



In Defense of Quality

How Inspection Integrity Drives Safety

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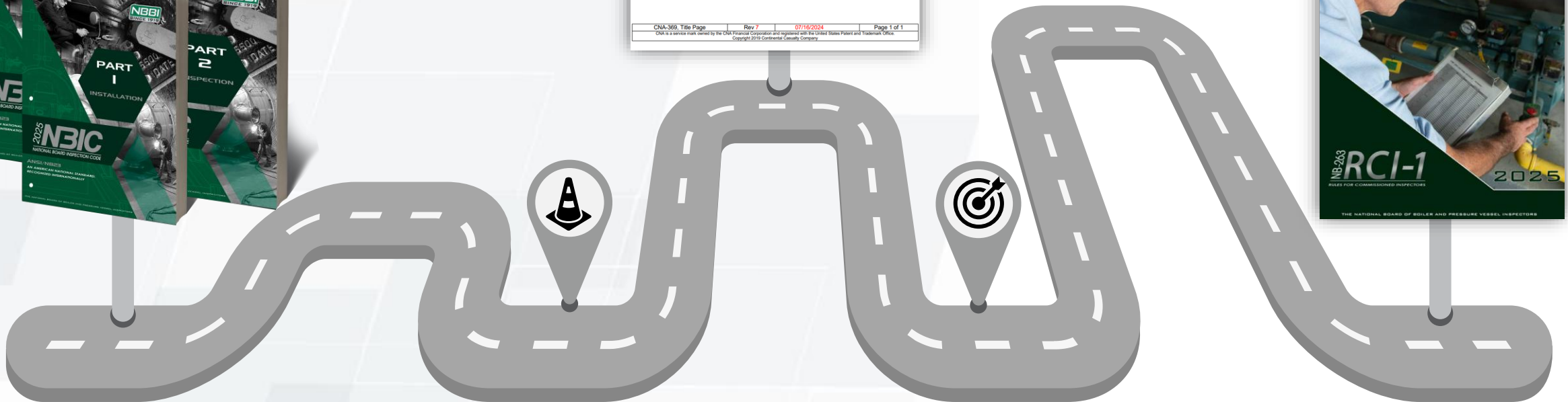
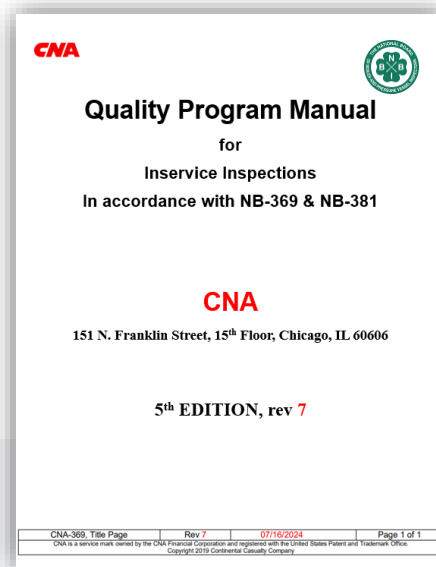
“Your inspection should mean something to you”

*Edward Kawa, Chief of Engineering Inspections,
Department of Fire Services, Commonwealth of Massachusetts*

