



# **Vinyl Siding Institute Certified Installer Program *Sample Quality Control Program for Certified Installer Companies***

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## Preface

This *Sample Quality Control Program* manual has been prepared as a guide for vinyl siding installation companies participating in the Vinyl Siding Institute Certified Installer Program (the Program). This manual is intended to help participants develop a quality assurance program that meets all requirements for minimum quality control under the Program.

The Appendices include samples of documents that are required in the quality assurance program and as part of the quality control manual. The Annex includes sample forms that may be utilized in the quality assurance program, but are not necessarily kept in the quality control manual.

Companies are encouraged to modify this sample manual to reflect their best practices. The manual is structured so that it may be customized by inserting the appropriate job title or other information where italicized words appear in parenthesis with question marks: e.g. (*Foreman?*). If desired, the Program Administrator, Architectural Testing, Inc. (ATI), will assist a company in developing a quality control manual based on its current practices and procedures. To do so, ATI will need to review detailed information regarding the company's quality control practices and may need to conduct an on-site facility visit to review procedures.

This publication has been prepared by the Vinyl Siding Institute, Inc. (VSI) as a service to the industry. VSI represents producers of vinyl siding and suppliers to the vinyl siding industry. **The information provided in this publication is offered in good faith and is believed to be reliable, but is made WITHOUT WARRANTY, EXPRESSED OR IMPLIED, AS TO FITNESS FOR A PARTICULAR PURPOSE, OR ANY OTHER MATTER.** This publication is not intended to provide specific advice, legal or otherwise, on particular products or processes. VSI, its members, and contributors do not assume any responsibility for the user's compliance with applicable laws and regulations.

*(Company Name?)*

## **Quality Control Manual**

**For**

*(Company Name?)*

*(Company Address?)*

*(City, State, Zip code?)*

*(Company Phone Number?)*

**Date of Issue:**

**Date of Revision:**

**Approved by:**

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*(President/Superintendent's Name?)  
(Official Title?)*

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*(Trainer's/Quality Manager's Name?)  
(Official Title?)*

## Table of Contents

<b>1.0</b>	<b>Scope.....</b>	<b>1</b>
1.1	Quality Control Program for ( <i>Company Name</i> )	
1.2	Controlled Document Review and Revisions	
1.3	Controlled Quality Control Manual Distribution .....	1
<b>2.0</b>	<b>Organization.....</b>	<b>1</b>
2.1	Purpose.....	1
2.2	Responsibilities .....	2
2.3	Organizational chart .....	<b>Error! Bookmark not defined.</b>
2.4	Job Descriptions .....	2
<b>3.0</b>	<b>Personnel Qualifications.....</b>	<b>3</b>
3.1	Qualifications .....	3
3.2	Training .....	3
3.3	Training Records.....	3
<b>4.0</b>	<b>Procurement Control.....</b>	<b>3</b>
<b>5.0</b>	<b>Installation Control.....</b>	<b>4</b>
<b>6.0</b>	<b>Acceptance/Non-Compliance .....</b>	<b>4</b>
<b>7.0</b>	<b>Records.....</b>	<b>5</b>
	<b>Appendices.....</b>	<b>6</b>
	Organizational chart.....	A-1
	Inspection Procedures and Checklists.....	B-1
	Approved Vendors/Material Specification Sheet.....	C-1
<b>Annex</b>	<b>.....</b>	<b>7</b>
	Sample Forms .....	7

## 1.0 Scope

1.1 This manual describes the Quality Control Program of (*Company Name?*). It contains the Quality Control Program objectives, policies, and procedures for the (*Company Name?*), (*Location?*) facility. The provisions of this Quality Control Manual apply to all operations of the (*Location?*) facility.

1.2 This manual is a controlled document. The (*Trainer/Quality Manager?*) shall review this manual annually for accuracy and correctness. If a particular portion of this manual needs revision, but the entire manual does not need to be revised, that portion shall be revised and individually dated. Revisions to this manual shall be made to all controlled copies as necessary. Revisions to this manual shall only be made under the authority of the (*Trainer/Quality Manager?*).

