

Lessons Learnt – Assurance and Approvals

Observation:

Following review of the assurance signatures on the Fieldview Priority 1 system, it was identified that there was a higher than usual number of missing approval signatures. These signatures ranged from primary, independent and client (Network Rail) signatures that should have taken place progressively as the Glass Reinforced Concrete (GRC) 1st fix and panels were installed.

Issues arising:

- Unable to submit assurance packs as planned in the programme.
- Questions around integrity of the installation.
- Loss of confidence from the client.
- Revisit of all the GRC panel elevations in order to identify missing signatures, often resulting in panels being removed in order to undertake inspections causing further delays and costs
- Identification of some fraudulent signatures resulting in disciplinary action.
- Issues with the Fieldview system resulting in signatures being wiped due to software malfunction.

Recommended actions:

- Closer monitoring and control over the progressive assurance of works.
- Ensure each elevation is adequately assured once complete before moving onto the next elevation.
- Ensure an appropriate level of engineering resource is available to carry out assurance checks and R&R's are fully understood.

