Inspection Issue Resolution Protocol

Contractor / Owner has an Inspection Related Issue (Order, Hours, Fee)

- Speak to the Inspector to discuss / resolve the issue

  - Was the issue resolved?
    - Y
    - N
      - Speak to the Inspector’s Supervisor to discuss / resolve the issue
        - Was the issue resolved?
          - Y
          - N
            - TSSA Supervisor to engage additional resources (operations, engineering, supervisors, past inquiries, FMEA, etc...)
              - Was the issue resolved?
                - Y
                - N
                  - Appeal to the Director

Item Remains or is Adjusted per Discussion

Notes:
1. FMEA (Failure Mode and Effect Analysis) by TSSA PSRM Group.
2. Where an issue cannot be resolved using the flowchart an appeal may be made to the Elevating Devices Program Director.