

Introduction to Inspection

Customer Service

One of the most important elements on any job is the relationship you create and maintain with the customer. This is relevant to any industry. For example, think back to a memorable restaurant meal; you probably received good customer service. Conversely, there are probably companies whose services you no longer rely on because of the way you were treated.

When working on-site your company will potentially have contractual obligations when it comes to working relationships. Adhering to these will help create good working relationships for future contracts and in-turn maintains the high profile of the company. Good working relationships and customer service help meet legal obligations.

Rules

As well as maintaining good customer service, when carrying out maintenance and/or installation work there are a number of rules you need to adhere to:

- Site rules
- Company procedures
- Contractual agreements
- Legal obligations
- RAMS and permits to work
- Relevant safety regulations
- Waste management policies
- Job specification

Snag Sheets

Once a job is complete there will be a list of smaller, outstanding jobs/tasks that need to be carried out. A **snag** is often a minor part of the job that has been deemed defective, broken, or unfinished. Once all pre-inspection is complete, and before handover, this list of 'snags' must be completed.

Drop Tests

Building owner / responsible persons must ensure that all fire and smoke dampers within their building are located, serviced and tested. This will help to meet regulatory requirements and will ensure continued safe operation. One such test is known as a Drop Test.

Fire dampers are typically held open by a **fusible link**. This is a device designed to release a component such as a fire shutter or a fire damper once a set temperature is reached. At that temperature, the fusible link releases and closes the fire damper.

A Drop Test involves releasing the fusible link to confirm the proper working of the components and the integrity of the damper. If functioning properly, the fire damper should close fully upon release. If the test is satisfactory, the damper should then be reset correctly.

Sign-Off Documents

To ensure a job is compliant there are a number of important documents that should be signed-off. These include:

- Permits
- Snag sheets
- Testing sheets
- Pre-commissioning sheets
- handover documentation