HSEQ · QUALITY

Quality Defects in Deep Space

From a QR code on site to verified close-out: raising defects in DS Site, managing them in the Defects register, and closing them out with photo evidence.

Open › Assigned › Rectified › Verified › Closed

User guide · v1.1 October 2026 deepspacegroup.ai

1. What this feature does

Quality Defects is where your project defects and punch list items live. Your site team raises a defect on a phone in DS Site, usually by scanning a QR code posted on site. It lands straight in the project's Defects register in the Deep Space web app, where your defect manager pins it to a location, assigns it to the right trade, and tracks it through to close-out.

Every defect carries its photos, the trade and contractor responsible, a priority, a due date, and a time-stamped comment trail. Nothing closes until someone has checked the rectification and signed it off, so you finish the project with a clean, evidenced defects record for the client and for handover.

2. When to use it

- Your supervisors or QA lead spot defects during a walk and need to log them on the spot, with photos.
- A client or consultant walkthrough produces a list of items you need to raise, assign and track.
- You're running practical completion or the defects liability period and need to see what's open, by area and by trade.
- You need evidence that each item was fixed and checked before it closed.

3. Who does what

Role	What they do	Where
Site team (supervisor, foreman, QA)	Scan the QR code and raise defects with photos	DS Site on a phone
Defect manager	Links the location, assigns the trade, verifies and closes	Deep Space web app
Trade / contractor	Rectifies and provides evidence (or your supervisor adds it for them)	Comment on the defect
Project manager	Tracks open, high priority and awaiting verification; exports for the client	Defects register

4. Before you start

- The project is set up in Deep Space, and the people raising defects can log in to DS Site.
- Your defect managers and assignees are users in the workspace, so they can be picked on the form.
- The project's Location Breakdown Structure (levels, rooms, zones) is set up in Project Settings, so defects can be linked to a location.

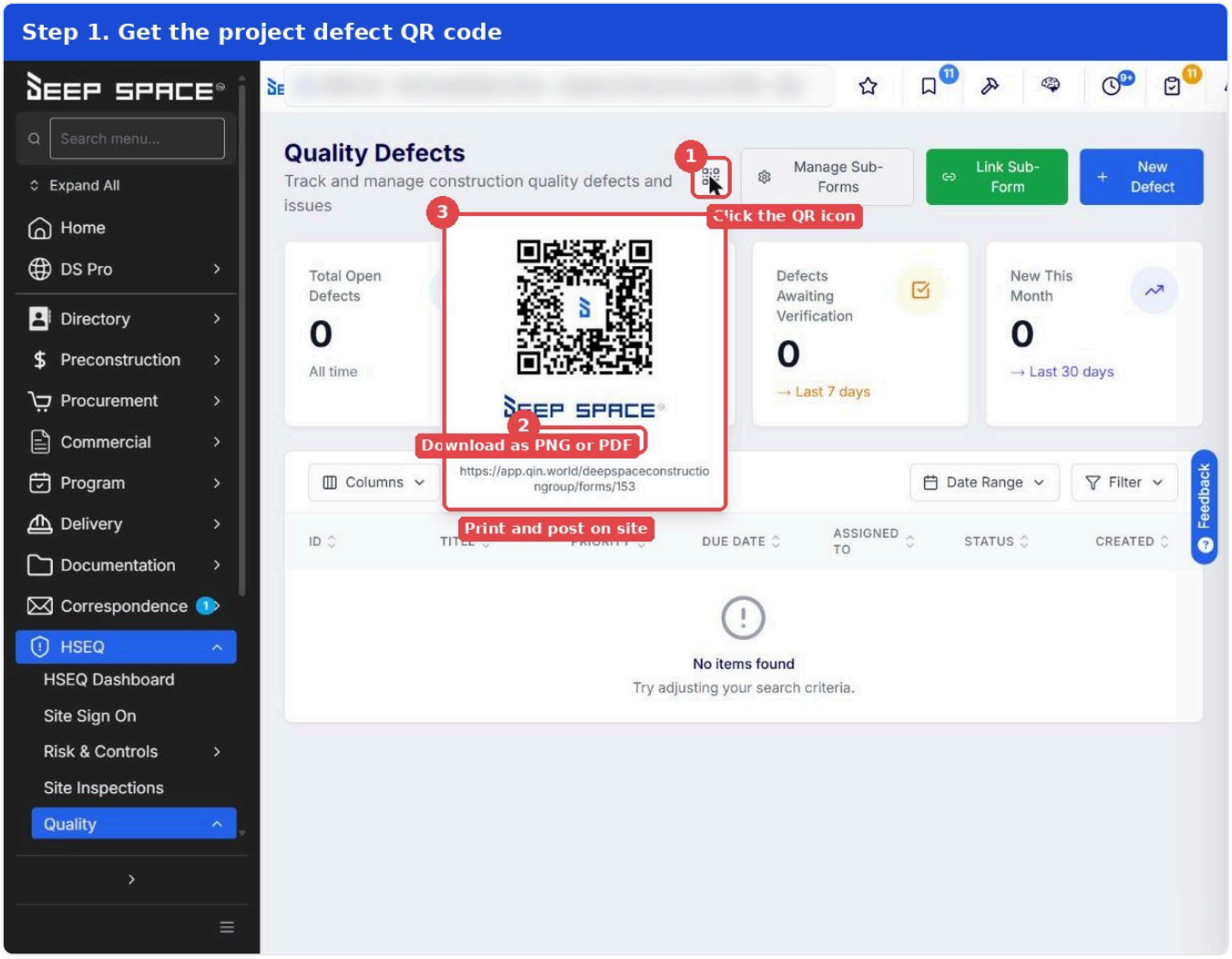
> **The lifecycle in one line:** Open (raised) › Assigned (with the trade) › Rectified (trade says it's fixed) › Verified (your defect manager has checked it) › Closed.