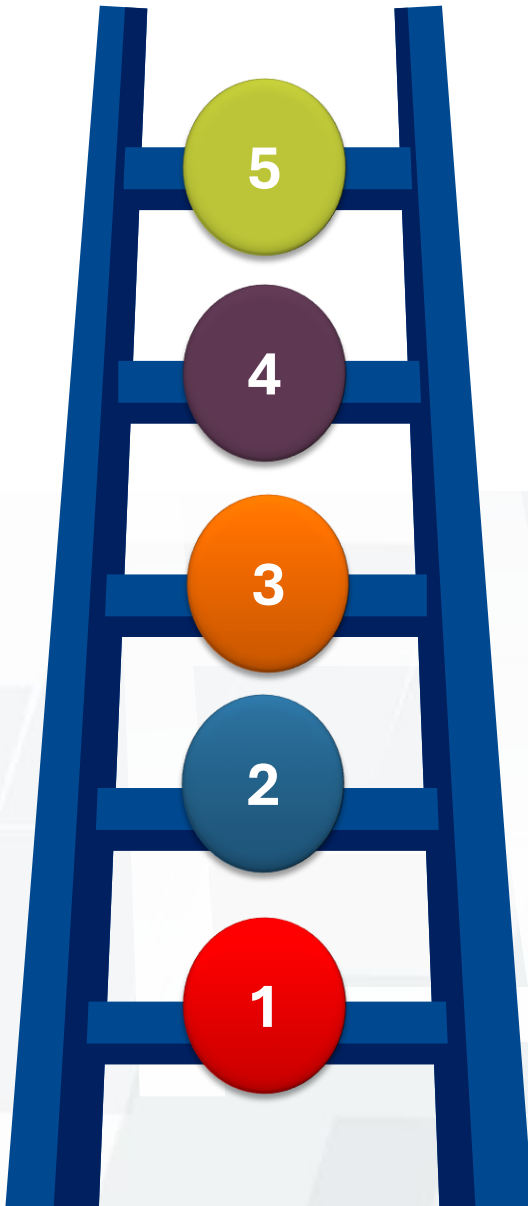


Quality Program Foundation

Standardized, Repeatable, Defensible Processes



Building Quality from the Ground Up



5 Real-World Results: Cost and Exposure

4 The Effectiveness and Efficiency Curve

3 Shared Ownership of the QC System

2 Balancing Positive and Negative Reinforcement

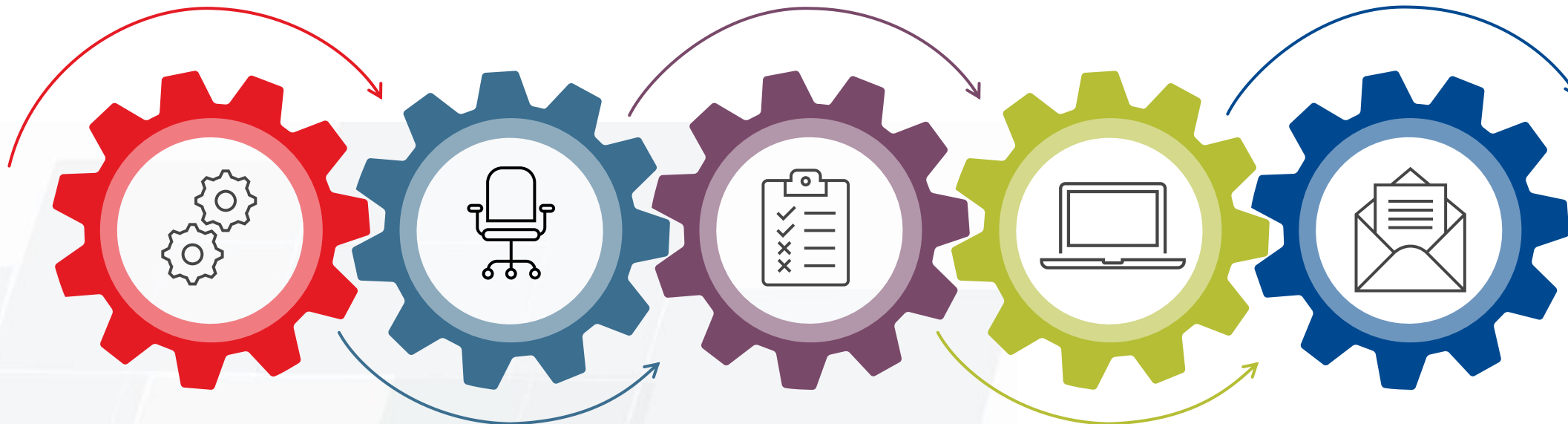
1 Quality Begins at Recruitment

Quality Oversight at Every Stage

**Technical in Person
Field Reviews**

