



## Feedback Reporting The Centre for ISO 9000 Feedback Reporting Service

**Feedback Report number** 00000078  
**Raised by** James Lewis  
**Status** Ongoing  
**Date raised** Wednesday April 4 2007  
**Last reviewed** Monday, April 9, 2007  
**Category** Customer Complaint  
**Problem type** See text below -->  
**Details of the problem** TIE...On area 31 of the tram project the client has excavated within our survey extents and found 4 pipes that we have not recorded....The contractor...Mc Alpines are saying that they are not happy with the delay. (JL)

### Customer details

**Name, address, account number, etc** TIE HALCROW McAlpine  
**Phone** 0131  
**Fax** 0131  
**Email address** Can be provided

Rick Parfitt has revisited site and easily detected the pipes....Contracts will cross check the field data to see if there are discrepancies from site data to office processed data. (LM)

Contracts Manager - Now Rick has complete his site evaluation and reported his findings we are going to review all Sites on this project completed by The team leader on this project, and check these against the statutory records. This will allow us to make the decision if this was an isolated issue or if we have further works on the other sites to be carried out.(LM)

**Actions already taken to fix the problem** By Tuesday myself and Rick will have a list of any issues on these sites and will report them to both Bob and James. This should enable James to go back to his client with a plan of action. I will report out come of other site review at a later date. (LM)

10-04-07 Have sent e:mail to Halcrow confirming that we have found no errors on the other sites but that we will send a team to Edinburgh this week to run spot checks "walk over surveys" of the other sites that this team completed on the Edinburgh Tram. These checks will be completed by Friday 13<sup>th</sup> April and a confirmation report will be sent to the client either by Bob or LM to confirm our findings. (JL)

The site data that was collected from area 31 last week, will be amended to the original survey result and submitted to the client asap.(JL)

**What was done to prevent this happening again :**

We must investigate to see where our procedures have let us down so as to prevent any re-occurrence. This can only be completed once our full findings have been reported. (LM)

**What actions have been taken since this Problem Report was last updated?**

Contact w ith Rick on site has confirmed that all site checks on other locations are confirming that RF sw eeps were correctly completed.(JL)

**Other actions required were**

TBA on completion of our investigations

FINISHED, SAVE CHANGES!

4/11/07