

SNAGR USER GUIDE

SUBCONTRACTORS



snagR



CONTENTS

CONTENTS	2
INTRODUCTION	3
Welcome to the NG Bailey SnagR User Guide for Subcontractors	3
NG BAILEY APPROACH TO VISUAL INSPECTIONS	3
ACCESSING THE SNAGR SYSTEM	4
MOBILE DEVICE APPS	4
COMPLETING A VISUAL INSPECTION	4
Accessing Visual Inspections from SnagR	5
CLOSING/SIGN-OFF ISSUES ON SNAGR	8
SNAGR SYSTEM SUPPORT	12

INTRODUCTION

Welcome to the NG Bailey SnagR User Guide for Subcontractors

The purpose of this guide is to provide clear instruction as to how NG Bailey use SnagR to help manage quality and drive a ‘**Right First Time**’ culture throughout all our engineering projects.

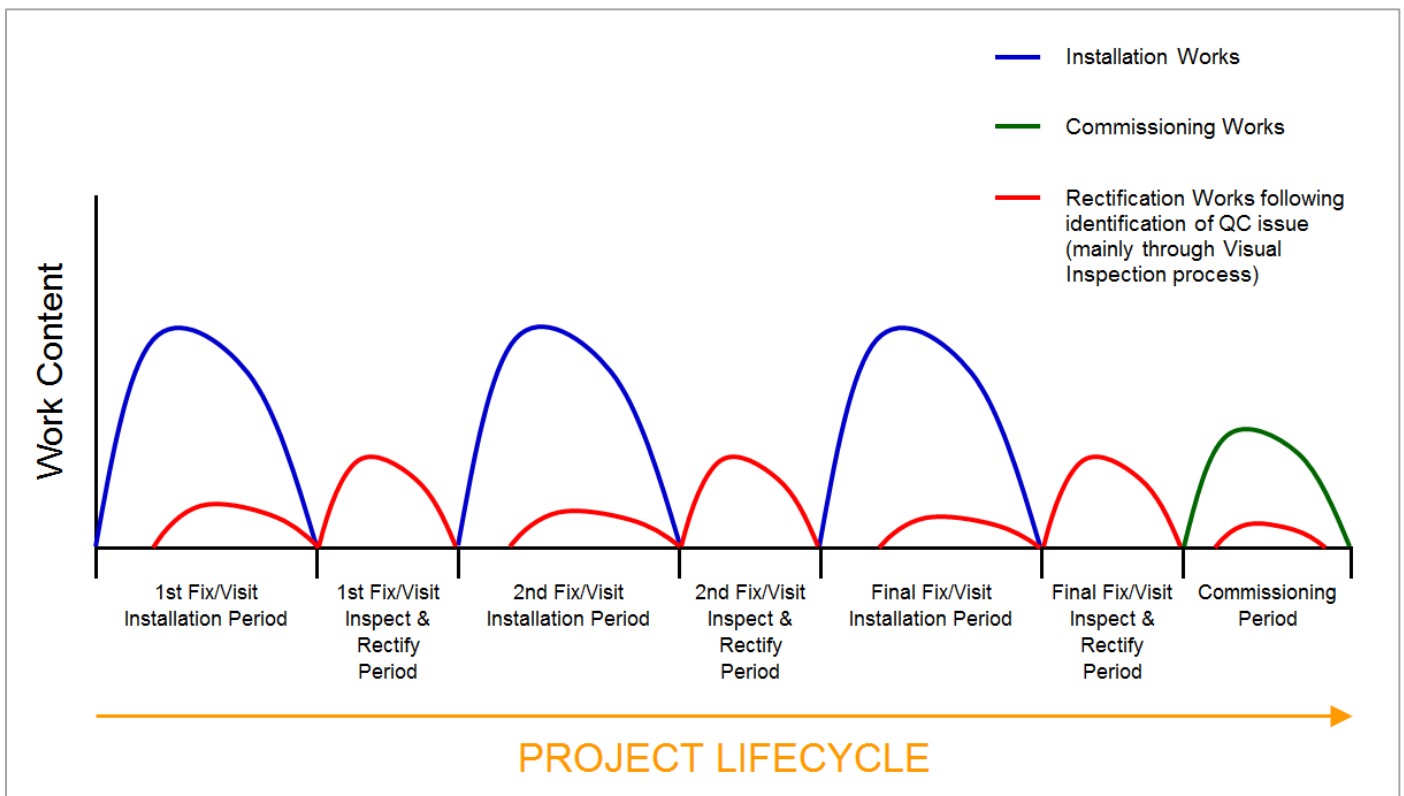
We are committed to ensuring that all installation works are carried out to the highest possible standards and our target is to be defect free at the end of every project.

