



## Florida Department of Highway Safety and Motor Vehicles Division of Motorist Services Manufactured Housing Section

<b>PROCEDURE:</b>	<b>SUBJECT:</b>
MHS - 05	QUALITY ASSURANCE MONITORING / INCREASED FREQUENCY
<b>DESCRIPTION AND USE:</b>	
This procedure concerns how to monitor a manufactured home manufacturer's quality control program and when increased frequency of inspection is required.	

**I. INTRODUCTION:**

Listed below are the minimum functions that a compliance examiner must perform to monitor a manufacturer's quality control program in the order they must be performed.

**II. INITIAL CONTACT WITH QUALITY CONTROL (QC) REPRESENTATIVE:**

**Step 1:** The compliance examiner should: contact the person in charge of the manufacturer's quality control program (QC) to advise him or her that he or she will monitor the control program that day with them. If the QC coordinator is not available for this purpose, this should be recorded in the comment section of form 81010 (see **Attachment A on page 7**).

**Step 2:** The compliance examiner must see at least one U.S. Department of Housing and Development (HUD) labeled manufactured home per month. Some plants, because of their production rate, may not have a labeled unit each time an inspection occurs. In this case, the compliance examiner should ask the QC coordinator when the next unit will be ready and schedule an inspection for that time. The compliance examiner should always record the serial number and label number of the HUD labeled unit on his or her inspection report.

*Revisions to this procedure: Attachment A revised 01/16. Section II, III, IV, V, VII, VIII, IX – Wording was separated into different Steps.*

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### III. INSPECTION OF EQUIPMENT:

**Step 1:** The compliance examiner should: ask the QC coordinator to show him or her all the necessary test equipment as it is being used to perform each test required in the Quality Assurance (QA) manual. If the equipment is damaged or inoperable, the compliance examiner should inform the QC person that homes in the plant and yard will be red tagged until properly tested. The QC person should also be informed that during the inspection the compliance examiner should see a test being performed.

Consequently, the QC person will have to notify the compliance examiner of the next available test. After witnessing the test, the compliance examiner should continue with the normal inspection. The compliance examiner should always be sure to list the tests observed on the inspection report and the serial number of the manufactured home that was tested. He or she should also list any problems or deviations from the approved Quality Assurance (QA) Manual that were found when testing.

**Step 2:** If there are any failures in any area, an additional test in that specific area must be conducted, if possible.

**Step 3:** If at all possible, a different test is to be observed during each inspection until all tests have been observed.

**Step 4:** All portions of all tests are to be observed at least once each month.

### IV. REVIEW OF QA MANUAL AND DESIGN APPROVAL:

**Step 1:** The Design Approval and QA Manual must be reviewed on each inspection. This will help keep the compliance examiner informed of the contents of these documents as well as how they are being maintained. The compliance examiner should request that QC personnel supply him or her with a copy of transmittal letters and all updates including the page numbers, dates implemented, date the Design Approval Primary Inspection Agency (DAPIA) approved the update, and then record these on the inspection report.

**Step 2:** The compliance examiner should: verify the manufacturer's tracking system to assure that all changes or updates to the QA package are received, placed in the package, and are available on the production line for use by the Production Inspection and Primary Inspection Agency (PIA).

**Step 3:** If the updates are not being used and kept current, the compliance examiner should inform the QC person that this is a violation of the approved QA plan and record this as a violation on the inspection report.

### V. MONITORING QC:

**A. Step 1:** The compliance examiner should: make sure the QC person carries or inspects, using the approved prints (or working prints), for each home on the line and all necessary information needed to perform the inspection of manufactured homes being produced.

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**Step 2:** The QC person should: be advised to conduct their normal QC inspection, and then the compliance examiner should check the traveler to see if the QC person has recorded the violations to the manufactured home being inspected.

**Step 3:** The compliance examiner should compare the QC person's inspection to the QA Manual. If the compliance examiner finds that the inspection was not performed in accordance with the QA Manual, he or she should inform the QC person that these are a system or control violation and record this on form HSMV-81010.

**Step 4:** The QC person should always inspect to the approved design and to the QA Manual. When these are not specific, the inspections should be done according to the HUD standards.

