever comes first.

10.2.2. If an inspection is cancelled or postponed less than 48 hours from the scheduled date and time, the licensee or the applicant will be charged \$500.00.

10.2.2.1. This fee must be paid in full prior to the next inspection or renewal, whichever comes first.

10.2.3. Project Certification fees are not refundable unless the certification requirement is withdrawn in writing by the project architect or owner prior to any QCP inspection, including QCP assessment of project shop drawings.

10.2.3.1. The amount of any such refund may be offset to pay demonstrable QCP costs already incurred, such as applicable administration fees and reimbursement of a QCP representative's per diem and other costs incurred for the withdrawn project.

10.2.4. Label fee refunds are subject to an administrative fee of \$250.

10.3 Overseas Travel Fees

10.3.1. If the QCP needs to inspect projects and/or manufacturing facilities beyond the contiguous United States and Canada, the applicant/licensee agrees to be responsible for all associated costs, including atypical costs, in U.S. dollars.

10.3.2. The QCP will provide the overseas applicant or licensee a written estimate of costs associated with all activity undertaken on behalf of that applicant or licensee.

10.3.3. Payment of those estimated costs will be required prior to any activity undertaken related to overseas inspection including travel.

10.3.4. Any residual funds remaining after the inspections conclusion will be refunded to applicant or licensee within 60 calendar days unless there is pending future activity.

10.3.5. Additional costs will include, but not be limited to:

10.3.5.1. Additional airfare

10.3.5.2. Business class for flights with scheduled durations in excess of five (5) hours

10.3.5.3. Per diem

10.3.5.4. Lodging;



- 10.3.5.5. Travel insurance
- 10.3.5.6. Translation requirements in conjunction with program representative services
- 10.3.5.7. Associated administrative costs
- 10.3.6. Applicant/licensee firms requiring services necessitating the above-mentioned additional costs, hereby agree and acknowledge that any dispute (whether arising under the terms of this agreement or arising under any other relationship or interaction between the parties) between the applicant/licensee firms or the organization(s) they represent, and the QCC will be decided using the substantive law of the Commonwealth of Virginia in the United States (without regard to its conflict of law provisions) and that the state and federal courts located in the Commonwealth of Virginia shall be the exclusive forums for the resolution of any disputes, and applicant/licensee firms, regardless of the firms' legal address, agree to submit to the jurisdiction of such courts.

10.4 QCP Licensing Renewal Fees

- 10.4.1. Licenses expire December 31 of each year.
- 10.4.2. Invoices for license renewal will be mailed and/or faxed and emailed to the address of record in November of each year.
- 10.4.3. Licensees are obligated to renew licensure not later than December 31 of each year.
- 10.4.4. Renewal fees are non-refundable.
- 10.4.5. Renewal will be considered effective upon receipt of both payment of the required renewal fees and a signed copy of the QCP Code of Ethics.
- 10.4.6. A late fee of \$300 will be assessed under the following conditions:
 - 10.4.6.1. If required renewal fees and a signed copy of the Code of Ethics are not received on or before 11:59 pm, EST, December 31.
 - 10.4.6.1.1. Items postmarked on or before December 31 shall be treated as having been received on or before December 31.
 - 10.4.6.1.2. See section [3.1](#) of these policies for full details regarding annual participation renewal.

10.5 Remittance Terms

- 10.5.1. All fees, other than those for annual licensure /renewal due December 31, shall be billed under the terms of net 30. Invoices more than 60 calendar days past due shall be considered delinquent and the licensee's status shall be changed to Suspended.



10.5.1.1.1. Licensees are entitled to dispute any QCC invoice by submitting the cause for such dispute in writing to the QCC Executive Director. Any decision by the QCC Executive Director may be appealed to the QCC Board of Directors. During the timeframe a disputed invoice is under appeal, the invoice shall not be considered delinquent.

10.5.1.1.2.

Appendix

The following pages contain forms which QCP representatives and licensees are encouraged to print and/or photocopy for use in the QCP. Visit the QCP Web site, www.awiqcp.org or contact the QCC administrative office to confirm that you have the latest edition of the QCP Policies before using the forms as they are subject to change from time to time. The QCC assumes no responsibility for information that has been superseded.

AWI Quality Certification Corporation
46179 Westlake Drive, #120
Potomac Falls, VA 20165
Phone: (855) 345-0991 or (571) 222-6559
Fax: (703) 229-1211
www.awiqcp.org



QCP SPECIFICATION LANGUAGE:

Quality Standard: Unless otherwise indicated, comply with [AWI's Architectural Woodwork Quality Standards Illustrated] [Architectural Woodwork Standards] for grades of interior architectural woodwork, construction, finishes, and other requirements.

Provide AWI Quality Certification Program [labels] [certificates] indicating that woodwork [including installation] complies with requirements of grades specified.

This project has been registered as AWI/QCP Project No. _____. OR, the Contractor, upon award of work shall register the work under this section of the AWI Quality Certification Program (855) 345-0991.

