



Demystifying the ATFA Inspection System.

Randy Flierman, ATFA CEO.

It is never lost on me that ATFA was created back in 2005 to improve workmanship and professionalism in the timber flooring industry – and we’ve come a long way in that time! Licensing is one such measure, though that relies on governments wanting to play ball – at the moment, there is not much change on that front; ATFA continues to negotiate improvements and changes with multiple jurisdictions.

Other cornerstones to improving industry conditions included (and still include) various training options. Over the past near 18 years, thousands of members have undertaken ATFA training – a testament to members wanting to be better. A third cornerstone was and still is, industry standards and technical information. Members will know this has always been your number one request of ATFA and there’s now lots of it – now there is rarely an aspect that ATFA doesn’t have literature on. ATFA’s industry standard manuals are highly regarded and regularly updated, making them second to none.

And of course, that other cornerstone – Inspections. Considered by some as a necessary evil, it is rare these days that a member falls foul of an inspection. The notification system flags to members that their work is under review (though often it may be an environmental issue or product related); as such members get a chance to consider a solution, if warranted, or agree to address the outcomes of the report findings. On occasion a member takes umbrage, and we certainly understand that most are protective of their work.

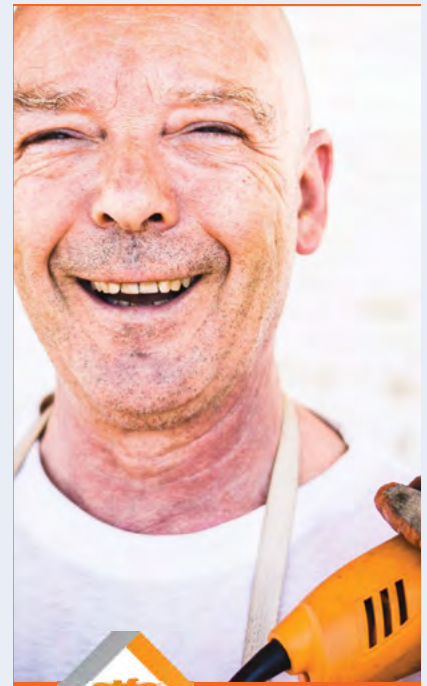
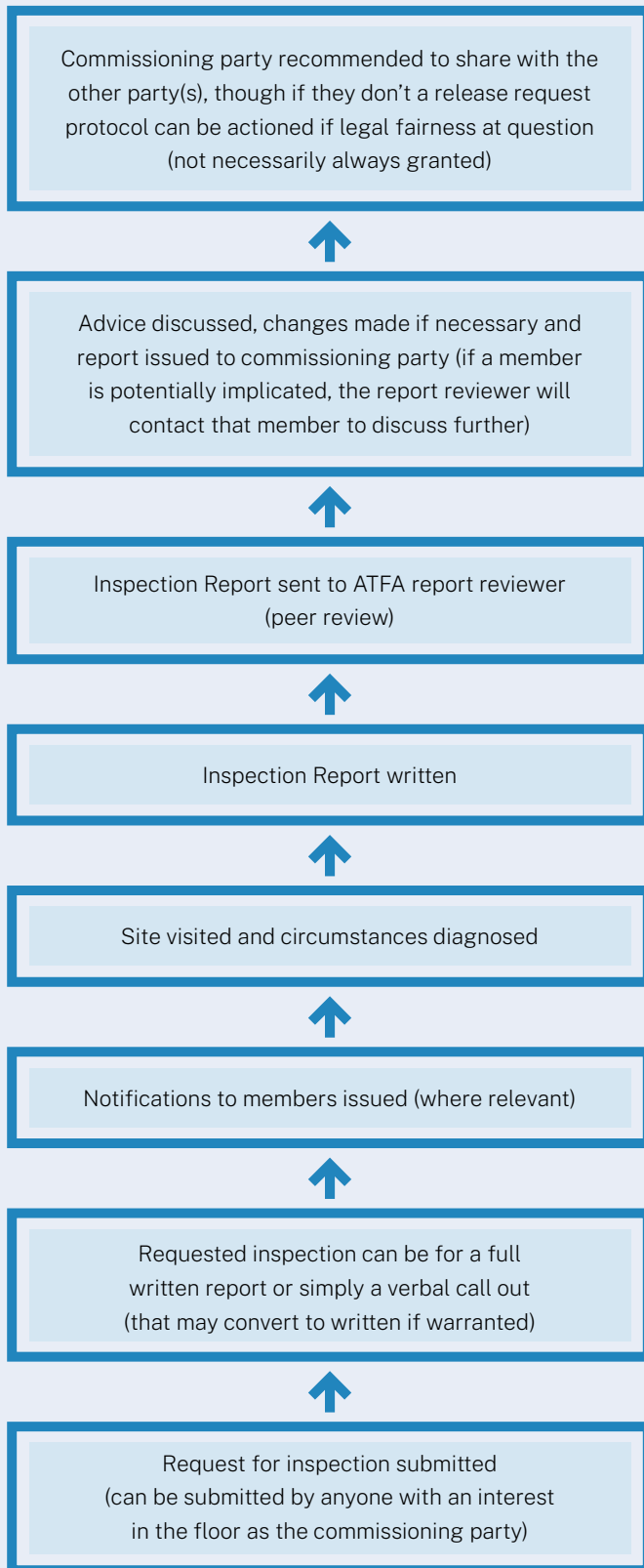
ATFA, as Quality Assured under ISO9001, has a commitment to continued improvement. As this publication comes to you, ATFA has just conducted another major review of the full ATFA

inspection system. One new attribute being added to the system that benefits members, is a second stage process to contact a member where the work or product may be under scrutiny. This second contact will be made by the inspection report reviewer (not the inspector, who initially made contact). With the benefit of further time, it will have provided the member opportunity to give the circumstances more thought and potentially additional information to further inform the report. It’s also a process that helps the member understand the concerns raised, and hopefully come to terms with what needs to happen next.

From an internal perspective and within our inspector network, the system and procedures are quite complex – and they need to be, we’re dealing with livelihoods and expensive projects, that often have legal consequences.

Here’s a basic schematic of how the inspection system functions:

Behind the scenes, Inspectors work within ATFA’s inspector portal; inspectors meet quarterly to work on standardisation and support procedures. Likewise, the Reviewer teams meet regularly, working to identify areas of improvement. **i**



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