**B. Step 1:** If, during the inspection, the compliance examiner or the QC person finds any violation that is of a serious nature, each unit at the manufacturing plant should be checked to ensure the same violation does not exist in any other units. If similar violations are found, all such violations are to be corrected, or the units are to be red tagged. After this checking process has been completed, normal monitoring may resume. Regardless of the seriousness of the violations found, the compliance examiner should assure that corrective actions are listed on the inspection reports in the column provided.

**Step 2:** Any units with violations that have not been corrected by the end of the inspection must be red tagged to assure these units do not leave the plant with uncorrected violations.

**Step 3:** The manufacturer should complete the appropriate portions of form HSMV-81009 (see **Attachment B on page 9**) including the "source" and the "corrective action" taken by the manufacturer to assure against future reoccurrence of that particular problem. After his or her review, the compliance examiner shall indicate whether he or she accepts or rejects the manufacturer's responses and then signs the form.

**C. Step 1:** Each inspection shall include every visible part of every unit in each station.

**Step 2:** The compliance examiner and the program supervisor shall monitor the daily form HSMV-81010 reports for trends, repetitive items, systems, serious defects, imminent safety hazards, or other issues which may indicate a breakdown in the QC program.

**Step 3:** If it is determined by the program supervisor and compliance examiner that the QC program is not functioning adequately, the compliance examiner and/or program supervisor should meet with the plant's general manager.

**Step 4:** The inspection report should be reviewed with the general manager and the compliance examiner or program supervisor should write in the comment section of form HSMV-81010 the following: "As of this date, the QC program is not functioning adequately." This statement should be pointed out to the general

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manager and he or she should be provided a signed copy of the report.

**Step 5:** The compliance examiner or program supervisor should also issue a form HSMV-81009 report to the general manager and inform him or her that, if necessary improvements are not made in this area within two weeks, the IPIA will, depending on the seriousness of the inadequacy, increase the frequency of inspections or place the manufacturing plant on 100% inspection as required by HUD regulations, with HUD labels being withheld or controlled.

### **VI. FACTORS WHICH MAY REQUIRE AN INCREASED FREQUENCY OF INSPECTIONS AND THE USE OF FORM HSMV-81009 AS DETAILED IN PROCEDURE 06, ITEM II:**

- A. An Institute for Building Technology and Safety (IBTS) report indicating a maximum of two system problems, excluding "D" systems with five non-conformances, or as required by the compliance examiner or program supervisor.
- B. Repetitive violations (reference Procedure 06).
- C. Each new or inadequately trained production or QC plant staff member shall be evaluated by the compliance examiner, program supervisor or Manufactured Housing Section (MHS) headquarters staff member.
- D. Units detected without adequate plans or approvals.
- E. Plant personnel not following approved plans and specifications or the QA Manual (two systems findings with five non-conformances, or as required by the compliance examiner, program supervisor, or MHS headquarters staff.)
- F. The CCI ratings or non-conformances to the HUD standards of a plant are consistently high (e.g., five non-conformances per inspection) or as required by the compliance examiner, program supervisor or MHS headquarters staff.
- G. A problem or potential problem involving plant organization, responsibilities, procedures, processes, and/or resources systematically cause non-conformances in one or more homes and is related to management elements.

### **VII. INCREASED FREQUENCY INSPECTION:**

- A. **Step 1:** When one of the problems noted in section VI above is brought to the attention of the program supervisor: either by a compliance examiner, IBTS, or

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through other observations, the program supervisor shall review all documentation and conduct an administrative review with the manufacturer within three working days and should also discuss the problem(s) with the Manufactured Housing Section supervisor, or engineer with a follow-up in writing.

**Step 2:** An administrative review may result: in the manufacturer being placed on 100% inspection and/or increased frequency inspection with HUD labels being withheld or controlled.

**Step 3:** A verbal notice of the administrative review findings may be given to the manufacturer immediately; however, it must be followed-up by a written notice.

**Step 4:** During an increased frequency: of inspection the MHS engineer or designee will provide assistance to the manufacturer and conduct plant monitoring with a compliance examiner on a periodic basis.