5. Step-by-step guide

Step 1. Get the project defect QR code

Project manager or site manager · once per project

1. In the Deep Space web app, open the project and go to **HSEQ › Quality › Defects/Punch List**.
2. Click the **QR icon** next to Manage Sub-Forms.
3. Click **Download** and save the code as a PNG or PDF.
4. Print it and post it where your team works: the site office, plant rooms, level entries.

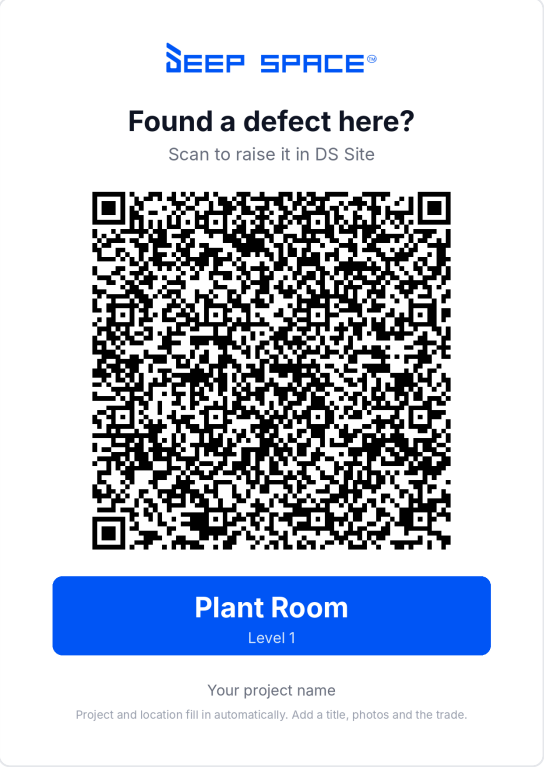


Step 1b. Recommended: a QR code for every location

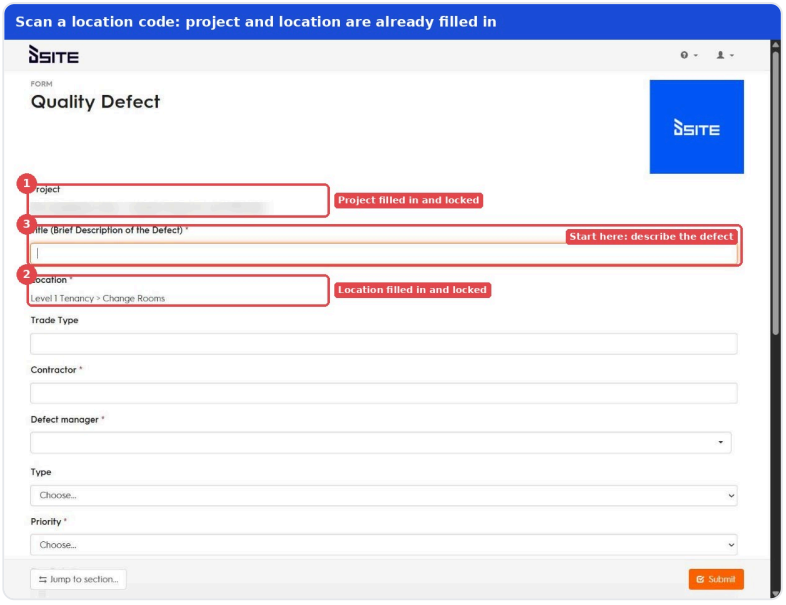
Project manager · once per project, with the Deep Space team

