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FAQ: How does ENEFEN report system work?

ANSWER: ENEFEN uses a proprietary on-line database system called PROJECT TRACKER, which produces pre-programmed inspection / certification reports. Our system uses "templates" which are customized for various types of inspections or certifications. Templates consist of "lines", which in turn consist of a question, answer, non-conformance, observation and notes. Each field has a number of preprogrammed drop-downs.

This provides for a very structured approach and thorough preparation for each inspection / certification by first looking at the existing drawings, photos or any information which client is willing to provide us with, then confirming that information during inspection / certification visit.

All together, our system has currently almost 3,000 lines (questions) in it and we are constantly reviewing their adequacy with the changing world of standards and provincial regulations. We have an MOC process to maintain this system. As we encounter new projects and expand our standards scope the number of lines keeps growing. This does not mean that we need to answer all questions for every inspection / certification, but that we can prepare endless number of custom templates for various types of inspections / certifications. This is also how we know precisely how much work goes into each inspection and how we can quote fixed prices for our services.

Our inspections / certification are:

- a) Prepared prior to inspection / certification
- b) Done according to approved customized templates
- c) Done by at least a two person team (field inspector and project analyst) communicating over a Bluetooth headset via a cell phone line during the inspection / certification visit
- d) Documented and traceable – through photos and a voice recording of each inspection / certification
- e) Accredited and audited annually by Standards Council of Canada

The result of our inspections / certifications is unquestionably superior to someone going into the field with a blank piece of paper trying to figure out what it is that he/she is looking at, and doing so often in miserable weather conditions then producing a one page letter basically saying that "all looks good". In comparison, our report is very detailed and approximately 30 pages long.

This approach has been developed by ENEFEN over the last 14 years and has been accredited by Standards Council of Canada (SCC) accreditation. We are currently the ONLY organization in Canada which has a system like this, and which is audited every year by SCC.

The reports produced by our Project Tracker database are shown in the attached diagram of deliverables as blue rectangles. The diagram illustrates the continuum of our Project Tracker logic and how various reports are issued based on specific circumstances of each project. Each report is based on the same database structure and logic but it is progressively more complete.

Initial Review Report (IR) – For Assessments we may issue this report upon completion of the documentation review, shop review or field assessment, ONLY in a situation when there is more information needed to complete the report.

For Approvals IR may be issued only after completion of the initial documentation review PRIOR to field inspection ONLY if there is a customer requested delay between these two activities, OR there is nothing in the field installed to inspect at that point in time.

In Progress Report (IP) - this report may be issued if more information is submitted by the client AFTER an IR report has been issued.

Final Assessment Report (FR) - If we have sufficient information to complete a meaningful assessment and any additional information will not affect the overall assessment result we issue the FR report.

Design Approval in Principle Report (DA) - is ONLY issued in Approval projects and ONLY is a client needs a P.Eng. stamped documentation to proceed with the construction.

Inspection Summary Report (IS) - is issued by email immediately after completion of filed inspection to provide client with a fast initial feedback. The results shown in IS report are not final until AP report is issued.

Approval Pending Report (AP) - is issued in Approval projects AFTER the field inspection is completed and ONLY if one or more non-conformances are discovered. The AP report coincides with our "Yellow Tag" temporary conditional approval plate valid for 30 days.

Proof of Corrections (POC) - are handled by our on-line customer portal where each of the non-conformances mentioned in the AP report can be accessed for uploading photos, documents or description showing that these non-conformances have been fixed.

Appliance Approved Report (AA) - this is the final product of the Approval project when all non-conformances from a "Yellow" plate inspection are cleared, and certificate of conformance and a 6"x8" stainless steel rating/approval plate attached. FA report is automatically issued after a "Green Tag" temporary plate inspection. FA report signifies a successful completion of an approval project.

Major Non-conformance Report (MD) - this report is issued only in rare cases when an appliance is found to create an immediate hazard to personnel, infrastructure, process or environment and should not be used until it is fixed. This report coincides with our "Red Tag" temporary inspection plate. A POC process and another field inspection is needed to return this project to a regular field approval status.

Of specific interest are two rectangles shown in the diagram in pink. We call them "bridges". Both were developed in response to clients' suggestions on how to simplify our projects and reduce their cost.

First there is a **Bridge of Assessment to Custom Approval or Certification** – it is used in situations where our client is unsure of the state of conformance of their appliance / product and decides to contract us to do a non-binding assessment. When we find during inspection / certification that such appliance / product is either fully conformant or close-to-conformant, we offer our client an option to approve / certify it right away without a need to open another approval / certification project. In this case we "bridge" an existing assessment project to approval / certification project during the inspection. At the end of the project client receives an AA report. The price of the project is adjusted up accordingly by the difference in price of the two services.

Secondly, there is a Bridge of Approval Project to Field Assessment – it works in reverse to the first "bridge", and is used in situations where client believes that his appliance / product is conformant and contracts us to conduct an "official" approval / certification. When we find during the inspection that this is not the case and the appliance / product needs major modifications we would normally apply a "Red Tag" indicating that the appliance cannot be used. However, if we feel that such appliance does not create an immediate hazard and has been used in its existing condition for a long time (is proven in use) we offer our client an option to "downgrade" the project from "official approval / certification to a non-binding assessment ending with an FR report. The price of the project is adjusted down accordingly by the difference in price of the two services.

**ENEFEN FIELD APPROVAL / SPECIAL INSPECTION / CERTIFICATION / ASSESSMENT PROJECT DELIVERABLES
REV 6**

Field Approval / Special Inspection / Certification Deliverables:

- CONFORMANCE REPORTS
- IR - Initial Review Report
- IP - In Progress Report
- DA - Design Approval in Principle Report
- IS - Inspection Summary Email
- AP - Approval Pending Report
- POC - Proof of Corrections
- AA - Appliance Approved Report
- MD - Major Non-Conformance Report

Assessment Deliverables:

- ASSESSMENT REPORTS
- IR - Initial Review Report
- IP - In Progress Report
- IS - Inspection Summary Email
- FR - Final Assessment Report