- B. **Step 1:** A determination shall be made: as to whether the problems are isolated to one particular segment of construction or if more than one segment is involved. If the same violation(s) persist or have been recorded three times in the last ten inspections, the program supervisor shall initiate increased frequency of inspections.
- Step 2:** If it can be determined that the observed problem(s): is(are) isolated to one particular area of construction, frequency of inspections may be increased only in that area until non-conformances are no longer observed.
- Step 3:** Each unit in the production line during the inspection: must be inspected in that particular area. Increased frequency of inspections shall consist of a minimum of ten inspections, including increased frequency inspections without any violation(s) being documented on the item(s) which caused increased frequency of inspections to be initiated. Any violation(s) documented as such will cause the ten inspection process to start over.
- Step 4:** Increased frequency inspections shall continue until an inspection of the manufacturing facility has been made by the MHS engineer or as determined by section supervisor. At least one increased frequency of inspection shall be made for each regular inspection. Circumstances may require increased frequency inspections to exceed these guidelines.
- C. **Step 1:** All increased frequency inspections shall be recorded on form HSMV-81098 (see **Attachment C on page 11**). Part A of this form shall be filled out on or before the first increased frequency of inspection. Part B of this form shall be used to record the results of each increased frequency inspection.
- D. **Step 1:** When a manufacturer has been on increased frequency inspection for a period of four weeks without resolving the problems listed on section VI above, the manufacturer shall be placed on 100% inspection and shall be required to comply with the requirements of Procedure 07.

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### VIII. INSPECTION REPORTS:

**Step 1:** The form HSMV-81010 report is to be labeled "Increased Frequency Inspections." If possible, increased frequency inspections shall be conducted by personnel other than the compliance examiner regularly assigned to the plant.

**Step 2:** If more than one area of construction is listed as inadequate on the regular HSMV-81010 report, the program supervisor will review the reports and, based upon the seriousness of the non-conformances, shall determine whether 100 % inspections should be initiated immediately.

### IX. SYSTEMS OF CONTROL:

**Step 1:** The program supervisor and compliance examiner shall compare each requirement or procedure in the QA Manual with the QC personnel performance on the line to assure that systems of control requirements are being properly applied in the production process, and that the QC personnel understand the QA Manual. Systems of Control violations are to be recorded on form HSMV-81010 with corrective action and/or follow-up action recorded also on form HSMV-81009.

**Step 2:** A copy of form HSMV-81009 is left with the manufacturer for follow-up. These reports shall be picked up by the compliance examiner at the next regular inspection or within three working days. All follow-up actions taken by the compliance examiner shall be recorded on the form HSMV-81010 report.

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### ATTACHMENT A

IPIA's REPORT # \_\_\_\_\_

#### FLORIDA MANUFACTURER'S INSPECTION REPORT

MFR. \_\_\_\_\_ DATE \_\_\_\_\_

**List Below in Sequential Order the ID # of Each Unit Inspected**

ID #	Station	ID #	Station	ID #	Station	ID #	Station
HUD LABEL # _____		ID # _____		<input type="checkbox"/> PRINTS		<input type="checkbox"/> APPLIANCES	

**Testing Required By The Standard**

ID #	Plumbing	ID #	Gas System	ID #	Electrical
	Fixture		Before Appl Conn		Continuity
	Tub/Shower		After Appl Conn		Operational
	Drainage/Vent		Egress Window		Dielectric
	Water System	<input type="checkbox"/> Yes <input type="checkbox"/> No	Material Storage		Polarity Fixture
<b>NEW/UPDATE CERT.</b>					Polarity Receptacle
SUBJECT			DRAWING PRT #	MODEL #	APPROVAL DATE
					N E W
					R E V
COMMENTS:					

**Station description and process shall be recorded to comply With the DAPIA approved QA manual.**

**Notice:** Noted in this report are violations to the Federal Manufactured Home Construction and Safety Standards found by Florida Manufactured Housing Section Personnel while conducting a inspection in this plant on the date listed below.

