



Implementing a QA Manager Mobile Application for Gas Construction Quality Assurance

AKA Gas Construction QA Inspections in Your Pocket

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Liberty Utilities

Peter Chivers

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www.iRestoreApp.com



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www.northeastgas.org

NGA Fall Operations Conference (Virtual) October 8, 2020 DAY 1 TRACK D 9:30amET

Speakers



Peter Chivers
Engineer III
Liberty Utilities



Paul Shea
Program Manager, QA
Liberty Utilities



Deepak Swamy
Founder & CEO
iRestore



Heath Lynch
New Construction Supervisor
Liberty Utilities



Amos Barnes
QA Inspector for
Liberty Utilities
Fmr Director (Retd) **SCG**



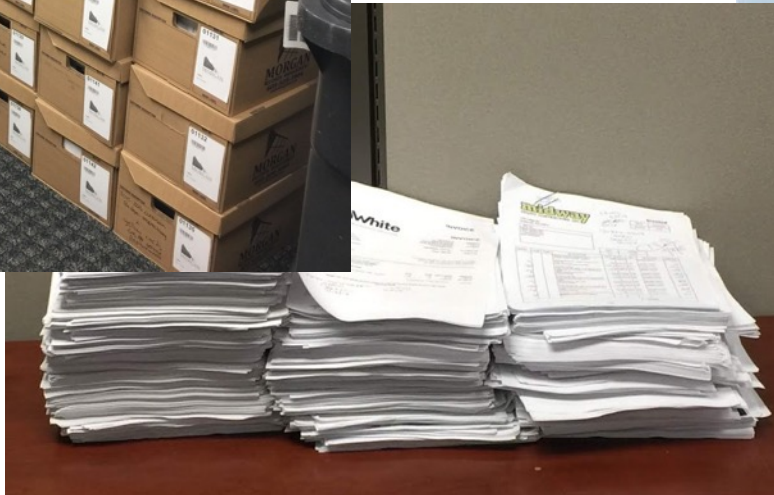
QA Process Then



*Heavy Burden of
Data Entry &
Compilation*



Copying, Scanning, Printing



Paper Inspection Forms Documenting Construction Jobs



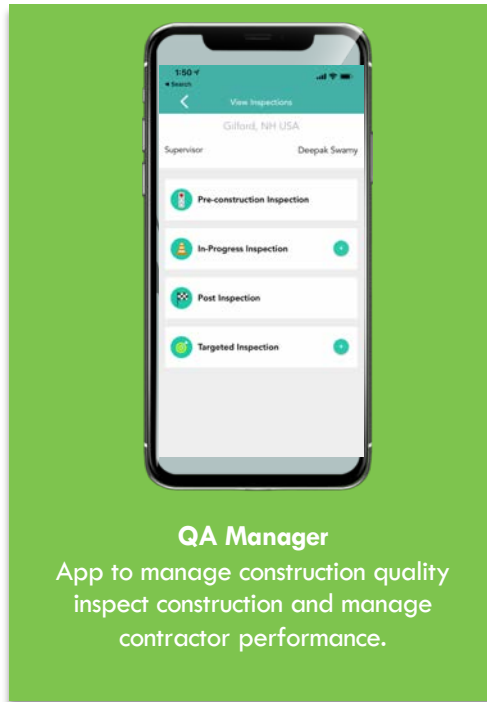
Data Entry / Excel Macros

QA Inspections Now: Managing Results



Paul Shea
Program Manager, QA
Liberty Utilities

“Having that information coming back from our inspectors in real time has been a tremendous benefit. This app has been life-changing for me,”



Job Detail

Inspect Deficiency Contract

Inspection

Info Logs Footage Details

Date Created: 08/16/2019

Job Name: 2 CROSS MILL RD, FRANKLIN

Job Number: 401947-37670

Address: 30 Tilton Rd, Tilton, NH 03276, USA

Division: North

Description: Install 2" PL Main of approximately 140 ft on Cross Mill Road, Tie into 8" CS main on central st. And install service 1" PL at 2 Cross Mill rd.

Job Status: Completed

Liberty Utilities

- Damage Reports
- Yellow Cards
- QA Manager
- CP Manager
- Manage Users
- Manage Roles
- Manage Notification
- Manage Subscription

Quality Rating	Total Inspections	Active Jobs	Completed Jobs	Avg Main Install Rate
4.9 / 5	159	2	1	122,098 Ft/Day
0.0 / 5	0	0	0	0 Ft/Day
0.0 / 5	0	0	0	0 Ft/Day
4.9 / 5	27	0	5	101,646 Ft/Day
4.8 / 5	343	1	6	149,847 Ft/Day
5 / 5	427	2	15	105,132 Ft/Day

QA Program Focused on Pro-Actively Managing Contractor Installation Results, Quality & Performance

The iRestore QA Manager System

Enables access across multiple devices



Office-based Supervisors

Access app user portals on laptops or desktops.