SnagR is a mobile device and web based quality control management system which replaces the traditional paper based snagging process. It has been configured with the NG Bailey company standard Visual Inspections (VI’s) for all major mechanical, electrical and plumbing services installations, and these Visual Inspections must be completed at key stages throughout the installation before completed work is offered to NG Bailey for verification.

By using Visual Inspections to manage quality, it is our intention that installation errors and post completion latent defects will be minimised, which in turn should result in improved client satisfaction and repeat business.

NG BAILEY APPROACH TO VISUAL INSPECTIONS

Our approach to quality management is based around Visual Inspections being carried out at key installation stages with any resulting issues (snags) being closed out in a timely manner, prior to proceeding to the next stage of the installation process. The principle of this is shown in the example below.



ACCESSING THE SNAGR SYSTEM

Prior to you starting work with NG Bailey on a specific project, our SnagR system administrator will add your company onto the SnagR project database.

You will also be asked to provide the names and email addresses of key individuals who will be responsible for managing the day-to-day installation issues on site. These individuals will be added onto the SnagR project database by one of the NG Bailey project team.

Once you have been added to the system, you will receive an automated email informing you of the project URL (see Figure 1 below). You will be able to use this to login into the project via your internet browser or via the SnagR Mobile Application (App) available on your tablet or smart phone.

Figure 1 - example screenshot with URL and login details



Note - if it appears that you are not receiving these automated system emails, please check that these are not being routed to your Junk or Spam email folder.

INSTALLING THE SNAGR MOBILE DEVICE APPLICATION (APP)

To install the SnagR App on your mobile device, search for “SnagR” on either the Google Play Store (Android) or Apple’s App Store (IOS).

Please ensure you liaise with your company’s ICT department for authorisation, help and support as required.

COMPLETING A VISUAL INSPECTION

When the work package/area/installation is finished, it is an NG Bailey requirement that our company standard, system specific Visual Inspection is completed and signed off before the work is offered to us as complete and ‘Ready For Verification’. This requirement is in addition to any in-house quality control checks that you must carry out.

Accessing Visual Inspections from SnagR

1. Login to the project using your username and password (previously emailed to you).
2. Now access the project specific plans as follows:
 - a. If you are using a desktop web browser, click on the **Plan Viewer** tab at the top of the menu bar on the left of the screen.
 - b. If you are using the SnagR mobile App, tap on the **View Plans** button on the **Main Menu**.
2. The building layout is zoned according to how the NG Bailey project management team intends to undertake the Visual Inspection process. In the example (Figure 2) below, the building is split down into Zone 1 and Zone 2 and each of these zones has been allocated a red Visual Inspection table/target (highlighted in yellow).
3. By tapping on the Visual Inspection table/target, it will open a list of available Visual Inspections for that specific zone (see Figure 3 below).

Figure 2 – Plan Viewer showing how the building layout has been zoned (using a web browser)

