

Design Issues Workflow / Escalation

- **Field issue identification:**
 - **QA/QC identified an issue:**
 - Documented (photos, markup, location, specs reference)
 - Logged (tracking system ACC / RFI log / issue log)
 - QA request an RFI to FE for clarification on the design deviation
 - **IES Field Engineer :**
 - Creates a RFI based in priority impact classification (safety/Critical path/ Quality/ Coordination) that helps with the escalation and response time.
 - RFI submitted to GC (General contractor)
- **RFI initiated:**
 - **GC Review:**
 - Completeness
 - Contract compliance
 - GC forward to client / Design team (DEC)
- **RFI under revision (sketch/redline) :**
 - **Client / DEC team:**
 - Review the RFI design deviations
 - Client design team assess if changes/additions are required to IFC drawing and specifications.
 - Define solution (SK, redline, bulletin or clarification)
 - RFI with the client solution is submitted back to the GC
- **Solution defined**
 - **GC review the client solution :**
 - GC analysis schedule and cost impact
 - GC return it back to connectivity trade partner (FE-IES)
 - Solution back to IES-FE
- **Solution received :**
 - **IES-FE**
 - Review and close the RFI
 - Forward the solution to Installation Management Team

- **IES Installation Management :**
 - Assess the solution impact on the project scope and schedule
 - Determines if solution requires CO (change order)
 - Forward the solution to QA/QC for compliance
- **QA/QC + Engineering validation**
 - FoK (if needed)
 - Release (IFC/SK) to installation team for execution
- **Installation start after new design version have been approved.**

Craftsmanship Issues Workflow

- Issue identified (inspection)
- NCR / deficiency logged
- Root cause analysis
- Corrective action defined
- Rework
- QA/QC re-inspection
- Closeout

Scope / Coordination Issues

- Gap identified
- Coordination meeting / RFI
- Responsibility assigned
- Solution defined
- Validation
- Execution

Material / Logistics Issues

- Delivery notification
- Ownership confirmation
- GC segregation
- Trade receipt
- Level 1 inspection
- Release for install

Process Issues (VERY IMPORTANT)

- Gap identified
- RCA performed
- Workflow defined / updated
- Communicated to team
- Implemented
- Monitored