Admin Users

Web portal to administer apps & users



Field Users

Native iOS & Android Apps.

Documenting Inspection of Construction Jobs

Real-time, auto-updating "scorecard" view of contractor performance

Annotated Photos

Each job can be documented with an unlimited number of geo-tagged photos

1

Manage Contractor Performance

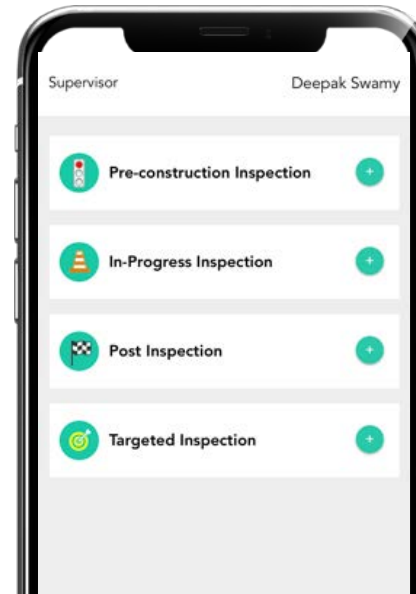
Auto-generated contractor scorecard with real-time view of contractor performance

2

Footage Capture

Inspectors capture footage installed and pavement patch dimension

3



4

Custom Targeted Inspections

Ability to create and make live custom targeted inspections

5

Customized Notifications

Real-time information flow and faster responses to problems

6

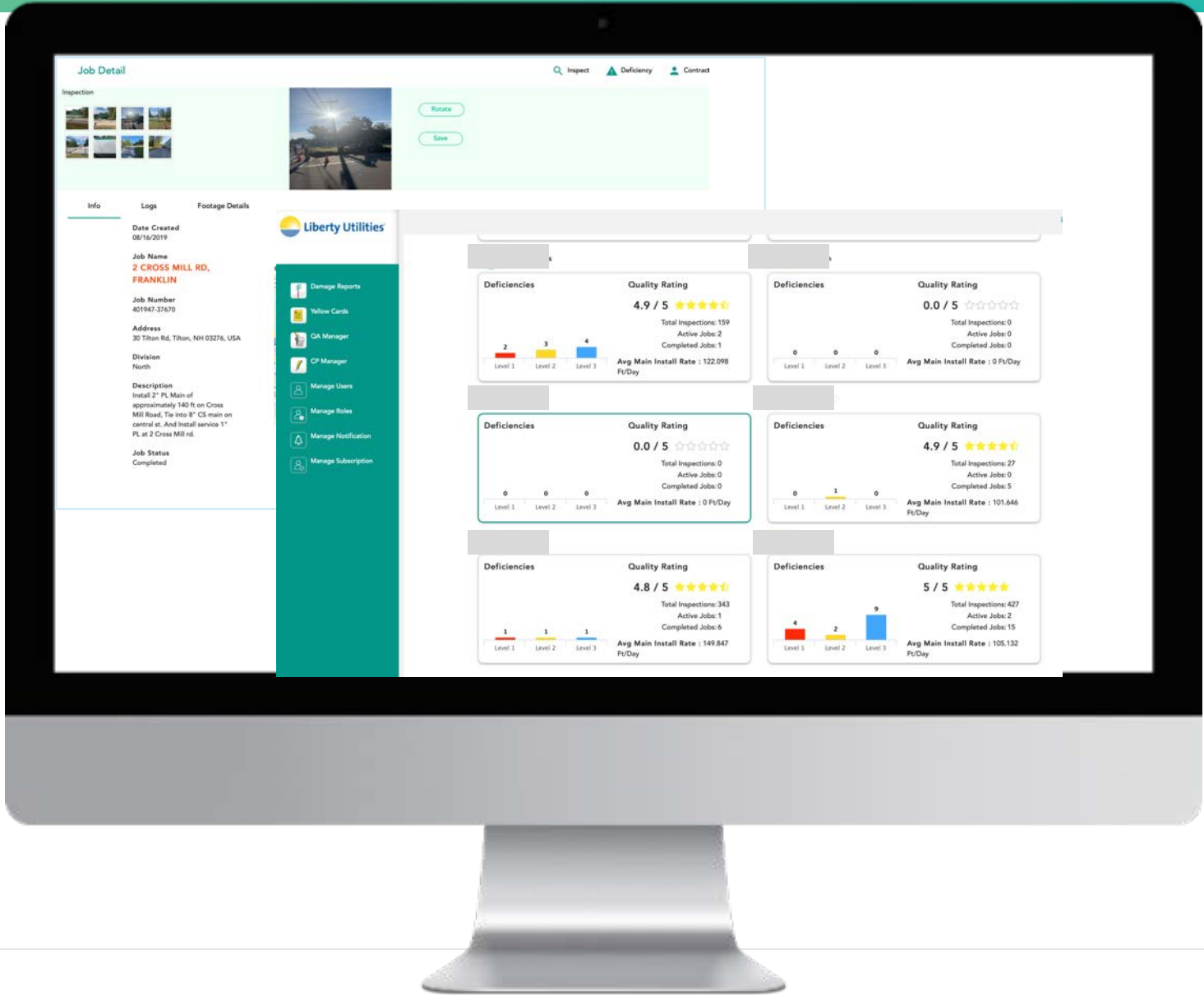
Easy-to-use app

streamlines data entry from field inspectors

QA MANAGER

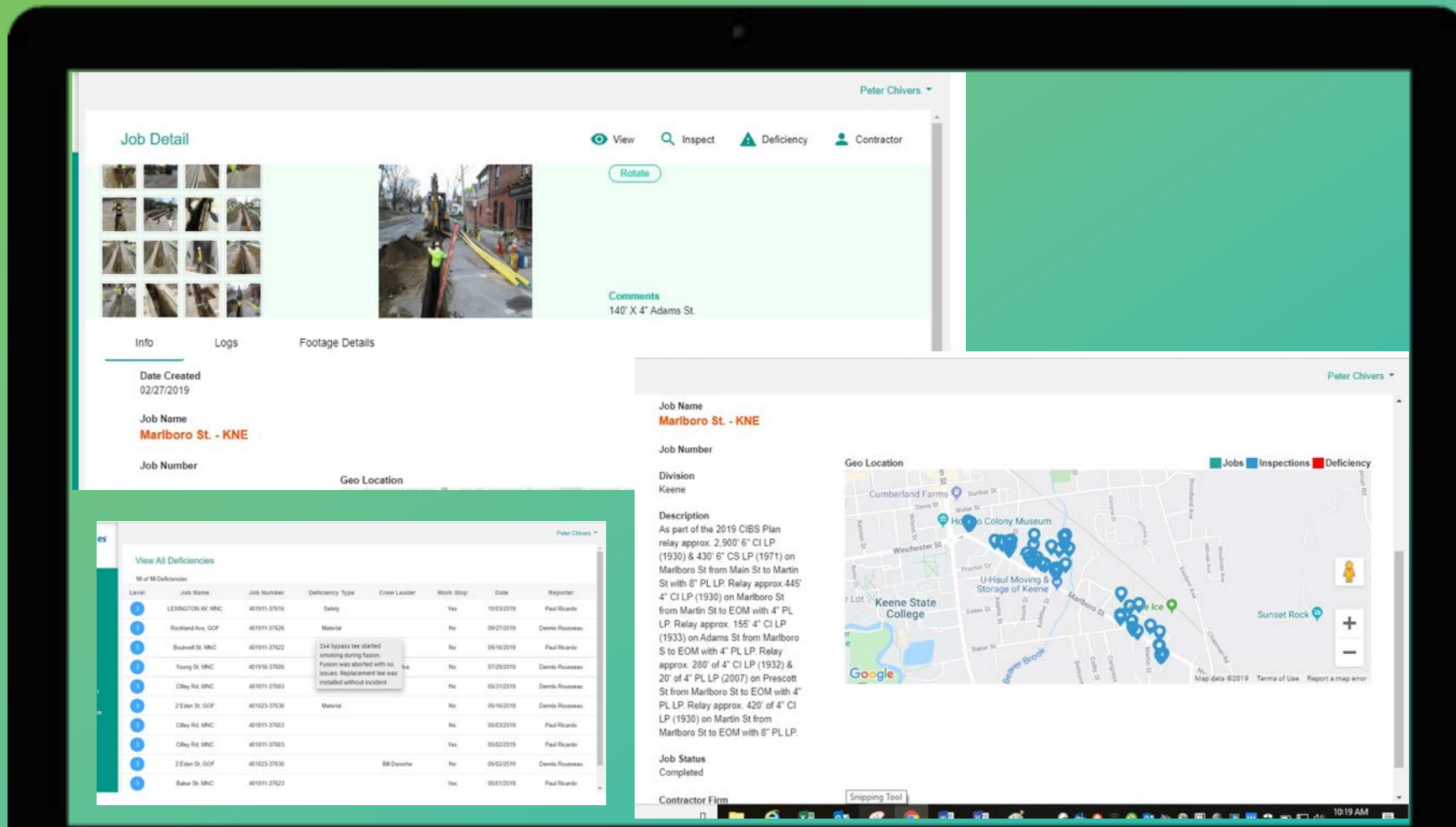
App with electronic checklists and geo-tagged photos