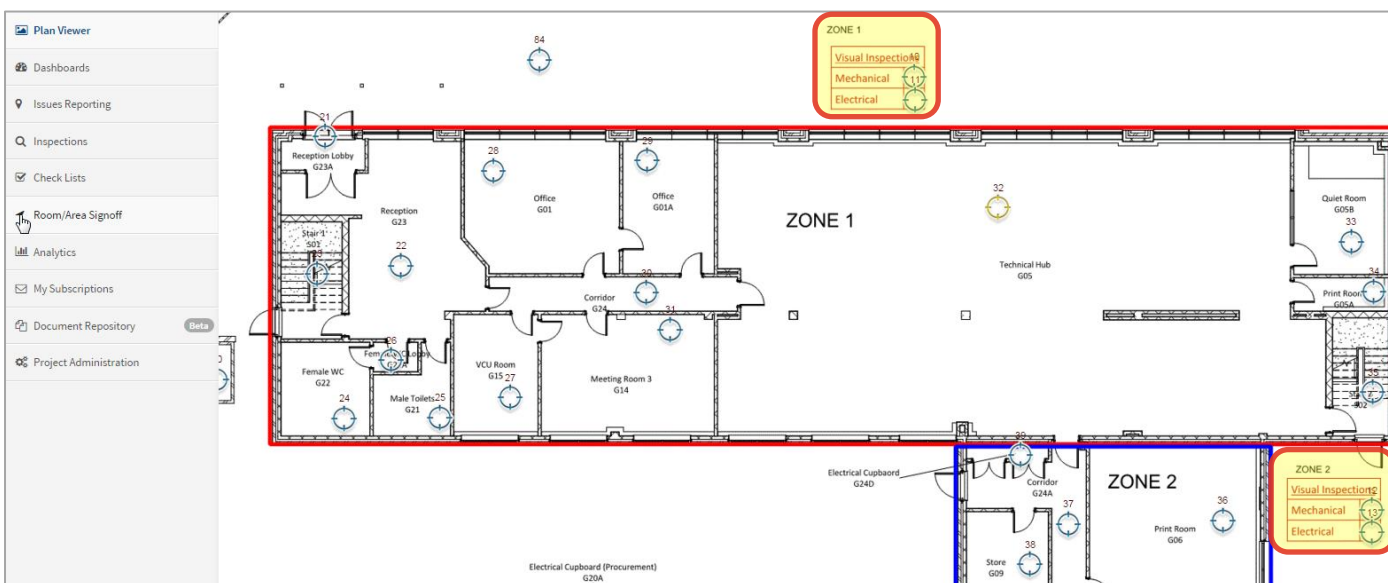
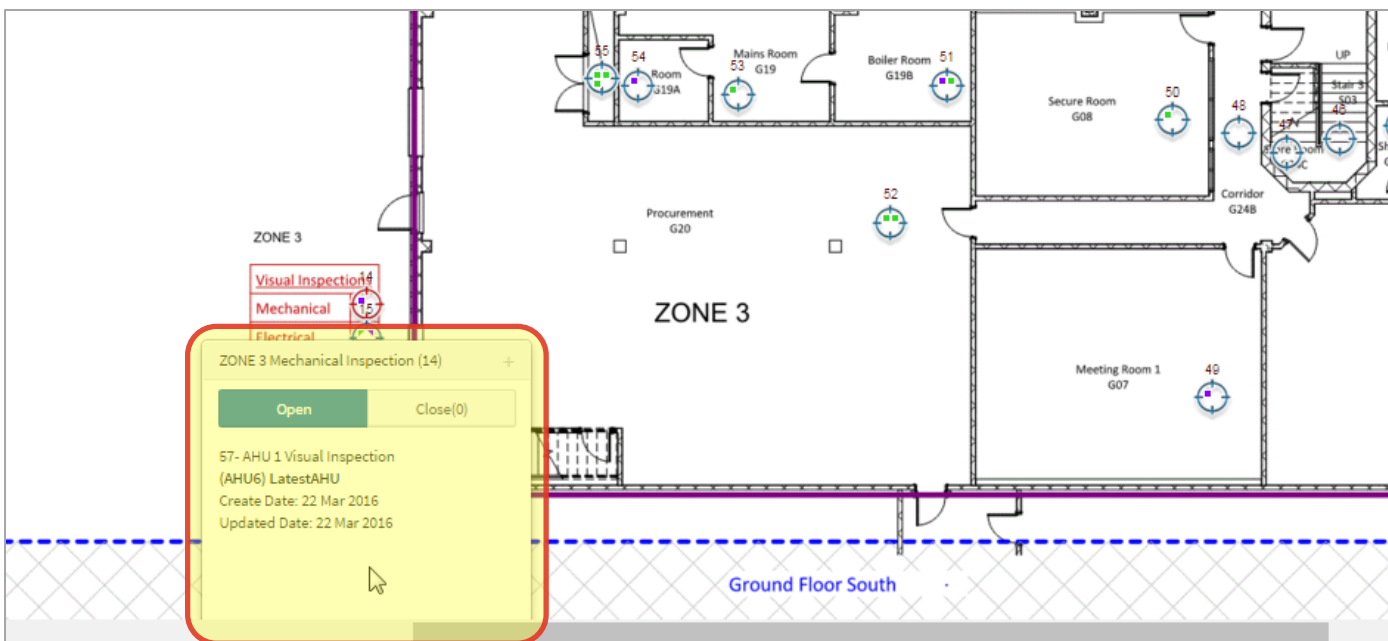