**Overdue Inspections
and Violation Reviews**

Letter Reviews

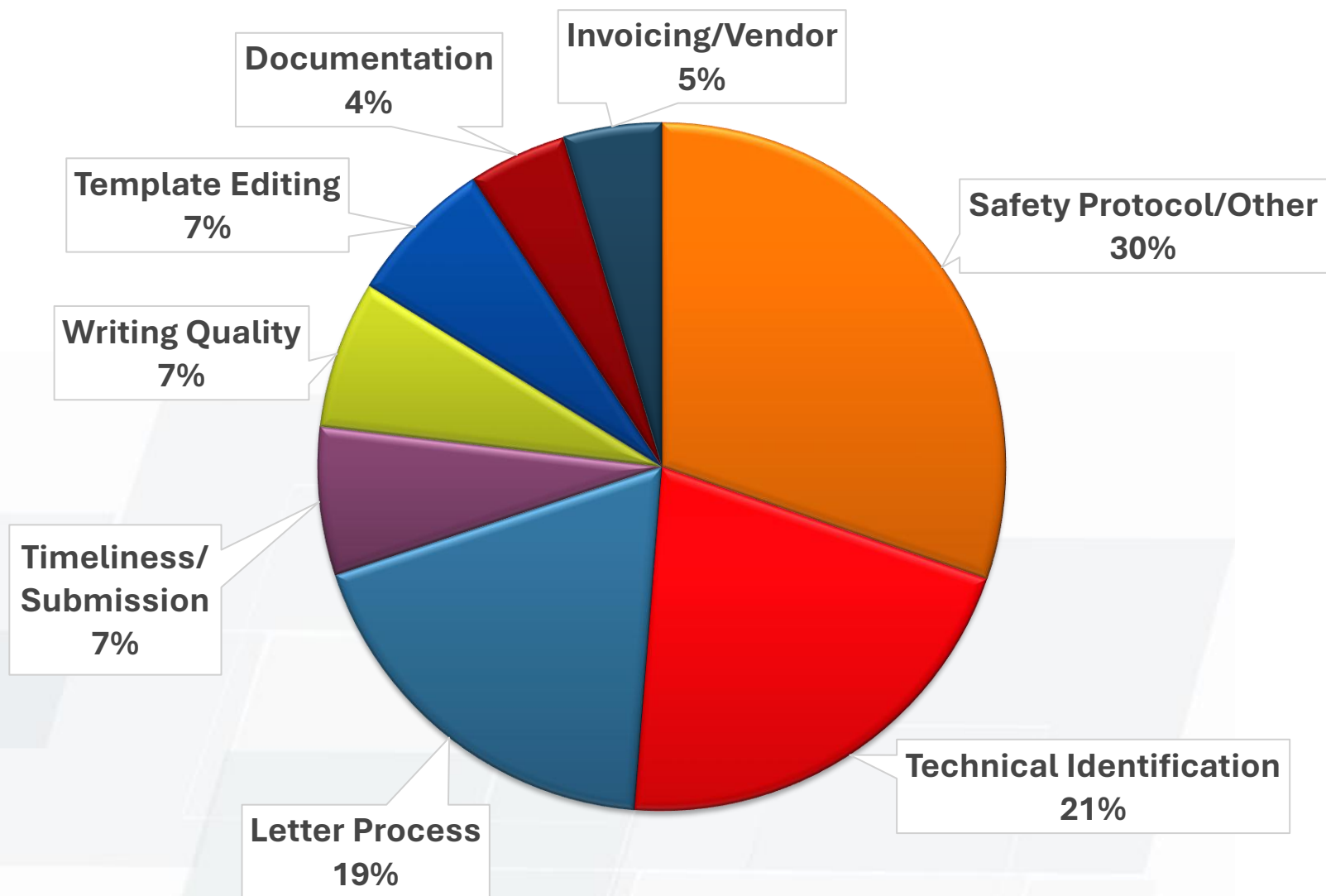


**Administrative
Reviews**

Desktop reviews

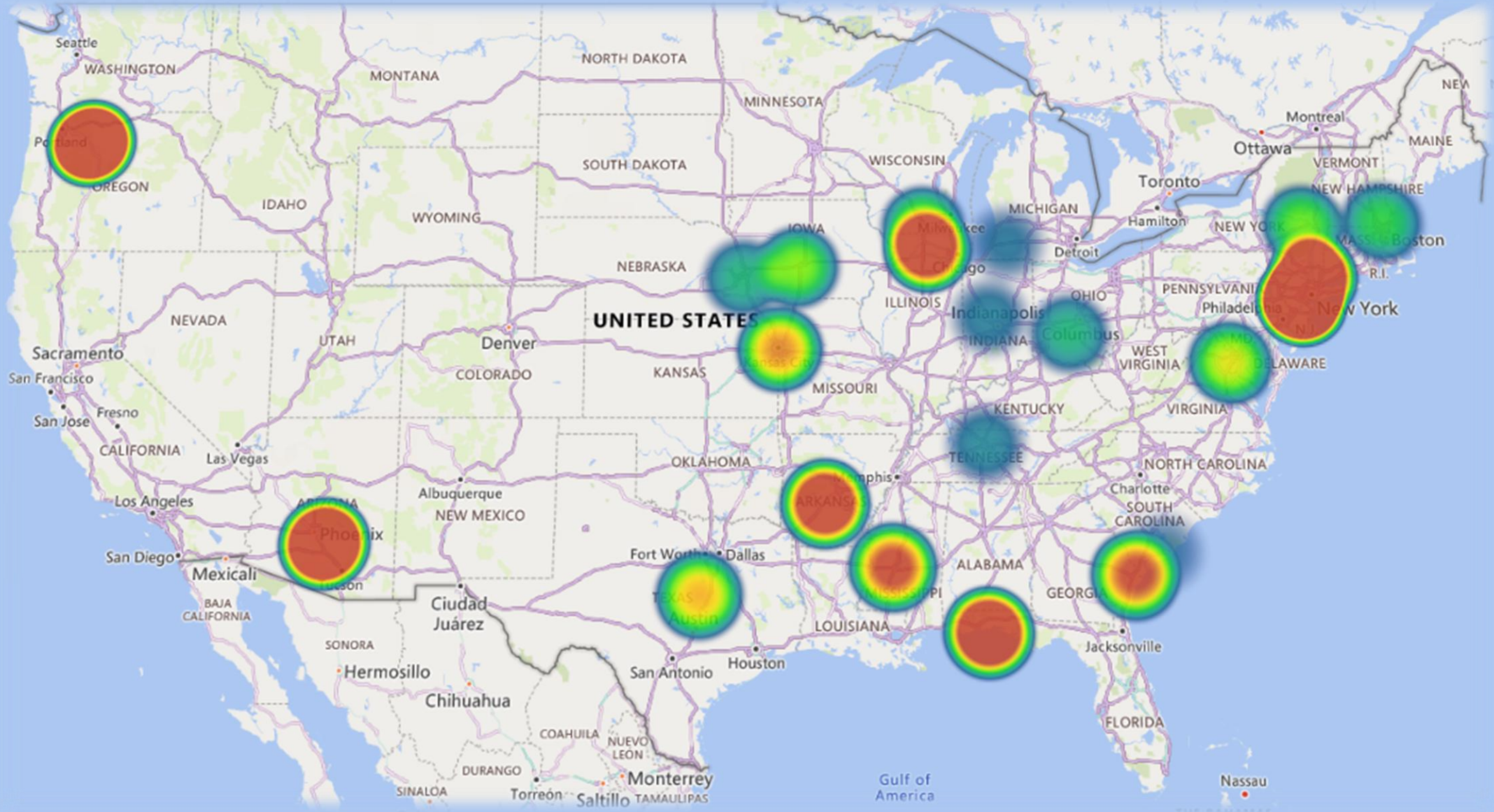
Measuring What Matters

Based on CNA Data



- Safety Protocol/Other
- Technical Identification
- Letter Process
- Timeliness/Submission
- Writing Quality
- Template Editing
- Documentation
- Invoicing/Vendor

Visualizing Quality Control



Closing the Quality Loop

Essential