The register's QR code opens a blank form, so the person on site has to pick the project and type the location every time. For a real project, post a QR code **in each area** instead. Each code is a **pre-filled link**: scanning it opens the Quality Defect form with the **Project** and **Location** already filled in and locked, so your team goes straight to describing the defect.

1. Set up the project's **Location Breakdown Structure** (levels, rooms, zones) in Project Settings.
2. Ask your Deep Space implementation team for the **location QR pack**. You get one A4 poster per location, plus an index page, each with the location name printed under the code.
3. Print the posters and post each one in its area: plant rooms, levels, apartments, studios.
4. On site, scan the code in the area you're working in. Add the title, photos and trade, and submit. The location is always right, and you can scan again for the next defect in the same room without re-entering anything.



A location poster. The blue band names the area.



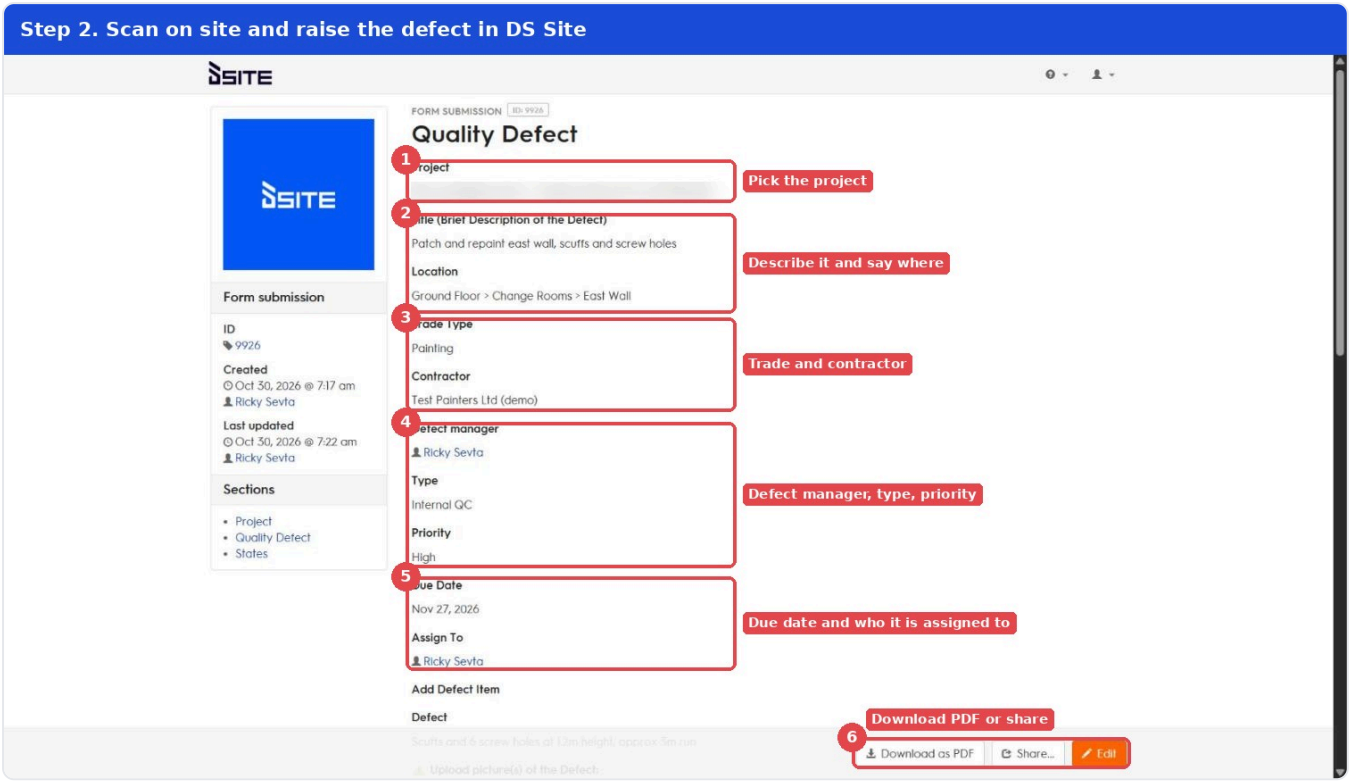
What opens when you scan it.

