



NEWS RELEASE

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MCAA Releases Quality Assurance Manual

Customizable manual includes the key elements of a QA system

ROCKVILLE, MD—The Mechanical Contractors Association of America, Inc. (MCAA) just released its *Quality Assurance Manual*, a customizable system of checks and balances designed specifically for mechanical contractors. The user-friendly, comprehensive guide includes the various processes that should be covered and recommends a system for documenting them. For companies that have a formal quality assurance program in place, MCAA's *Quality Assurance Manual* provides an easy way to evaluate that program.

"MCAA began receiving requests from contractors last year for a quality assurance manual. Many of them were being asked by owners for copies of their formal programs, had processes in place but hadn't formalized them. This book provides an easy way to accomplish that," said Ann Mattheis, MCAA's Director of Career Development.

Developed by an expert in quality assurance procedures, the *Quality Assurance Manual* reviews the elements of a quality assurance system step by step. It has been formatted so that contractors can easily modify these elements to suit their company's needs and their customers' requirements. A series of standard forms, also customizable, are also included to save individual companies the time and expense of creating them from scratch.

Rick Perosa, a member of MCAA's Management Methods Committee, which developed the publication, and President of H.T. Lyons, Inc. in Allentown, PA, put a preview copy of the publication to work at his company. The result? "I found that it was easy to formalize our existing quality assurance processes using this manual." He added, "I'm pleased to have been a part of the team that put this together. I think this manual will save contractors a tremendous amount of time that we can use toward building even better buildings."

MCAA members and local affiliated associations receive discounted pricing of \$100 per copy of the *Quality Assurance Manual*. The non-member price is \$300 per copy. The publication is available from MCAA's Bookstore at www.mcaa.org/store. The store contains a full range of management publications, including the popular *Management Methods Manual*, which addresses many of contractors' most pressing concerns with solid, best practices advice.

The Mechanical Contractors Association of America, Inc. (MCAA) serves the unique needs of approximately 2,500 firms involved in heating, air conditioning, refrigeration, plumbing, piping, and mechanical service. We do this by providing our members with high-quality educational materials and programs to help them attain the highest level of managerial and technical expertise. MCAA includes the Mechanical Service Contractors of America, the Plumbing Contractors of America, the Manufacturer/Supplier Council, the Mechanical Contracting Education and Research Foundation and the National Certified Pipe Welding Bureau.

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