Figure 3 – Plan Viewer showing list of VI’s pre-assigned to a zone (using the Android SnagR mobile App)



4. Tap and open the relevant Visual Inspection sheet. In the example (Figure 4) below, the Visual Inspection for Earthing Systems (VI-EAS) has been selected.
5. Complete the Visual Inspection by selecting Yes, No or Not Applicable from the drop down boxes. Note - if you find a quality issue on site relating to one of the check points (questions), this must be first resolved before progressing any further.
6. Once the visual inspection has been completed, ensure the sign-off/approval boxes on behalf of the installer are completed (see example in Figure 5 below).
7. Once complete, tap on the **Change Workflow** button at the top of the Visual Inspection (outlined in red in Figure 4 below) and change to 'Ready For Verification'.

Figure 4 – Example Visual Inspection for Earthing Systems (using the Android Snagr mobile App)

Item Ref.	Details Of Inspection	Quality Accepted (Yes, No, N/A)
VI/EAS/01	General - Main Earth Terminal (MET) bar installed and correctly labelled as per drawing.	No
VI/EAS/02	General - Main Earth Terminal (MET) has two connections to the below ground earth nest.	Yes
VI/EAS/03	General - MET test link is provided to allow disconnection of main earthing conductor (removal only by use of a tool).	Yes
VI/EAS/04	General - All cables are correctly identified (green/yellow sleeving).	Yes
VI/EAS/05	General - Method of connection is correct for the type of cable installed.	Yes
VI/EAS/06	General - Cable lug is fixed flat to MET.	Yes
VI/EAS/07	General - Connections are tightened to manufacturers recommended torque settings.	Yes

Figure 5 – Sign-Off/Approval boxes on the Visual Inspection (using the Android Snagr mobile App)

General Comments:

Sign-Off / Approval On Behalf Of Installer

Company Name: Spare 1

Name Of Inspector / Approver: Dalvinder Singh

Job Title / Position: Manager

Signature Of Inspector / Approver: _____

Sign-Off / Approval Date: 14/03/2018

Verified On Behalf Of NG Bailey

Name Of Verifier: Dalvinder Singh

Job Title / Position: manager

Signature Of Verifier: _____

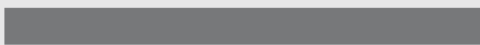




Sign-Off / Approval Date: 14/03/2018

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Page 1 of 1

Function: Design & Technical (Quality)
Issue: July 2016

8. Once offered as **‘Ready For Verification’**, NG Bailey will then receive an automated email notification and the appropriate representative (Supervisor or Engineer) will then carry out a verification inspection using the same Visual Inspection that was electronically submitted. This will usually be completed within five working days.
9. If there are any resulting QC issues found during the verification inspection, these will be raised on the SnagR system and the nominated subcontractor’s representative will be notified of same, via an automated email notification.
10. Subcontractors will be responsible for clearing any issues within the following time period according to their priority (as follows):

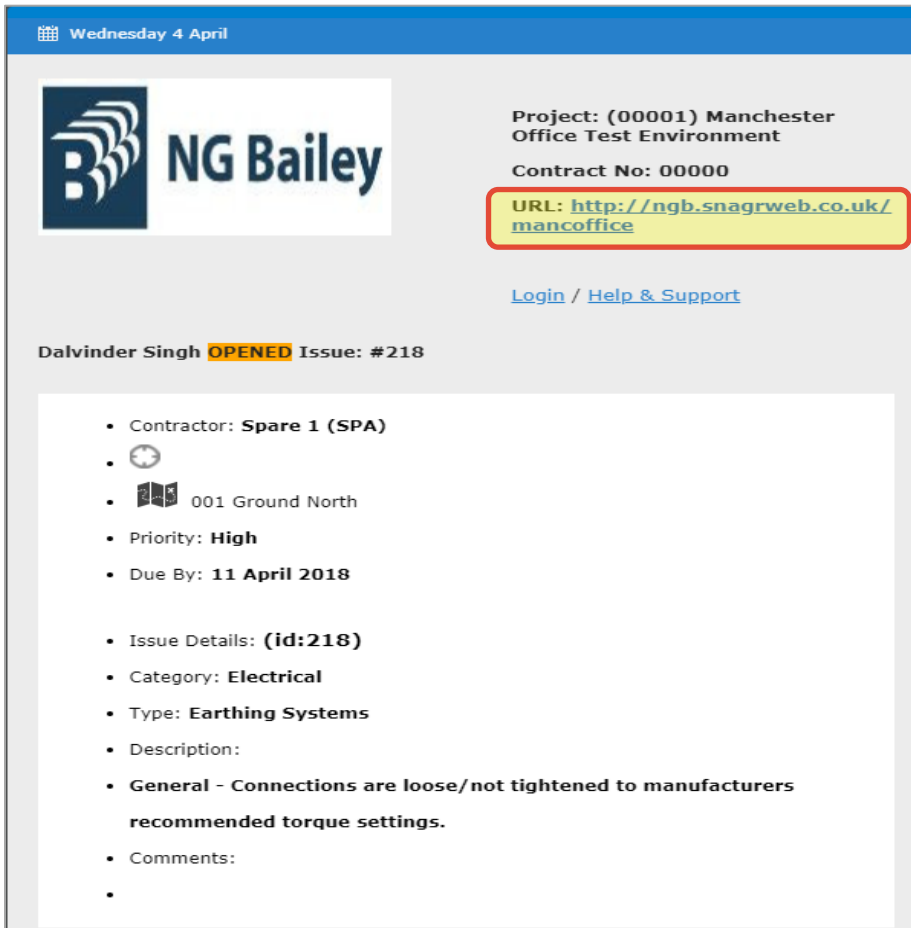
PRIORITY	CLOSE OUT PERIOD
Low	21 days 
Medium	10 days 
High	7 days 
Urgent	3 days 
Emergency	1 day 