Good to know: the location names on the posters match your Location Breakdown Structure, so the defect manager can link the same location in Step 6 without guessing. You can also have the codes pre-fill other fields, such as a default defect manager or Type.

Step 2. Scan on site and raise the defect in DS Site

Site supervisor, foreman or QA lead · on a phone

1. Scan the QR code. The **Quality Defect** form opens in DS Site. If you scanned a location code (Step 1b), Project and Location are already filled in, so skip to the title.
2. Pick the **Project**, give the defect a short **Title**, and say where it is in **Location**.
3. Add the **Trade Type** and the **Contractor** responsible.
4. Choose the **Defect manager**, the **Type** (Internal QC, QA Inspection or Client Issue) and the **Priority** (Critical, High, Medium or Low).
5. Set the **Due Date** and who it's **Assigned To**.
6. Under **Add Defect Item**, describe the defect, take or upload **photos**, and set the **Date to be rectified**. Add more items if there are several in the same spot.
7. Tap **Submit**. The submitted defect can be downloaded as a PDF or shared.

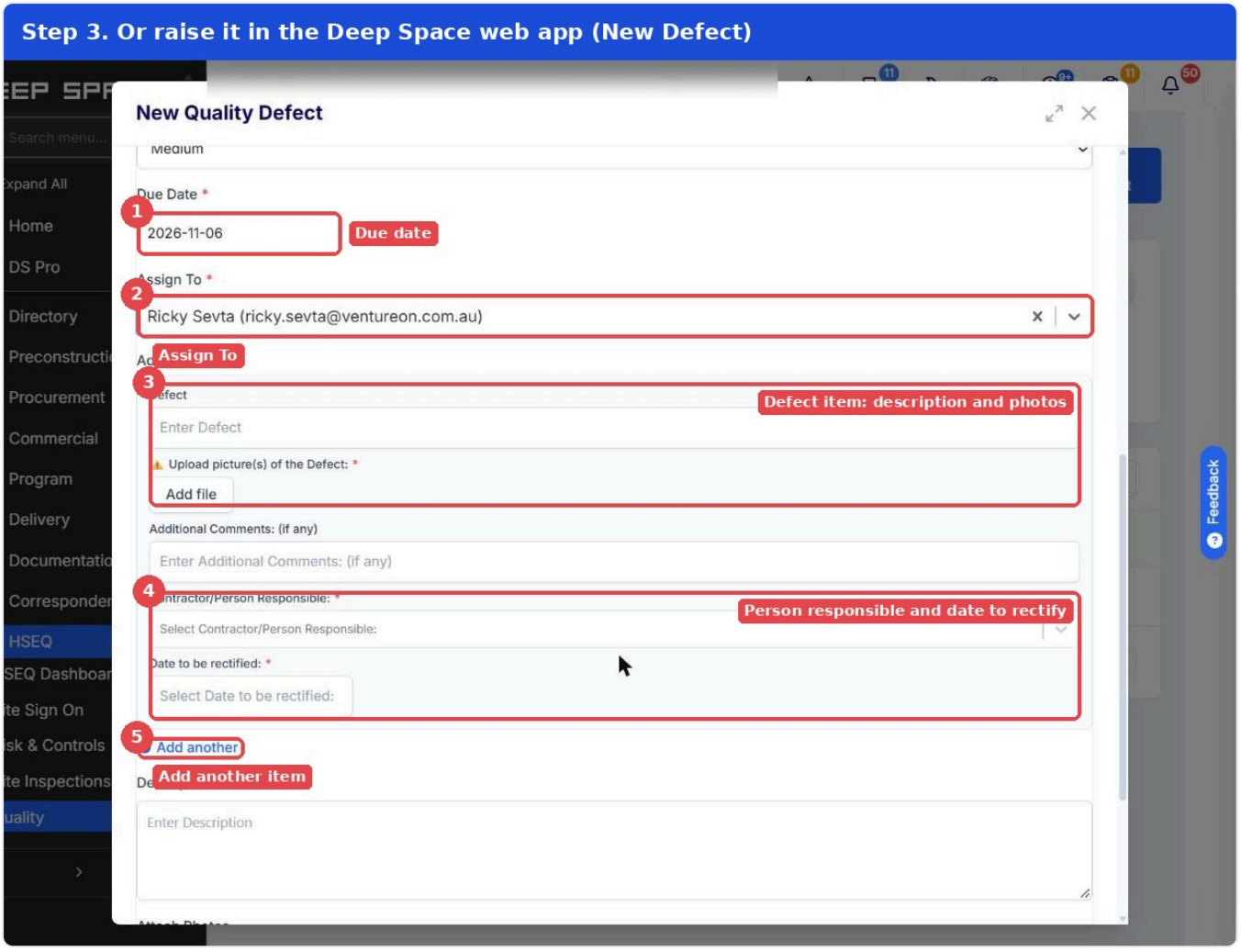


A submitted defect in DS Site.

Step 3. Or raise it in the Deep Space web app

Anyone in the office · for example after a client walkthrough

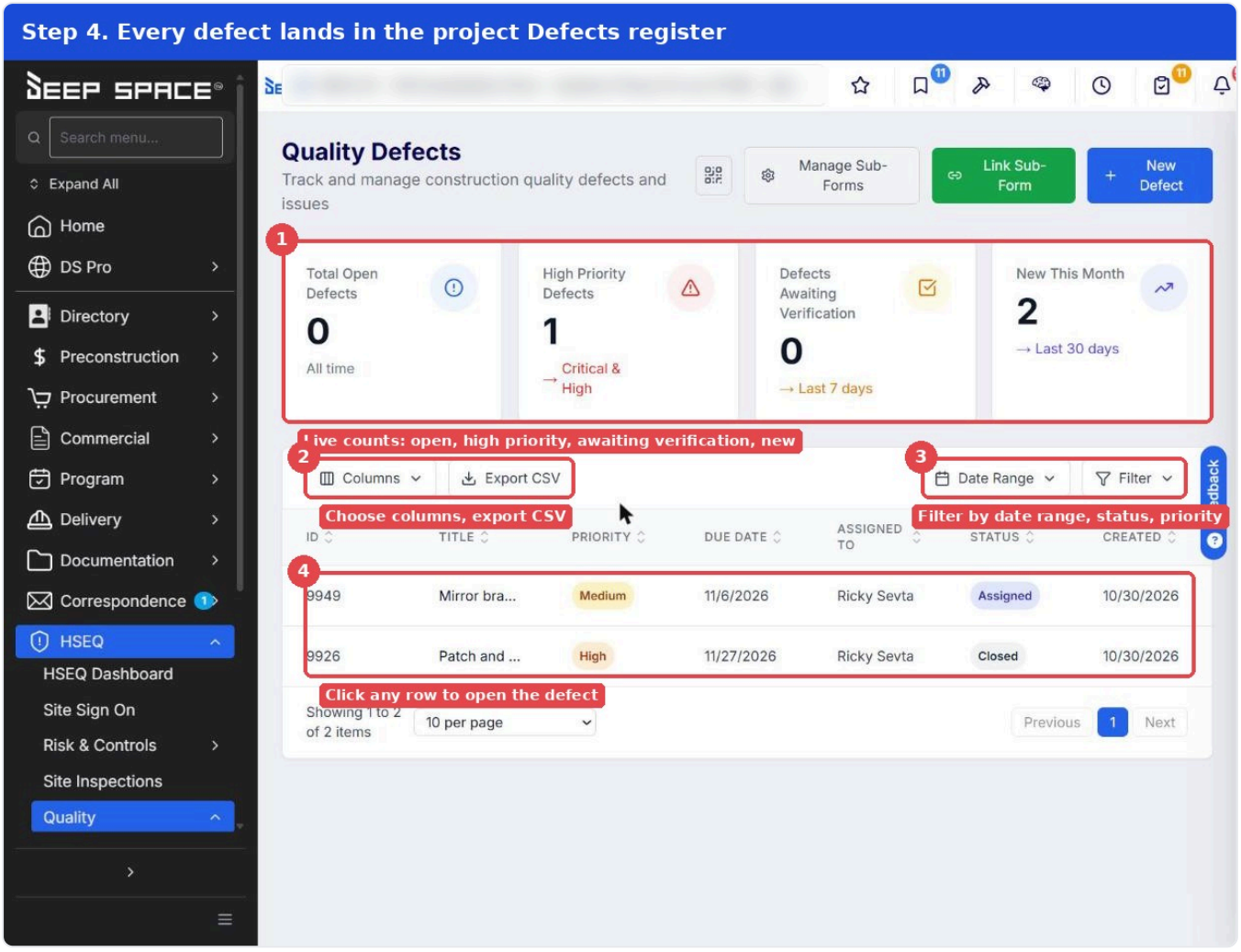
1. On the Defects/Punch List page, click **New Defect**.
2. It's the same form as DS Site, so the fields and the record are identical.
3. Use **Add another** to log several defect items in one go, each with its own photos, person responsible and date. Then click **Submit**.



