
Installer Daily Reporting Progress Issues

1.0 Objective & Scope

The objective of this procedure is to ensure that field installers consistently document and report all daily progress issues, including site conditions, delays, material shortages, and any other obstacles affecting the installation timeline. This SOP applies to all lead installers and field technicians responsible for on-site work and reporting through SiteQueue.

2.0 Required Equipment & Tools

- Mobile tablet or smartphone with SiteQueue application installed and logged in
- Reliable internet connection (cellular or site Wi-Fi)
- Digital camera or device camera for photo documentation
- Standard field PPE (hard hat, high-vis vest, steel-toed boots, gloves, safety glasses)
- Notepad and pen for backup notes (optional)

3.0 Site Safety & Hazard Assessment

- Conduct a site-specific hazard assessment upon arrival, noting any trip hazards, overhead obstructions, or active machinery.
- Ensure all PPE is worn at all times while on site, including in client-occupied areas where hazards may exist.
- Report any unsafe conditions immediately to the site supervisor and document in SiteQueue before proceeding.
- Maintain clear communication with the site contact regarding any changes in work area or access restrictions.

4.0 Step-by-Step Execution Procedure

1. Upon arrival at the job site, check in via SiteQueue by selecting the active work order and confirming your arrival time.
2. Perform a visual walkthrough of the installation area and document any pre-existing conditions (e.g., damage, debris, incomplete prep work) with at least two photos.
3. If any material shortages or incorrect items are identified, immediately log the issue in SiteQueue under the 'Progress Issues' section, specifying the part number, quantity missing, and impact on schedule.
4. For any delays caused by site conditions (e.g., no power, blocked access, weather), create a progress issue entry with a detailed description and estimated delay duration.
5. Throughout the day, capture time-stamped photos of completed work stages, any issues encountered, and the overall site status at end of shift.
6. At the end of each workday, open the daily report in SiteQueue and complete all required fields: hours worked, tasks completed, materials used, and any outstanding issues.
7. Attach all relevant photos to the daily report, ensuring each image is labeled with a brief description (e.g., 'Pre-install wall condition', 'Material shortage - trim pieces').

8. Review the progress issues list and update the status of each item (e.g., 'Resolved', 'In Progress', 'Escalated') with notes on any actions taken.
9. Notify the project manager or dispatcher via SiteQueue's messaging feature if any critical issues require immediate attention or escalation.
10. Obtain a digital signature from the client or site representative acknowledging the day's progress and any reported issues.
11. Submit the daily report in SiteQueue and confirm that the submission was successful by checking the work order status.

5.0 Verification, Sign-off & Reporting

1. Verify that all required fields in the daily report are complete, including hours, tasks, materials, and issue logs.
2. Ensure all photos are uploaded and clearly labeled; retake any blurry or irrelevant images.
3. Confirm that the client or site representative has signed the digital sign-off form in SiteQueue, acknowledging the day's work and any issues.
4. Review the progress issues list for any items that need to be carried over to the next day and update their status accordingly.
5. Send a summary notification to the project manager and dispatcher via SiteQueue, highlighting any critical issues or schedule impacts.
6. Close the daily report in SiteQueue and confirm that the work order reflects the latest progress and issue status.

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