In-House Quality Control Program

What are Contractors on the Local Level Doing for their Own Companies?
QC is an important element in any business striving for excellence, return and repeat business, reduced callbacks, and for distinction of services among customers.

Commitment to an effective but practical quality control effort elevates a company and the industry alike.
“Quality means doing it right when no one is looking.”

Henry Ford
Why does it matter?

• Reputation
• Repeat business
• Performance
• Ethical responsibility
• Contractual obligation
• Legal responsibility
• Call backs kill profit

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Advice from across the country
Train the trimmer/helper to recognize defects. He’s the last guy to handle the foam sprayed in place.
Tyler Fiske – Anchor Insulation

• Anchor very rarely gets call-backs. Tyler attributes that to good training and abiding by company guidelines.

• Open-cell foam is always full-filled and trimmed in wall cavities. “It’s what the customer expects, it’s what the industry shows in promotional literature, and there’s never a question about performance.”
Tyler Fiske – Anchor Insulation

• Tyler believes SPF contractors should do density checks on closed-cell projects for two reasons:
  – It shows you care about the quality of your installation.
  – It’s a valuable tool to show installers the difference between multi-pass assemblies and full allowable thickness passes. For instance, a 3” assembly sprayed with two passes of 1.5” each will be closer to 2# foam than an assembly with three or four lifts which could much higher density and use excess material.
Pull Test for Adhesion
• Quality Assurance is all about the Front End
  – If you wait till the end of the job, it’s too late.
• If there’s a tough thermal boundary on the plans, a manager will join the crew to kick-off the job right.
• Every job has a sprayer with at least two-years experience with Ozark
• Cover absolutely everything you don’t want foam on!
Randy Williams
Ozark Foam

• Everyone has authority to shut the job down if a problem arises – Ozark Foam does not spray bad foam....period!

• Train, Train, Train. Quality is assured before the job begins, not after it’s done.
Mark King –  
Iowa Spray Foam

• Extensive in-house training.  
  – Jobsite safety, building science, troubleshooting 
  – Chemical handling training and active respiratory protection program
• Frequently simulate off-ratio foam
• Constantly read the foam - Everyone
• Company policy is for anyone entering the back of the truck to read and make a note of the pressures...helpers, sprayers, managers
Mark King – Iowa Spray Foam

• Set the customer expectation at the time of sale
  – Photos of “Just-Filled”
  – Offer Full-Filled at additional cost due to trimming waste
• Customer often walks the job with the salesman after the job
• Cover Everything! Even the ducts and other things you might find in an attic or crawl space.
• Overspray might not affect operation of ducts or plumbing but it will be there for the life of the building – 100+ years
• The condition you leave the job is your signature and your statement about your work.
Josh Kernan –
Westside Drywall & Insulation

• Be careful of wind even when you’re inside but a breeze could blow through the structure taking overspray to the most expensive car nearby.

• Foam trimmings can also be tracked or blown down the street.

• Josh says 90% of spray quality problems are from gun issues. Keep a spare gun on every rig. No one makes money unless someone is pulling the trigger.
First and foremost the SPF contractor must have proper and operable equipment – The heat and pumps must be able to keep up with the sprayer and the gun

Trash talk by the crew is potentially harmful even if the builder is not present. Someone hearing negative banter might think the crew doesn’t believe in the product they’re spraying.
Gary Coffman – SDI Insulation

• “Train” new builders and their electric contractors to pull the wires tight in the stud bay so they don’t float to the surface and get cut by the trimmer.
• Cover everything and treat every home as your own.
• Supervisor walks the job before the crew arrives taking pictures of potential problem areas then develops a plan with the crew.
QC is the difference between success and failure.

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CAUTION

THIS SIGN HAS SHARP EDGES
DO NOT TOUCH THE EDGES OF THIS SIGN

ALSO, THE BRIDGE IS OUT AHEAD
Thank You!

Mac Sheldon
Sheldon Consulting, LLC
503-650-9833
Mac@SheldonConsulting.com