Step 4. Every defect lands in the Defects register

Project manager and defect manager

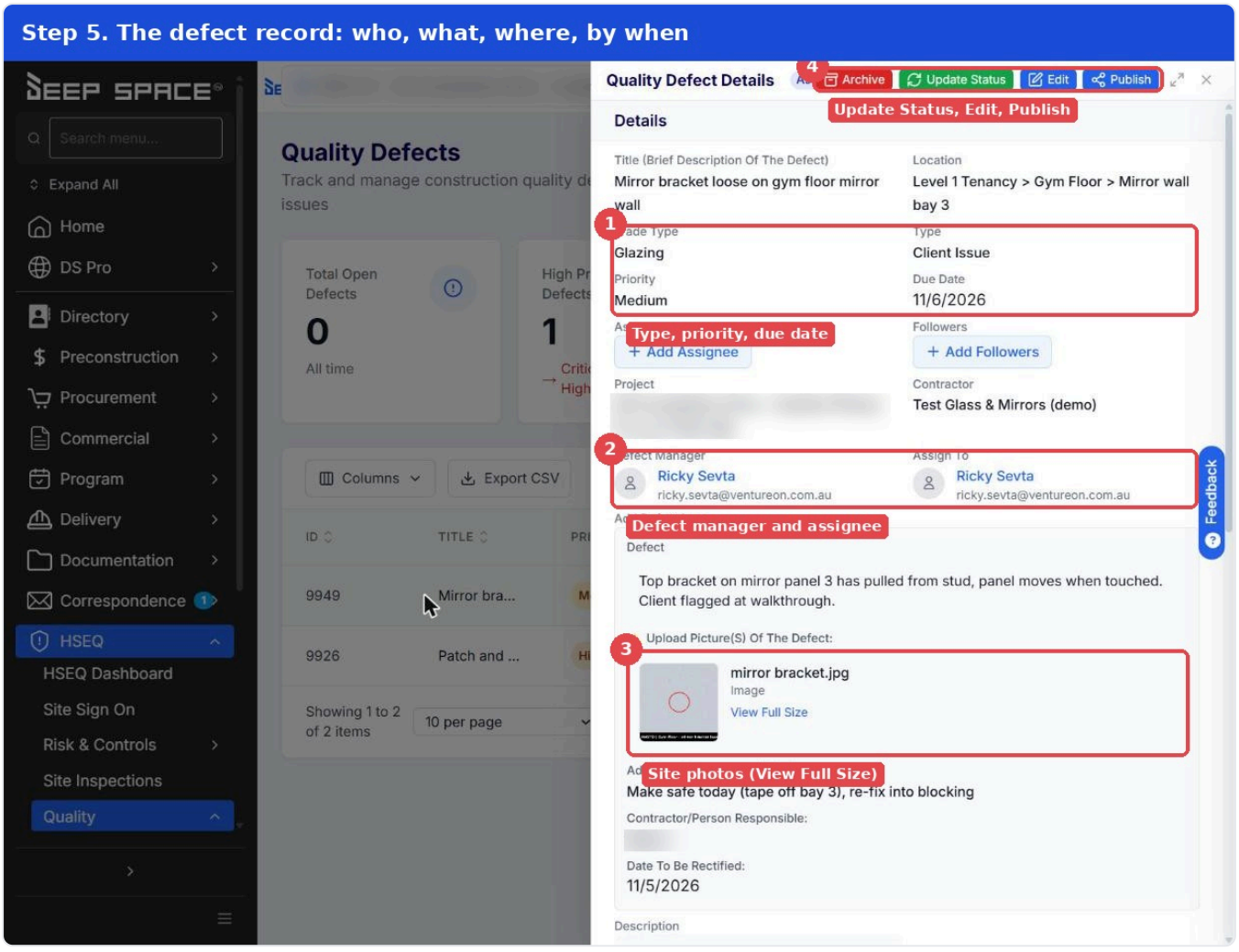
1. Defects appear in the register as soon as they're submitted, whether raised in DS Site or the web app.
2. The tiles across the top give you live counts: total open, high priority (Critical and High), awaiting verification, and new this month.
3. Use **Columns**, **Date Range** and **Filter** to slice the list, and **Export CSV** for reporting.
4. Click any row to open the defect.