CLOSING/SIGN-OFF ISSUES ON SNAGR

The SnagR system has been configured so that subcontractors are unable to raise issues against themselves and any QC issues discovered prior to formal (**Ready For Verification**) handover to NG Bailey must be tracked, managed and resolved by the subcontractor's own Quality Control Management System (QCMS).

If during the verification inspection process a QC issue is located by NG Bailey, then this will be raised on SnagR and will be linked to the original Visual Inspection originally completed by the subcontractor, which then generates an automated email notification (see Figure 6 below).

Figure 6 – Automated email notification generated from raising a new QC issue on SnagR



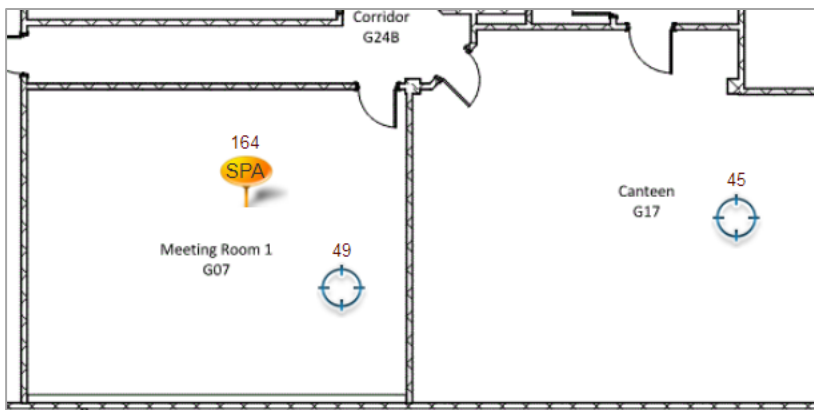
This provides details of the following:

- Priority of the issue.
- Date that the issue requires closing out.
- The issue ID.
- The category of the issue (i.e. mechanical, electrical)
- The type of issue (i.e. Earthing Systems)
- The description of the issue.
- Any other comments recorded by the NG Bailey representative.

The email also contains a hyperlink that once clicked, will take you direct to the specific project where the QC issue has been raised (outlined in red in Figure 6 above).