Our Investment in Quality

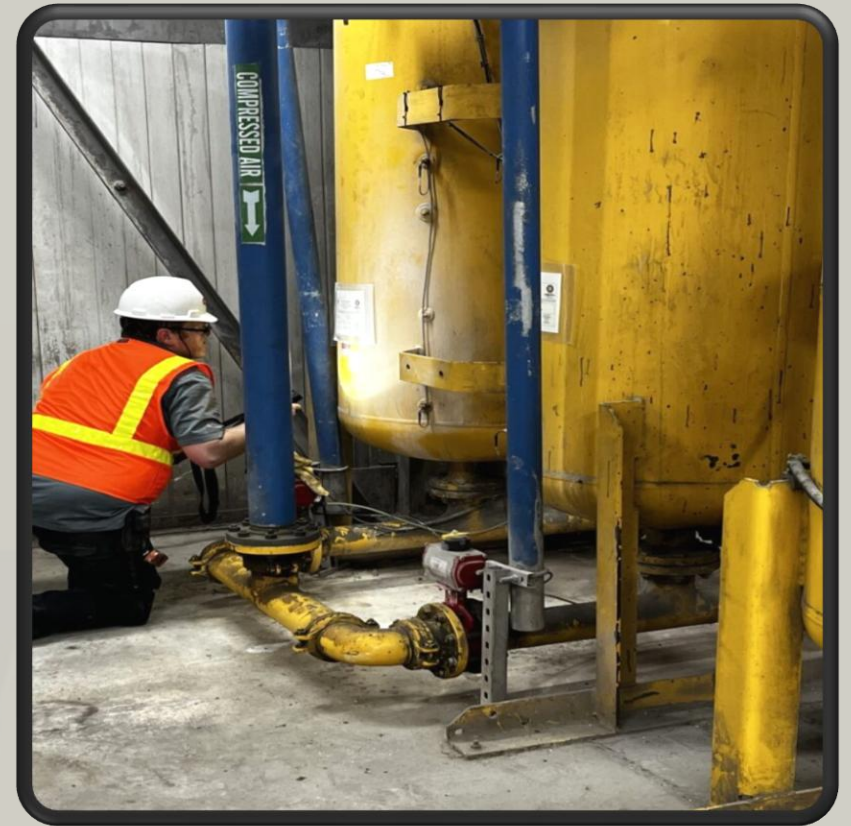
Effectiveness and Efficiency



High-level outcome based on CNA's experience

“The costliest inspection is the inspection that was not completed correctly”

Vincent Scarcella , Risk Control Director, CNA



What's Next for Quality?



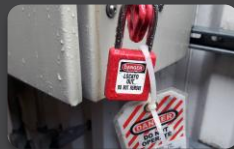
JRS Tools



Ask-an-Expert Culture



AI-Enabled Review Tools



Clear Escalation of Critical Conditions



CNA

Thank You