



Deficiency Cleanup Process



Deficiency Cleanup

Last Updated: 10/22/2025

Purpose

A well-executed deficiency cleanup process ensures that all identified issues from inspections are systematically addressed, resolved, and verified. This step is essential for achieving substantial completion, complying with contract specifications, building codes, and quality standards, and facilitating a smooth handover to the client while minimizing delays and disputes.

The Project Manager is responsible to capture and resolve all deficiencies found throughout the course of construction, and in particular following final inspection. The Project Manager is responsible to assign these deficiencies to the appropriate party who will be responsible for correcting them.

All deficiencies are to be logged and tracked in Procore for assignment and resolution.

1 Procedure

1.1 Review of Deficiency List:

- Obtain the comprehensive deficiency list from the final inspection or prior walkthroughs, ensuring it aligns with consultant and client inputs
- Prioritize items based on criticality, such as safety concerns, code compliance, or client priorities
- Verify that all items are clearly described, including location, trade involved, and required corrective action

1.2 Assignment of Responsibilities:

- Assign each deficiency to the responsible trade contractor, subcontractor, or internal team member via Procore
- Notify assigned parties promptly with detailed descriptions, photographs, and deadlines
- Coordinate with consultants if specialized input is required for resolution

1.3 Scheduling Corrections:

- Develop a timeline for addressing deficiencies, considering dependencies between trades and project milestones
- Schedule work during times that minimize disruption to ongoing activities or occupancy



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- Communicate the schedule to all relevant parties, including the client and site superintendent

1.4 Execution of Corrections:

- Ensure assigned parties perform the required work in accordance with specifications and quality standard
- Monitor progress on-site or through regular updates in Procore
- Document any changes or additional issues discovered during cleanup

1.5 Verification and Re-Inspection:

- Conduct follow-up inspections for each corrected item, involving Keller representatives and, if necessary, consultants or clients
- Take photographs of completed corrections for before-and-after comparison
- Mark items as resolved in Procore only after verification

1.6 Resolution of Disputes or Delays

- Address any disputes regarding responsibility or scope promptly through meetings with involved parties
- Escalate unresolved issues to project management for decision-making
- Adjust timelines as needed, documenting reasons for delays and mitigation steps

1.7 Documentation:

- Update Procore with status changes, completion dates, verification notes, and supporting evidence such as photos or sign-offs
- Generate progress reports from Procore and distribute to stakeholder
- Maintain an audit trail of all communications and actions related to deficiencies
- Consult the PM Process Guide and the Final Inspections SOP for additional information regarding inspections and Procore



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1.8 Final Close-Out:

- Confirm all deficiencies have been resolved and verify
- Obtain written sign-offs from trade contractors, consultants, and the client
- Archive the completed deficiency list in Procore for project records



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Revision History		
Version No.	Effective Date	Description
1	October 22, 2025	Original Document Created by Peter Jonkman