### 1.3 Controlled Quality Control Manual Distribution

1. QCM-02 - (*President?*)
2. QCM-03 - (*Superintendent?*)
3. QCM-04 - (*Trainer/Quality Manager?*)
4. QCM-05 - Architectural Testing, Inc.

## 2.0 Organization

### 2.1 Purpose

- 2.1.1 Provide quality control procedures and guidelines for use within (*Company Name?*), (*Location?*).
- 2.1.2 Establish and maintain a quality control system for verification and documentation of the quality control procedures and guidelines.
- 2.1.3 Enforce the quality control procedures and guidelines.
- 2.1.4 Provide a forum for further development, evaluation and improvement of the company's overall quality control program, thereby ensuring the quality of the product installed by (*Company Name?*), (*Location?*).

## 2.2 Responsibilities

- 2.2.1 The (*President/Operations Manager?*) holds full responsibility for the company's overall quality systems and procedures.
- 2.2.2 The (*Trainer/Quality Manager?*) shall be responsible for developing, evaluating, enforcing, and improving the company's overall quality systems. The (*Trainer/Quality Manager?*) shall also be responsible for ensuring that corrective action is taken to remedy any improper installation and documented accordingly.
- 2.2.3 The (*Superintendent/Foreman?*) shall be responsible for verifying and documenting that product is installed in accordance with approved installation procedures on an on-going basis.
- 2.2.4 (*Foreman/Installers?*) shall be responsible for installing the product in accordance with approved installation procedures.

## 2.3 Organizational chart

- 2.3.1 The organizational chart provided in Appendix A further defines the reporting structure and responsibilities of all personnel with quality control responsibilities. All persons who manage, perform, and verify work affecting quality shall be responsible for quality assurance.

*Note: A sample organizational chart is provided in Appendix A for use in developing an organizational chart for your company.*

## 2.4 Job Descriptions

- 2.4.1 All quality assurance responsibilities are included in the following job descriptions:
- (*Superintendent Job Description?*)
  - (*Trainer Job Description?*)
  - (*Foreman Job Description?*)
  - (*Installer Job Description?*)
- 2.4.2 The job descriptions for these positions are maintained by the (*President?, Superintendent? or Human Resources Director?*)

*Note: A sample Trainer job description is provided in the Annex, Sample Forms, for use in developing job descriptions for your facility.*

### 3.0 Personnel Qualifications

#### 3.1 Qualifications

3.1.1 All personnel bearing quality control responsibilities shall meet the qualifications for education, training, or experience as required by the applicable job description.

#### 3.2 Training

3.2.1 All personnel bearing quality control responsibilities shall undergo initial training required to perform their job functions, as well as on-going training as may be required by the (*Trainer?*) to ensure proficiency and keep up-to-date with installation changes.

3.2.2 Personnel responsible for performing quality control inspections receive training from the (*Trainer?*) in the procedure for each type of inspection they are required to perform. Personnel shall be approved to conduct an inspection only after being observed and evaluated for that specific inspection procedure by the (*Trainer?*).

#### 3.3 Training Records

3.3.1 Individual records of training for all personnel bearing quality control responsibilities shall be maintained by the (*Trainer? or Human Resources Director?*) for their complete term of employment.

*Note: A sample Employee Training Record Form is attached in the Annex, Sample Forms, for use in developing training records for your facility.*

### 4.0 Procurement Control

4.1 The (*President? and/or Superintendent?*) shall be responsible for establishing the minimum acceptance criteria for all purchased materials and ensuring that those materials meet the requirements of local building codes. The (*President? and/or Superintendent?*) shall be responsible for ensuring that the minimum acceptance criteria for all purchased materials is communicated to and understood by suppliers.

4.2 A list of approved vendors for each purchased material is approved by the (*President?*) and maintained by the (*Superintendent?*).

*Note: A sample Approved Vendors/Material Specification Sheet is attached in Appendix C for use in developing the documents for your facility.*

- 4.3 The (*Foreman?*) is responsible for inspecting all purchased materials to ensure that they satisfy the minimum acceptance criteria and are properly identified and stored for use. All materials found to be non-conforming with acceptance criteria established in Appendix C shall be identified as unacceptable for installation, and either returned to the supplier or destroyed.