In order for you to sell or offer for sale mobile homes, you must comply with Title VI, Section 601 of the National Manufactured Home Construction and Safety Standards Act of 1974. All violations must be corrected immediately. **Homes that are red tagged WILL REQUIRE a re-inspection before red tags can be removed and the mobile homes shipped.**

\_\_\_\_\_  
QC's Signature                      Date

\_\_\_\_\_  
Supervisors Review                      Date

Time In: \_\_\_\_\_ Time Out: \_\_\_\_\_

Time In: \_\_\_\_\_ Time Out: \_\_\_\_\_

Travel Time To: \_\_\_\_\_ From: \_\_\_\_\_

Total Time: \_\_\_\_\_

Manual/Plan Review Time: \_\_\_\_\_

Total HUD M.H. Insp Time: \_\_\_\_\_  
 All homes have been inspected today in at least one phase of production and are in compliance with DAPIA/HUD and QA Manual. Except for items stated on reverse side.



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**ATTACHMENT B  
FLORIDA MANUFACTURER'S INSPECTION SUPPLEMENT REPORT**

PLANT: \_\_\_\_\_  
DATE OF INSP.: \_\_\_\_\_  
INSP. REPORT NO.: \_\_\_\_\_  
DUE DATE: \_\_\_\_\_

1. PROBLEM/NONCONFORMANCE: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

SOURCE: \_\_\_\_\_  
\_\_\_\_\_

PREVENTATIVE ACTION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NO. UNITS: \_\_\_\_\_  ACCEPT  REJECT IPIA SIGNATURE \_\_\_\_\_

2. PROBLEM/NONCONFORMANCE: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

SOURCE: \_\_\_\_\_  
\_\_\_\_\_

PREVENTATIVE ACTION: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NO. UNITS: \_\_\_\_\_  ACCEPT  REJECT IPIA SIGNATURE \_\_\_\_\_

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: Plant Management \_\_\_\_\_ Date \_\_\_\_\_

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3. PROBLEM/NONCONFORMANCE: \_\_\_\_\_  
\_\_\_\_\_  
SOURCE: \_\_\_\_\_  
\_\_\_\_\_  
PREVENTATIVE ACTION: \_\_\_\_\_  
\_\_\_\_\_  
NO. UNITS: \_\_\_\_\_  ACCEPT  REJECT IPIA SIGNATURE \_\_\_\_\_

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4. PROBLEM/NONCONFORMANCE: \_\_\_\_\_  
\_\_\_\_\_  
SOURCE: \_\_\_\_\_  
\_\_\_\_\_  
PREVENTATIVE ACTION: \_\_\_\_\_  
\_\_\_\_\_  
NO. UNITS: \_\_\_\_\_  ACCEPT  REJECT IPIA SIGNATURE \_\_\_\_\_

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5. PROBLEM/NONCONFORMANCE: \_\_\_\_\_  
\_\_\_\_\_  
SOURCE: \_\_\_\_\_  
\_\_\_\_\_  
PREVENTATIVE ACTION: \_\_\_\_\_  
\_\_\_\_\_  
NO. UNITS: \_\_\_\_\_  ACCEPT  REJECT IPIA SIGNATURE \_\_\_\_\_

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**ATTACHMENT C**

**PART A**

**INCREASED FREQUENCY OF INSPECTIONS**

**NAME OF MANUFACTURER:** \_\_\_\_\_ **REPORT #** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**GENERAL MANAGER:** \_\_\_\_\_

**PRODUCTION MANAGER:** \_\_\_\_\_

**QUALITY CONTROL MANAGER:** \_\_\_\_\_

**POSSESSION OF LABELS:**      **MANUFACTURER**                       **REGIONAL OFFICE**

**REASON:** \_\_\_\_\_

\_\_\_\_\_

**PART B**

**INCREASED FREQUENCY INSPECTION LOG**

Date	Type Inspection	# Stations In Line	#Station Inspected	81010 Report #	No. of Computer Code Items	#Systems Control Issues	Inspector's Signature

Inspection Code:

- |   |                     |   |                       |   |                    |
|---|---------------------|---|-----------------------|---|--------------------|
| A | Increased Frequency | C | Plant Approval        | E | Regular Inspection |
| B | 100%                | D | Certification Up-Date |   |                    |

HSMV-81098 (Rev. 5/01)