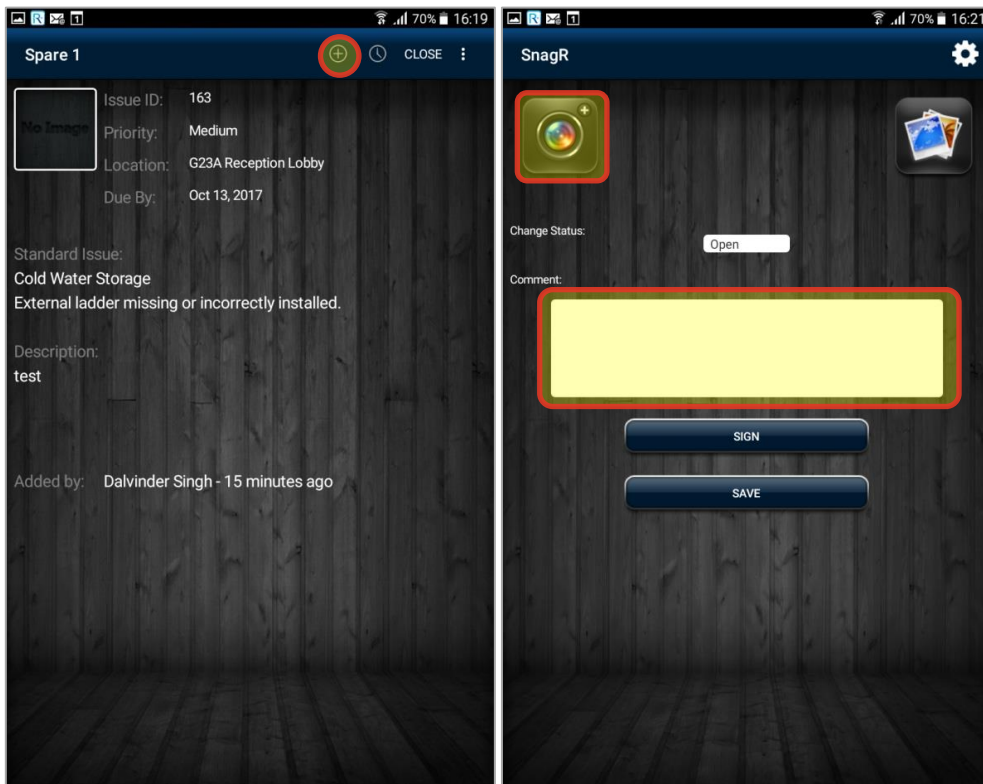
- Once you have logged into your project (suggested method is by using the SnagR App on your mobile device), the QC issue will be displayed using a gold pin which will contain your subcontractor initials. This indicates the issue is 'Open' (see Figure 7 below).

Figure 7 – Open issue with Subcontractor initials (using the Android SnagR mobile App)



- Having resolved the QC issue on site, you can now update it on the SnagR system. To mark it as 'Fixed' on SnagR, tap on the gold pin which contains your subcontractor initials and it will then display the issue details (see screenshot in Figure 8 below using the SnagR Android App).
- Now tap on the + button to add a photo and also input any relevant information within the Comments box (also shown in Figure 8 below).

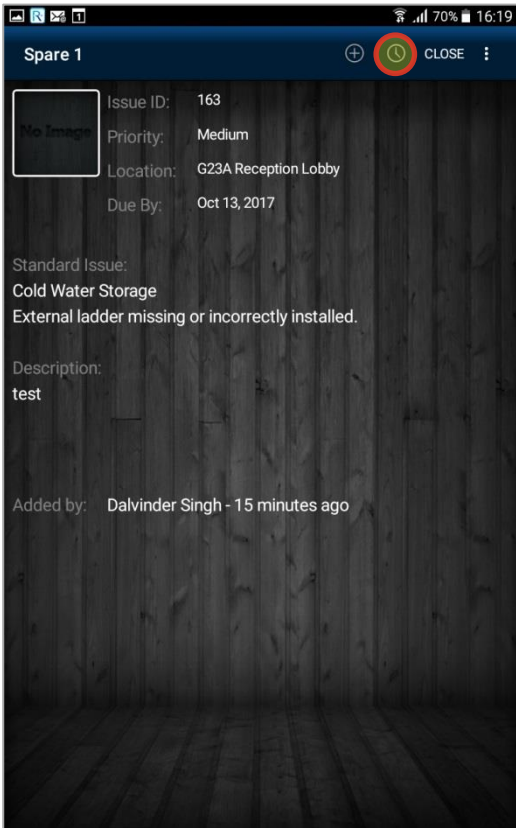
Figure 8 – Screens showing both QC Issue details and to add a photo and comments



Note - you can add as many photos as you need to by tapping the + button each time, and this allows you to add multiple photos to one issue if needed without deleting the original photo (taken by the NG Bailey representative when the issue has originally raised).

