

TECHNICAL SPECIAL INFORMATION 19

Object log

Initial situation and tasks

Since January 01, 2001, the liability periods for material defects have been drastically increased (to 2 or 5 years) as part of the reform of the law of obligations. The same applies to the amendment of the VOB (to 4 years). With these changes the rights of the consumer were clearly strengthened. Since then, the entire supply chain - from tradesmen to wholesalers to industry - has been much longer and more intensive. As a result, liability risks have increased. This fact should be taken into account through increased care and preventive measures.

In this spirit, the CTA dealt at an early stage with the question of what consequences this would have for our trade customers and how we in turn could advise and support them. As a result, the object protocol was developed, which CTA members make available to their customers free of charge as a service.

Valuable as checklist and document

The central idea of this new standard form is therefore to provide assistance and the best possible security for our trade customers and to ensure that any complaints are handled as smoothly as possible, even if the products were processed years ago.

As in the past, some points in complaints must be answered without any doubt so that a technical evaluation and examination of the problem by the seal supplier is possible in the first place. Indispensable are for example the identification of the used products with batch number, processing date, structure, etc.. Other information such as the exact construction site conditions, type of processing, etc. can be very useful or necessary for assessing the cause of the damage, depending on the circumstances. All these points are queried here in the CTA object protocol in the sense of a checklist. The great advantage of this query is that nothing essential is forgotten, which can usually no longer be clarified beyond doubt afterwards.

Also the important question about the handing over of a care instruction is queried here and can be documented here and confirmed with the signature of the employee - an important means of proof for the parquet layer in case of dispute.

Back as questionnaire for complaints

Questions are printed on the back of the object protocol and must be asked additionally in the event of a complaint. Here, too, the checklist prevents you from forgetting essential information when reporting a complaint. In the event of a complaint, the easiest way is to photocopy the completed original object protocol for your own records and send it to the supplier.

The protocol, an element of quality assurance

Of course, such a protocol is also an excellent, general element of quality assurance to improve the quality awareness of the employees and to document and control the quality requirements on the part of the company. This is also a good sales argument and can help in establishing adequate pricing.

Only consistent implementation guarantees success

The careful completion of the object protocol is connected with a certain expenditure of time and requires self-discipline. Therefore it will not be easy here and there to introduce this innovation and to motivate the employees accordingly. But even today, certain notes on work slips etc. are often made. Documents are made, which are then only "shifted" to the new form.

One can also assume that the object protocol and its regular completion will become more and more routine and will then run along without much additional effort. Important here would be a clear instruction to the employees and a control of the complete completion, especially shortly after the introduction. Accordingly, positive experiences have been made with the filling in of screed test reports, which have become a matter of course after the introduction phase. A good explanation and persuasion for the employees and the passing on of the above mentioned arguments should be the key to a successful motivation and implementation.

CTA form as proposal and offer

Of course, this form in its concrete form is a well thought-out instrument that we offer our customers free of charge in sufficient quantities. It is an offer, a suggestion and not a "must" in exactly this form. It is and remains the free decision of the parquet master, whether and in which form he uses it or alternatively comes by another organization or his own procedure to the same result.

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However, in view of the more stringent legal situation, a procedure should be binding in every company in order to avert damage to the company.

The warehouse organization also has to be right

Another important element of quality assurance should not go unmentioned here. It is the necessity of orderly warehouse management in the sense of ensuring the first-in-first-out principle. This means that what enters the warehouse first has to be removed first or that older batches are consumed first before younger batches are used. Furthermore, it is important to ensure that storage stability times and the problem of overstocking are taken into account. The industry is obliged to indicate the production date and the product-specific storage stability as well as the batch number on each container. The times indicated there, usually expressed in months, are based on proven experience and tests. However, these times are based on regular storage conditions or as it is called "stored cool and dry, in unopened original containers". Observance of these data results in technically safe, i.e. timely consumption of the material. The use of superimposed goods is inevitably at the risk of the user and cannot be blamed on the supplier or manufacturer.

Professionalism, quality and risk reduction as goals

With the sum and careful implementation of these or similar measures of your choice, you ensure that your company stands for maximum quality and professionalism and that you master the unavoidable legal circumstances with the lowest possible risk. As has been customary for decades, CTA wants to make its contribution to this and wishes its customers "masterful quality" and good success in the interest of all those involved in the trade.