Step 5. Open the defect record

Defect manager

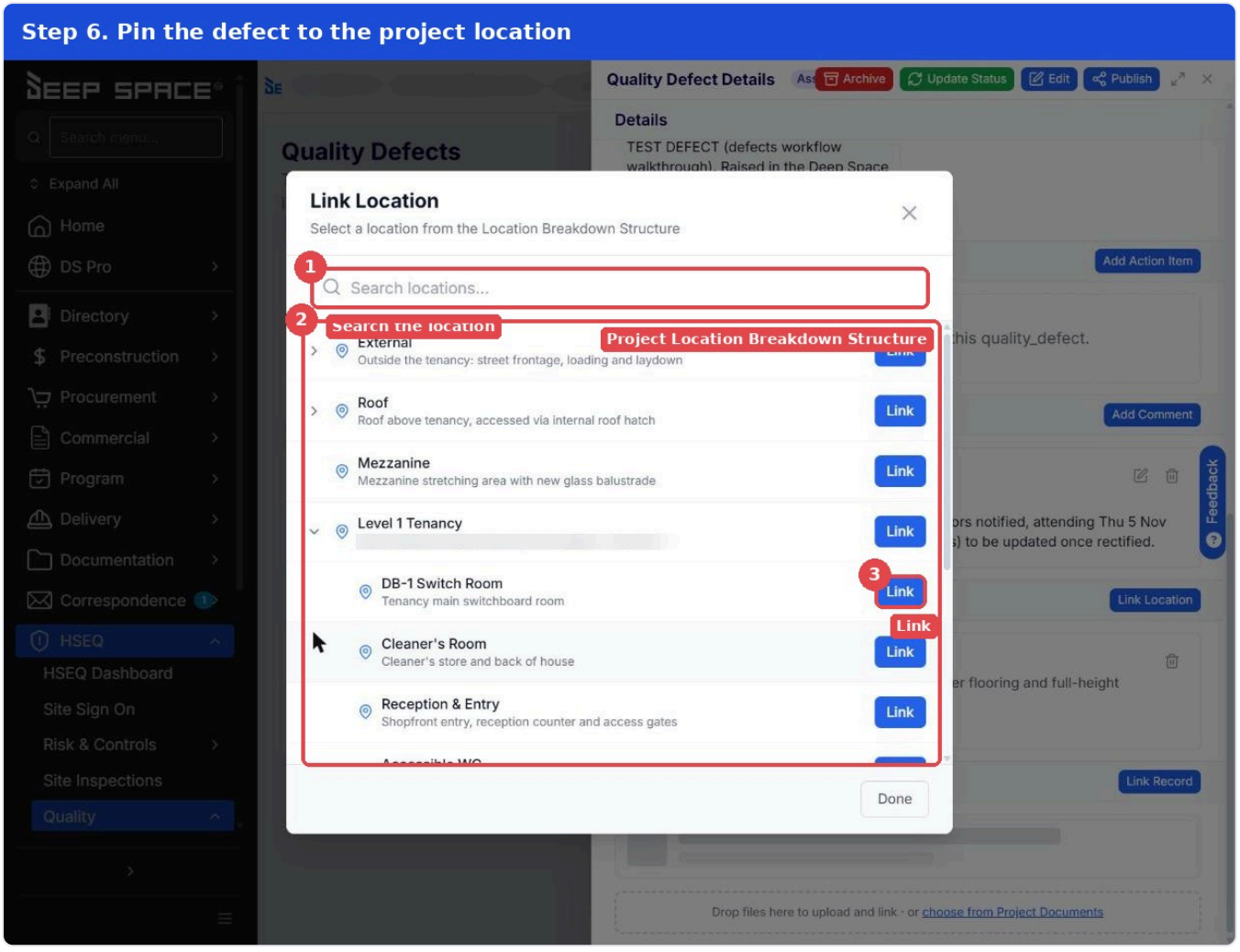
1. Everything captured on site is in one record: type, priority, due date, defect manager, assignee, and the site photos (click **View Full Size** to enlarge).
2. The buttons across the top let you **Update Status**, **Edit** the details, or **Archive** the defect.