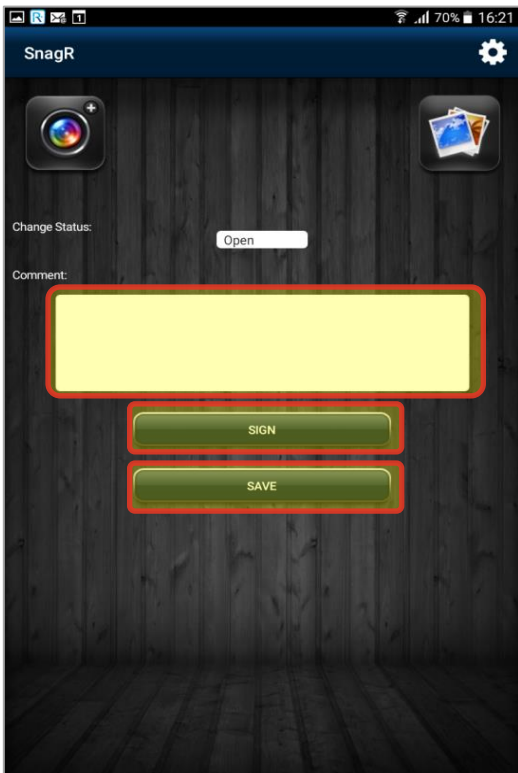
- To view the changes you have made, tap the clock button (shown in Figure 9 below).

Figure 9 – Screen showing summary of recently added details (using the Android SnagR mobile App)



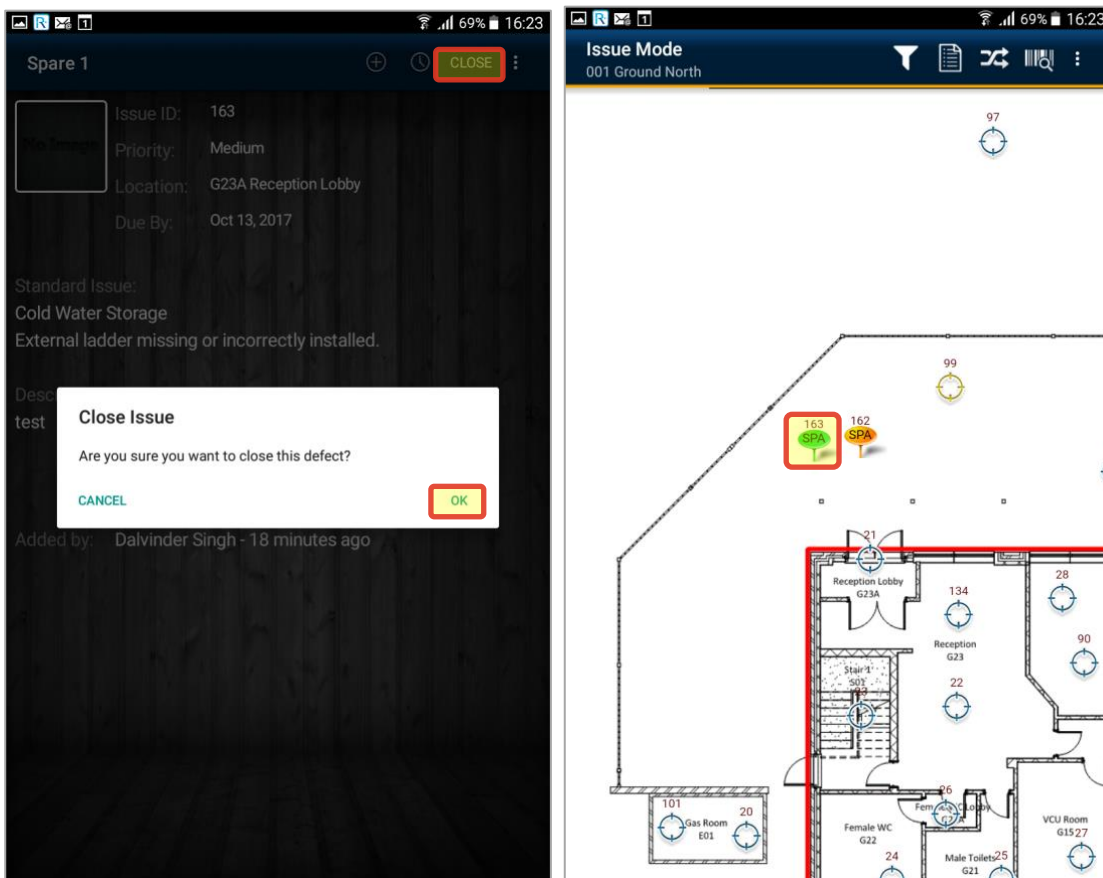
5. You can now change the status to Fixed, add any relevant comments then Sign and Save when all QC issue details have been updated (shown in Figure 10 below).

