

QUALITY ASSURANCE REVIEWS/INSPECTIONS

- **Collaborative Quality Assurance (CQA) Review**
A 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, either "Within Standard" or "Outside Standard," and an opportunity for the inspector to enhance his or her skills through the feedback provided by the PASS-QA inspector.
- **Limited Quality Assurance (LQA) Review**
A PASS-QA inspector performs an on-site follow-on review, after a UPCS certified contract inspector has completed an inspection, to determine the validity of the original inspection and work in collaboration with PASS Operations to either accept or reject the inspection. Following the LQA review, the certified inspector's overall performance is rated either "Within Standard" or "Outside Standard."
- **Quality Control Inspection (QCI) Review**
A PASS-QA inspector works in collaboration with PASS Operations to perform a full inspection on-site as a follow-on review of certain inspections submitted by a UPCS certified contract inspectors, to identify any inconsistencies with the inspection protocol and determine the validity of the original inspection. Following the QCI review, the PASS-QA inspector will make a recommendation to accept or reject the submitted inspections and the certified inspector's overall performance is rated either "Within Standard" or "Outside Standard."
- **Full Inspection**
REAC QA inspectors inspect Public Housing and Multifamily Housing properties to sustain organizational goals, priorities, and initiatives in support of HUD's Strategic Goal to meet the need for quality affordable rental homes. PASS-QA inspectors perform special inspections in instances such as problem resolution of issues of substantive interest to the Secretary and Assistant Secretary; response to emerging issues in other HUD offices for critical program use; and sensitive inquiries from senior level Departmental managers, members of Congress, Mayors and other state and local government officials, PHAs, and concerned citizens.