Customer and Quality Focus
PIM Mobile APP simplifies quality recording

OSBORNE

Every building will have a digital quality record for any given location which can be accessed at any time in the future.

PROJECT	**Commercial and Residential**
CUSTOMER	**Developers and Housing Associations**
CONTRACT	**Design and Build**

Issue

Guaranteeing build quality is critical for the people who own, operate and use the buildings we deliver. Failure to do so may result in safety, cost and reputational impacts at any stage of the buildings life.

Excellent design, materials, resources and planning play a significant part in assuring build quality. But this must be backed up by accurate test and inspection records which prove effective compliance.

With ever increasing production pressures felt across the construction industry, the challenge is to be accurate and efficient in the way we verify and record quality.

Solution

We all know that the simpler a process is, the easier it is to comply. With this in mind we have moved to a digitalised quality recording and snagging system that utilises smartphone technology.

The Project Information Management Mobile App (**PIM Mobile**) was selected as it can instantly transfer records between site and office. This significantly reduces the administrative load on the site team and ensures correct information storage.

How does it work? At the beginning of the project, the team sets up the reference locations that will be used to carry out our quality checks and record compliance as per the Inspection and Testing Plans. The drawings and specifications, which are controlled within our document management system (**DMS**), are uploaded using the App. This allows the team to easily view drawings at any work site location and check data.

As work progresses, PIM Mobile is used to record and upload the as-built information, for each activity, at a given location, to our DMS. The result is a record log, along with drawings and specification, which links to the overarching 'Test & Inspection Plan'.
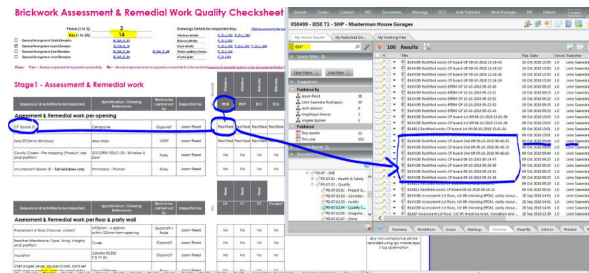
If we take a critical activity such as 'firestop', we can quickly access photo evidence to verify the application of specified products in accordance with the drawings and signed check sheets.

Using the App, 'Observations' can be raised to log any quality non-compliance or site issue during the construction. Each observation is named with accompanying photographs and commentary and allocated to the appropriate project party to resolve.

The final step is to use PIM Mobile for our trade and client snagging activities. A snag log is automatically generated to track progress in a timely manner.

Every building will have a quality audit trail for any given location which can be accessed at any time in the future.

Outcome

Following successful trials, PIM Mobile is used on every new building we create to guarantee accurate records for our customers and the people who occupy their buildings.