

*Southern California Edison*  
*2023-WMPs – 2023-WMPs*

**DATA REQUEST SET Cal Advocates - SCE - 2023 WMP - 12**

**To: Cal Advocates**  
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**Job Title: Principal Manager**  
**Received Date: 4/26/2023**

**Response Date: 5/1/2023**

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**Question 05:**

Referring to section 8.1.6, quality assurance and quality control, in your 2023 WMP, please provide the following:

- a) How SCE calculates the conformance rate.
- b) The number of times SCE updated inspection processes in 2020 through 2022 to continuously improve the inspection programs based on Quality Control/Quality Assurance QA/QC findings.
- c) The number of times SCE updated QA/QC-related trainings in 2020 through 2022 to continuously improve the inspection programs based on QA/QC findings.

**Response to Question 05:**

- a) How SCE calculates the conformance rate.*

A conforming structure is one that does not have an actionable finding identified during the quality review or inspection, i.e., the QC inspection result matched the previous inspection performed by the inspector. SCE calculates a monthly conformance rate by dividing the count of conforming structures inspected by the count of inspected structures. For example, if 90 structures are found to be conforming out of 100 structures reviewed by quality inspectors, the conformance rate would be 90%. Depending upon the complexity of the structure, there can be several items that can lead to a finding of nonconformance, and only one condition needs to be identified for the structure to be deemed nonconforming.

- b) The number of times SCE updated inspection processes in 2020 through 2022 to continuously improve the inspection programs based on Quality Control/Quality Assurance QA/QC findings.*

Inspection processes are updated for many factors and on a continuous basis, such as changing priorities, use of new technologies (i.e., field tools, drones), information from external sources such as benchmarking, continuous improvement or in response to quality findings. The quality team meets with the program owners monthly to review quality findings and trends to drive improvements in performance. Additional or ad hoc training may take place due to quality findings, however, changes to inspection processes are not categorized by individual drivers that may have impacted the need for the change, such as quality findings. For these reasons, SCE does not have a specific or discrete number for how many times processes were updated based on QA/QC findings.

- c) The number of times SCE updated QA/QC-related trainings in 2020 through 2022 to continuously improve the inspection programs based on QA/QC findings*

Inspection training programs can be updated for many factors and on a continuous basis, such as changing priorities, use of new technologies (i.e., field tools, drones), information from external sources such as benchmarking, continuous improvement or in response to quality findings. The quality team meets with the program owners monthly to review quality findings and trends to drive improvements in performance. Additional or ad hoc training may take place due to quality findings, however, changes to training programs are not categorized by individual drivers that may have impacted the need for the change, such as quality findings. For these reasons, SCE does not have a specific or discrete number for how many times trainings were updated based on QA/QC findings.