

National Floor Covering Association (NFCA) Quality Assurance Program – good or bad for the Construction Industry.



Third party [inspection review services](#) such as the Quality Assurance Program (QAP) have been around for years in a variety of trades such as millwork, roofing and paint, and it's no different for floor coverings.

Whether or not QAP will work for or against you, depends on your intention and ability to install product correctly, and to what extent the QAP is understood and embraced going into the job.

Flooring contractors who have not worked with the program before tend to see it as a service that will interfere with their work and potentially cost them money. For those who have worked with the program, it's quite the opposite.

For the construction team, a successful QAP experience depends on how much planning ahead is done for items such as concrete dryness, sub-floor flatness and indoor environmental conditions. Not addressing such items, months in advance of installation, can lead to delays or worse incorrect installation leaving the client with failing floors, ongoing repairs, mold issues and ultimately voided warranties.

Here are five critical things that QAP helps with to avoid such issues:

1. Experienced floor contracting firms and [qualified installers](#) on the job.
2. Correct, third party, moisture testing of old and new concrete sub-floors.
3. Enhanced communication for the construction team.
4. Indoor environmental conditions planned for in advance instead of when the floor installation starts.
5. Unbiased, transparent information that enables the construction team to agree on solutions through the process from a position of trust.

For a Flooring Contractor, fighting with the General Contractor for acceptable site conditions when the deadline is looming is an impossible situation. Doing so is more likely to hurt your business, delay payments and lose you a customer before it gets the site conditions needed to do the job right.



This is where the value of QAP is realized and for those who have worked with the program, the feedback has been very positive.

“Our industry needs to get QAP specified as a standard.”

It’s a statement I’ve heard from owners, project managers, manufacturer reps, salespeople and architects.

No quality builder wants to build a second-rate product and no company can build a first-rate product when critical information is misunderstood, addressed too late or not addressed at all.

When used properly, the QAP helps good General Contractors and their flooring-trade plan ahead and avoid the costly mistakes so often associated with flooring. It does this by raising awareness of critical items at the right stage of construction, monitoring progress, reading product specs and providing a trusted platform from which decisions can be made to ensure clients are left with the flooring product they expect.



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