## 5.0 **Installation Control**

- 5.1 It is the responsibility of the (*President? and/or Superintendent?*) to ensure that there are documented inspection procedures and checklists for all stages of the installation process. Inspection procedures and checklists are included in Appendix B.

*Note: A sample Inspection Procedure and sample Checklists are provided in Appendix B for use in developing procedures and checklists for your facility.*

- 5.2 The (*Superintendent? and/or Trainer?*) shall ensure that there are documented installation instructions for all products and that those instructions do not conflict with local building codes.
- 5.3 The (*Trainer?*) shall ensure that all employees are trained to perform product installations in accordance with the approved installation instructions. He/she shall ensure that pertinent personnel are trained to perform inspections and to complete inspection checklists.
- 5.3.1 The (*Superintendent? or Salesperson?*) shall perform the pre-installation inspection and fill out the Pre-installation Checklist. He/she will take note of any special job conditions that exist and communicate those conditions to the (*Foreman?*)
- 5.3.2 The (*Foreman?, Trainer?, or Certified Installer?*) shall ensure that all products are installed in accordance with the approved installation instructions. He/she shall perform an on-site inspection and complete the On-site Inspection Checklist.
- 5.3.3 The (*Superintendent? or Trainer?*) shall perform the final inspection and complete the Final Inspection Checklist. Any corrective actions that were performed during the pre-installation and/or the on-site inspections shall be verified during the final inspection.

## 6.0 **Acceptance/Non-Compliance**

- 6.1 Installations that have been deemed acceptable shall be so noted on the Final Inspection Checklist.
- 6.2 Any inferior workmanship or deviations from the approved installation instructions shall be reported to the (*Superintendent? and/or Trainer?*), who shall document the deficiency and the corrective action taken. The (*Foreman? and/or Installer?*) shall be notified of the deficiency and instructed on what corrective action is to be performed.

6.3 The (*Trainer?*) shall review the inspection records and notify the (*Superintendent?*) if repetitive deficiencies are detected. They will then determine the appropriate corrective action, if necessary.

## 7.0 **Records**

7.1 The (*Trainer?*) shall document and maintain all installation instruction approvals, procedures, and checklist forms, as well as any revisions to the procedures and forms.

7.1.1 Documentation of installation instruction approvals shall contain information necessary to substantiate that all instructions meet local building code requirements.

7.1.2 Installation checklists shall contain information about corrective actions taken on all inferior workmanship issues or deviations from the approved installation instructions.

