



Standard protocol for quality control

- Quality control begins with procurement of materials and sub-contractors.
- All specifications should be carefully checked and product information understood prior to any requisitions or sub-contracts are placed. If the materials, components or installation methods are wrong, the job will be wrong.
- Where site managers have access to the internet they may undertake this themselves. In other instances information will be collated and passed on as necessary to the site foreman by the contracts manager.
- This philosophy also relates to placing of orders with sub-contractors. It is important to understand the nature of their work and materials and ensure their quotations are correct.
- Discussion should take place prior to making enquiries and requisitions so that there is no duplication of effort.
- All detailed and time consuming requisitioning will generally be carried out by the contracts manager, day to day items by the site manager or foreman.
- All materials requisitions should be made in a written and drawn format which the buyers can pass directly to merchants and suppliers.
- If a requisition is made by the contracts manager, a copy will be passed to the site manager so that he is aware of what has been requested.
- Once placed, copies of the orders are passed by the buyers to the contracts manager who will check them for obvious error. The copies are then passed to the site manager who should check them against his requisition
- On receipt of materials, delivery notes should be checked to ensure materials are as ordered and shortfalls/inaccuracies quickly raised.
- Prior to fixing all product data, drawing and specifications should be discussed as necessary with the appropriate operatives to prevent incorrect installation and/or wasted material
- Product data should be retained where appropriate for inclusion in the maintenance manual/health and safety file
- As work progresses the site manager must be vigilant and check installation against his informed expectation, and remedy any errors before they are irredeemable.
- As work nears completion, the site manager must carry out his own snagging process, guided by the contracts manager.
- Once that process is completed the contracts manager will carry out a snagging inspection, producing a typed list for the site manager to work to. This list will often be passed to the architect.
- Once this process is complete, the architect will be invited to carry out his/her own inspection
- Following completion of snagging and after handover any defects requiring attention will be attended to by the in-house snagging/small works manager and his team, in liaison with the contracts manager
- Any defects raised at the end of the defects liability period will be attended to by the in-house snagging/small works manager and his team, in liaison with the contracts manager