

Oasis Fiberglass Inspection Flyer

Imagine that you are building a home. You get up early and head to the jobsite with a plan of how your day is going to go. A Lee Supply delivery truck shows up with the Oasis fiberglass tub shower you were going to install first thing. When you unload it you realize it's dirty and damaged. Your day has just been de-railed.



This situation has happened and it can cost us customers and reputation. It's also something that could easily be prevented. This flyer is intended to re-visit some best practices and handling tips for Oasis fiberglass.

Storage and Cleaning:

If possible, all Oasis fiberglass should be stored in a roofed area. It is a good idea for all branches to re-evaluate where your Oasis is being stocked. Is it in a place it can be damaged by rain or snow or hit by a car? Can grass, dirt or trash be blown into it by the wind? If so it isn't in an ideal location.

Every so often all Oasis units need to be inspected for damage and cleaned. Ideally this should be done once a quarter. All the trash should be cleaned from them and they should be sprayed down and cleaned of any dirt. If units are damaged they need to be temporarily written out of inventory, repaired, and written back in. Without adjusting damaged product out of inventory customers and Order Entry Teams have no way of knowing it is damaged.

Pre-Delivery Inspection:

The same process as above should take place for each Oasis tub or shower before it is shipped. It should be cleaned of any trash, washed down if dirty, and inspected for damage. If it is damaged the customer should be notified immediately. Each unit should have an "Inspected By" sticker placed on it with the Order Puller's initials. These have been put in UPS to each of the branches today.

In many cases a flash light needs to be used to identify skuff marks or chips in the finish. This is especially the case for orders pulled before the sun is up. Each branch should have one of these available for their Order Pulling Team.

Repair Process:

If an item is found to be damaged and looks like it can be repaired it should be taken out of inventory. Then you can call a fiberglass repair company to fix it. One preferred company is CFR out of Martinsville. The phone number is 765-352-8625. Doing regular inspections will help avoid issues and keep inventory clean. It will also cut repair costs. Due to dust conditions and job activity, repairing fiberglass on the job during rough in is something that repair agencies don't want to do. The repair costs will be lower with multiple units and/or less travel for the repair agency at a branch.

Transferring:

The same process should take place on Transfers. Product should not be shipped without being cleaned and inspected as if it were going to a customer.

Next Steps:

The first next step is to re-evaluate where your Oasis is stored, inspect it, clean it, and repair any damaged inventory.