Figure 10 – Screen showing Change Status, Sign and Save (using the Android SnagR mobile App)



- You can now tap the Close button, confirm and tap OK and the pin should now change to green (shown in Figure 11 below).

Figure 11 – Screens showing both Close Issue and change of pin colour (using the Android Snagr mobile App)



- Once the issue is fixed, you must then ‘Synchronise’ your device for the project be fully updated (shown in Figure 12 below).

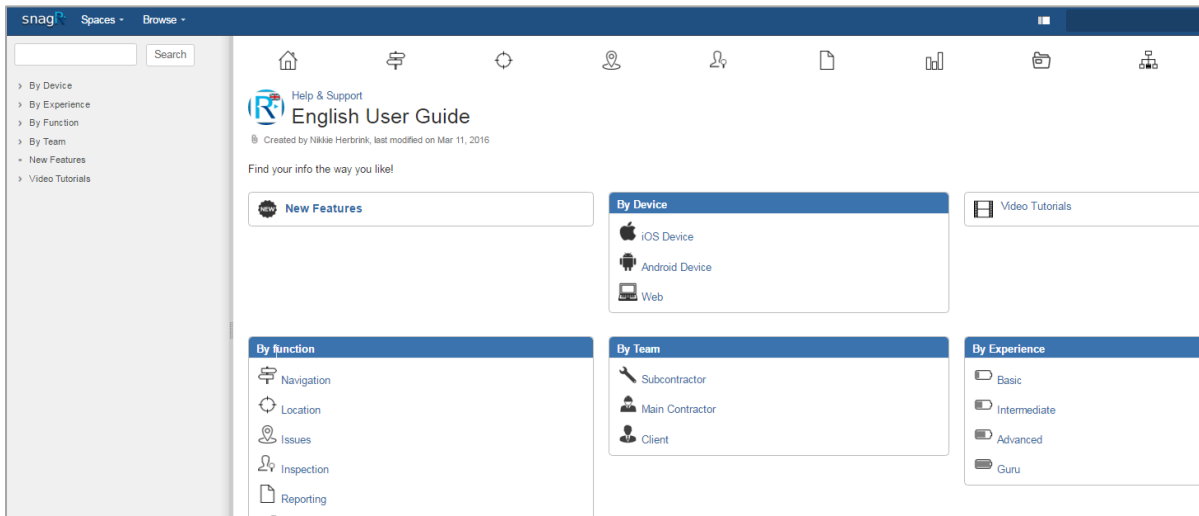
Figure 12 – Screens showing Synchronise Project on Main Menu (using the Android Snagr mobile App)



- NG Bailey will then receive an automated email notification advising that this issue has been fixed.

SNAGR SYSTEM SUPPORT

SnagR provide a comprehensive online [User Guide](#) with simple navigation (screenshot below).



SnagR have also produced a number of training videos for various sections of the set-up process and these can be accessed by clicking the following link: <http://support.snagr.co.uk/display/help/Video+Tutorials>

In addition to SnagR’s support, subcontractors can also contact one of NG Bailey’s local QC managers who can give further help, guidance and support where required.

Location	Name / Email Link	Email Address
Scotland	Michael Rae	Michael.Rae@ngbailey.co.uk
Scotland	James Caulfield	James.Caulfield@ngbailey.co.uk
Birmingham	John Merchant	John.Merchant@ngbailey.co.uk
Bristol	David Price	David.Price@ngbailey.co.uk
Bristol	Greg Spencer	Greg.Spencer@ngbailey.co.uk
NEY	David Wildmore	David.Wildmore@ngbailey.co.uk
NEY	Peter Dinsdale	Peter.Dinsdale@ngbailey.co.uk
London/Rail	Martin McMahon	Martin.McMahon@ngbailey.co.uk
London/Rail	Ivor Williams	Ivor.Williams@ngbailey.co.uk
North West	Kevin Maher	Kevin.Maher@ngbailey.co.uk
North West	Nick Lester	Nick.Lester@ngbailey.co.uk
Reading	Dave Greenland	Dave.Greenland@ngbailey.co.uk
Offsite	Richard Cotton	Richard.Cotton@ngbailey.co.uk



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