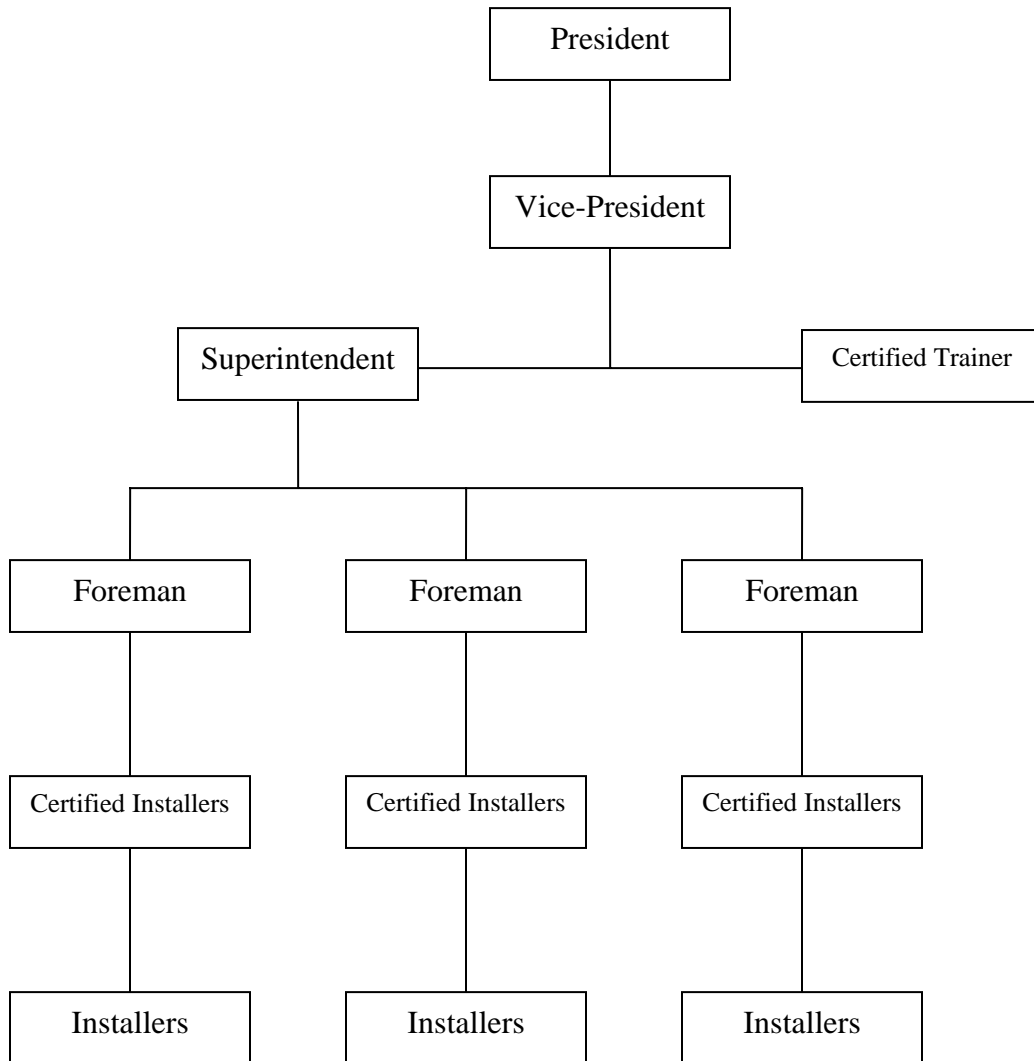
7.2 The (*Trainer?*) shall maintain all installation instruction approvals and completed checklists for a minimum period of three (3) years.

# Appendices

# **Appendix A**

## ***Organizational Chart***

## Sample Organizational Chart



*Note: It is recommended that the organizational chart list position titles instead of personnel names, to prevent the chart from having to be revised and re-issued in the event of personnel changes.*

# **Appendix B**

## ***Inspection Procedures and Checklists***

# Sample Form IP-1

## Pre-Installation Inspection Procedure

### 1.0 Purpose

- 1.1 To determine, document, and communicate the installation needs of a project and ensure that all building codes can be met prior to installation.

### 2.0 Apparatus

- 2.1 25' Tape measure
- 2.2 Calculator
- 2.3 String line with line level

### 3.0 Procedure

- 3.1 *Construction Conditions* - Determine existing construction conditions (e.g., new construction, replacement, sheathing type). Identify any deficiencies in need of repair prior to installation (e.g., rotted or uneven substrate, stud damage). Report conditions to proper authority.
- 3.2 *Soffit Conditions* - Check level of soffit. Determine if starter strip should be level, aligned with the soffit, or some compromise between the two.
- 3.3 *Dangerous Conditions* - Inspect for dangerous conditions (e.g., insect nests, large pets, electrical lines, holes in the work area). Check for owner's possessions that may be damaged during installation. Report all findings to proper authorities for repair or removal.
- 3.4 *Material Calculation* - Take measurements of the exterior of the house, breaking the sides into basic shapes for easier calculation. Measure soffit areas. Take note if eaves are wider than 24". Measure all windows, doors, and other protrusions. Calculate the amount of materials needed to complete the project.
- 3.5 Document findings on Pre-Installation Checklist and submit the checklist to the (*Superintendent?*).

