

Defects at handover (KPI)

As part of the quality control on every LHS project, a measurement of any snags and defects found handover is a key performance indicator (KPI) for the contractor.

PURPOSE: - To use the handover and snagging process to assess performance of the contractor in terms of the quality of the work completed. The quality of the work is defined in terms of the number of defects per property found at the time the works are handed over.

METHOD: - On completion of the works, a handover inspection is carried out by the project manager or project consultant together with the contractor to assess the condition of the completed works.

During the final handover, when the contractors have done their own quality assurance checks, the project manager or project consultant will complete a standardised snagging summary and assessment form in order to compute a snagging score.