The above paragraphs are requirements for MASTERSPEC© [Section 06402 - Interior Architectural Woodwork and Section 06420 – Paneling for MASTERFORMAT 1995][Section 062023 - Interior Finish Carpentry; Section 064023 – Interior Architectural Woodwork and Section 064200 – Wood Paneling for MASTERFORMAT 2004]. They are used by permission of ARCOM, publishers of MASTERSPEC© for the American Institute of Architects.



QUALITY CERTIFICATION PROGRAM POLICIES SUGGESTIONS FOR IMPROVEMENT

The following suggestions will help improve the QCP Policies:

Section Number:

Reason for
Revision:

Revise Wording as follows:

Add New Paragraph as
Follows:

Submitted by:

Phone:

Email:



Ordering Labels:

Project specific QCP labels are available and provided in the quantities needed and requested by the licensee. Labels are provided after submission of the label request form and required labeling fee.

Label Placement:

These guidelines are intended to assist program licensees in the placement of QCP project labels on items of work produced under the auspices of the program.

- For items such as casework and architectural cabinets, place one label per elevation in an inconspicuous location such as the inside of a drawer or door. Open shelving units receive one label on the back.
- Countertops receive one label per top on its underside.
- Doors, windows, frames and the like may be labeled on surfaces that are not visible to the eye.

Certificates of Compliance:

Certificates of Compliance are available for the project upon request of the licensee. These may be used in lieu of labels for projects on which labels would be visually obtrusive. They may also be issued if required for the project files of the design professional, the building owner, the general contractor and/or the QCP licensee firm.



REFERENCE LETTER OUTLINE

It is important for the effective administration of the QCP that reference letters contain substantive information regarding the skill and integrity of the applicant in the field of architectural woodwork.

To that end, please include your assessment of the following in your letter of reference:

- 11 Your assessment of reputation and skill as a woodworker with regard to:
 - 11.1 Quality of materials and workmanship.
 - 11.2 Quality of factory finishing, when included in contract.
 - 11.3 Quality of installation, when included in contract.
- 12 Your assessment of integrity as a woodworker with regard to:
 - 12.1 Competence of advice and guidance during design, proposal, and/or submittal phases.
 - 12.2 Competence of management and fabrication teams during the project.
 - 12.3 Competence of “job close out” processes, including punch lists and warranties.
- 13 Your assessment of reputation for responsibility as a woodworker with regard to:
 - 13.1 Businesslike proposal and change-order forms and procedures.
 - 13.2 On-time delivery of shop drawings, samples, and product.
 - 13.3 Prompt and effective corrective action if/when problems exist.
- 14 You may choose to write a letter of reference following the above guidelines, or you may use the reference form found on our website under “Resources” to evaluate the applicant.

We thank you for returning your letter/form to the applicant or to our office at your earliest convenience.

AWI Quality Certification Corporation
Attn: Roxanne Accetta, raccetta@awiqcp.org
46179 Westlake Drive, #120
Potomac Falls, VA 20165
Phone: (855) 345-0991 or (571) 222-4944
Fax: (703) 229-1211



QCP COMPLAINT FORM

A **complaint** is a written expression of dissatisfaction, by any person or organization, affiliated with a certification body, relating to the activities of the employees and representatives of the AWI Quality Certification Corporation (QCC) and/or representatives of a company or entity holding a QCP license.

Complaints will be processed in accordance with QCC procedure 852P002, Complaint Investigation Procedure, and as outlined in 422M003, QCP Policies. Complainants will be apprised of their complaint's status within two weeks of its submittal, and shall receive a written response detailing what, if any, corrective actions were taken in regards to the complaint within three (3) months of its submittal.

Please supply the required information requested below:

Date: _____ Name of person filing the complaint: _____
Firm: _____

Describe in detail the nature of the complaint, the remedial actions already taken, and your proposed solution:

- 1. Clearly identify the aggrieved action (date, place, nature of action) and which parties or individuals are associated with the action:

Date : _____ Location: _____
Aggrieved Action: _____

- 2. Explain how the action is alleged to have violated QCP Policies, being as specific as possible with respect to the applicable QCP requirement:

- 3. In the case of complaints against the actions of a certificate holder, rather than QCP itself, you must also describe the efforts taken to resolve the matter directly with the certificate holder:

- 4. Propose what actions would, in your opinion, rectify the matter:

I have read and I understand the above policy provisions:

Signature: _____ Title: _____



Submittal:

If this complaint is in regards to the conduct of the QCC Executive Director, please submit this form to:

Mr. Philip Duvic
Architectural Woodwork Institute
46179 Westlake Drive, Suite 120
Potomac Falls, VA, 20165
Or by Email: pduvic@awinet.org

For all other complaints,
please submit this form to:

Mr. Randolph Estabrook
AWI Quality Certification Corporation
46179 Westlake Drive, Suite 120
Potomac Falls, VA, 20165
Or by Email: restabrook@awiqcp.org