QA Manager in Action



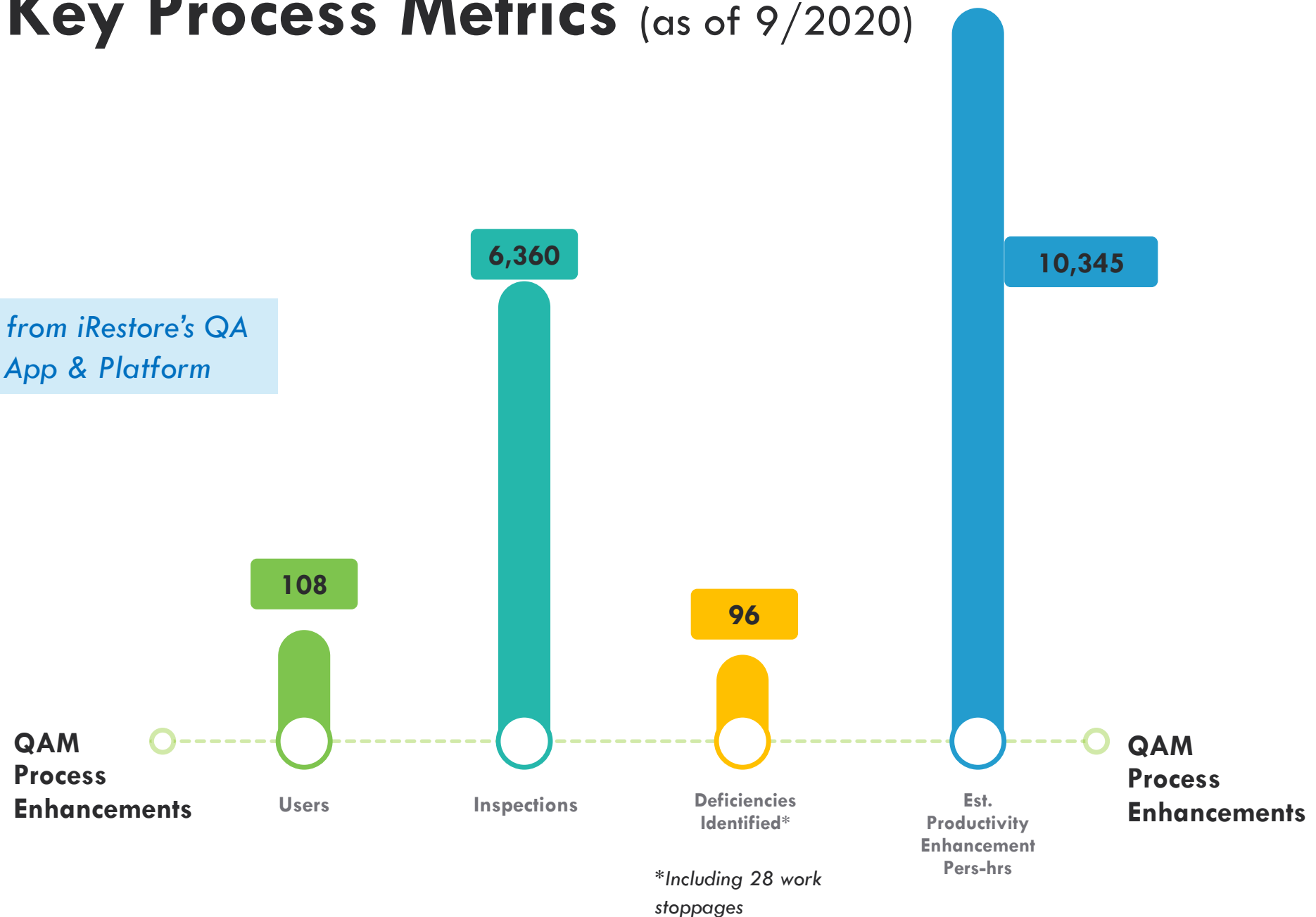
QA Manager in Action

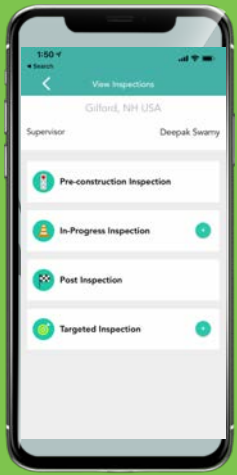
Portal Screenshot(s)



Key Process Metrics (as of 9/2020)

Early Results from iRestore's QA Manager App & Platform





QA Manager

App to manage construction quality
inspect construction and manage
contractor performance.



Gas Construction QA Inspections *in Your Pocket*

User Anecdotes & Lessons Learned | Ongoing Partnership | Q&A