# Sample Form ICL - 1

## Pre-Installation Checklist

**Construction Conditions:** \_\_\_\_\_ New Construction \_\_\_\_\_ Replacement

Substrate/Sheathing Type: \_\_\_\_\_

Stud Type: \_\_\_\_\_ Stud Spacing: \_\_\_\_\_

**Deficiencies/Comments:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**Soffit Conditions:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**Dangerous Conditions:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**Material Calculation:** \_\_\_\_\_

Siding: \_\_\_\_\_

Soffit: \_\_\_\_\_

"J" Channel: \_\_\_\_\_

Other Accessories: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**Corrective Action Required Prior to Installation:** \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

# Sample Form ICL - 2

## On-Site Inspection Checklist

Customer: \_\_\_\_\_

Address: \_\_\_\_\_

Certified Installer/Certified Trainer: \_\_\_\_\_

Certification Program Inspector: \_\_\_\_\_

Date Installation Completed: \_\_\_\_\_ Date Inspected: \_\_\_\_\_

### Overall Appearance and Correctness:

No waviness	No buckling
Correct product and color	Correct accessories
Product cleaned	Work area cleaned
Comments:	

### Siding Installation Inspection:

Panels slide freely at least 1/4"	Overlaps facing in proper directions and located properly
Overlaps spaced properly	End gaps correct (3/8" if <40°)
Fastener gaps & spacing correct	Window and corner flashing installed properly
Gables installed properly	Snap locks used properly
Comments:	

### Soffit and Accessory Installation Inspection:

Proper use of accessories	Fastener gaps & spacing correct
Products slide freely	Proper soffit ventilation
Bird box and corner miters done correctly	
Comments:	

# **Appendix C**

## ***Approved Vendors/Material Specification Sheet***

## Sample Form ICMS-01

### Incoming Material Specification Sheet

Product	Approved Vendors	Sample Specification(s)
Horizontal and Vertical Siding		ASTM D3679, ASTM D1929, ASTM E84, ICC-AC37, and VSI Product Certification Program
Soffit		ASTM D4477
Shakes		ASTM D3679, ASTM D1929, ASTM E84, ICC-AC37
Accessories		
Trim Coil		Painted or PVC coated _____" thick aluminum
Nails		Galvanized steel, _____" length, _____" head dia., _____" shank dia.
Staples		Galvanized steel, _____ gauge, epoxy coated, _____" crown, _____" long

# **Annex**

## ***Sample Forms***

# Sample Trainer Job Description

## I. Trainer

### A. Reports to:

1. (*Vice-President?*)

## II. Areas of Responsibility:

- A. Training employees
- B. Performing inspections
- C. Developing and maintaining procedures and checklist
- D. Determining and implementing corrective actions

## III. Duties:

- A. Follow and enforce safety requirements and company policies
- B. Train siding installers in accordance with the Vinyl Siding Institute Certified Installer Program
- C. Train pertinent personnel on performing inspections
- D. Review installation instructions for code compliance
- E. Perform final inspections on all completed installations
- F. Document installation deficiencies and ensure that corrective actions are carried out
- G. Review inspection records for repetitive deficiencies and determine corrective actions
- H. Develop a training program, inspection procedures, and checklist forms
- I. Maintain training and inspection records
- J. Communicate results of duties to the (*Vice-President?*)

## IV. Qualifications:

- A. The Trainer must be certified as a Certified Trainer in the Vinyl Siding Institute Certified Installer Program. He/she must be technically competent to implement and maintain the training and inspection programs. The Certified Trainer must be familiar with the local building code requirements, siding installation practices, standard safety practices, and company policies stipulated by (*Company Name?*).

# Sample Personnel Training Record

Employee Name: Harold Green

Position: Vinyl Siding Institute Certified Installer Program Certified Trainer

Employee ID Number: 1234

Date of Hire: June 16, 1995

## **External Training:**

Possum Lake High School

1990 - 1994

Possum Lake Community College

1996 - 2000

Vinyl Siding Institute Certified Trainer Course

February 2005

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## **Internal Training:**

Safety Training

June 16, 1995

Basic Installation Training

September 17, 1995

Advanced Installation Training

September 20, 1996

Foreman Training

October 1, 1999

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