

QUALITY ASSURANCE REVIEWS

- **Collaborative Quality Assurance (CQA) Review** A Federal (PASS-QA) inspector accompanies a certified contract inspector, at the HUD assisted or insured property, during an inspection to evaluate the quality of the inspection, the capabilities of the individual contracted inspector, and whether the inspector conducted a valid inspection using the appropriate inspection protocol. The CQA serves both as an assessment of the inspector's use of the inspection protocol and an opportunity for the inspector to enhance his or her skills through the feedback provided by the Federal inspector.
- **Quality Assurance Inspection (QAI)** A Federal QA inspector conducts an on-site re-inspection, usually within two business days, after an inspection conducted by a certified contract inspector. Contractors, not properties, are selected for a QAI and all contract inspectors are subject to QAIs as part of REAC's contract oversight duties. The QAI uses the same sample units and will establish the validity of the original inspection. Based on the QAI report, a determination will be made as to which inspection will serve as the inspection of record and the pending contractor's inspection will be subsequently accepted or rejected. The contract inspector will receive a letter documenting any performance issues and the overall evaluation of their inspection.
- **Quality Control Inspection (QCI) Review** A Federal inspector works in collaboration with PASS Operations to perform a full inspection on-site as a follow-on review of certain inspections submitted by certified contract inspectors to identify any inconsistencies with the inspection protocol and determine the validity of the original inspection. Following the QCI review, PASS Operations will analyze the two inspections and either accept or reject the contractor's inspection.