Step 6. Link the defect to a location

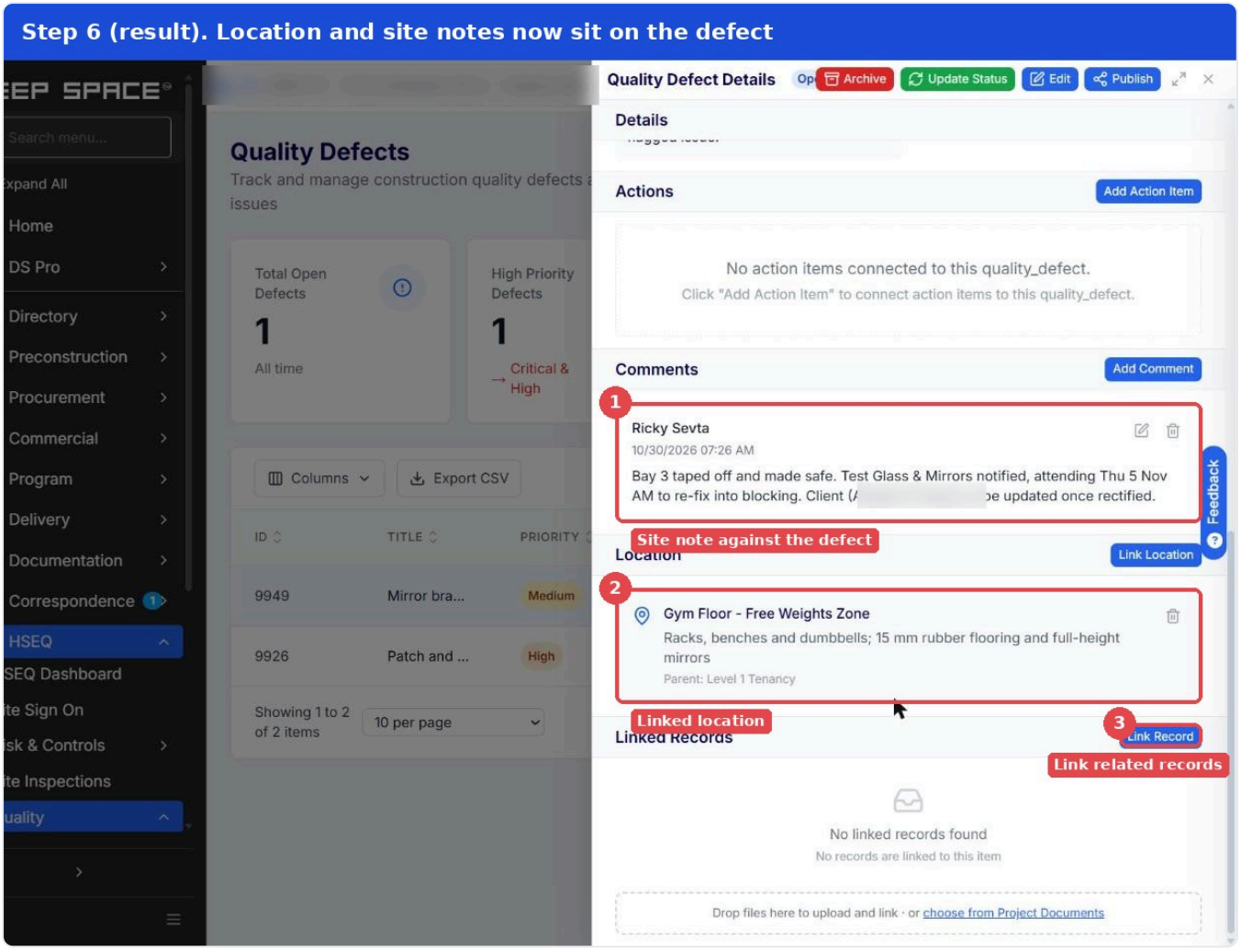
Defect manager

1. In the defect record, scroll to **Location** and click **Link Location**.
2. Search, or expand the project's Location Breakdown Structure, and click **Link** next to the right level, room or zone. Click **Done**.
3. The linked location now shows on the defect. This is what lets you review and close out defects area by area.



Step 6 result. Location and site notes sit on the defect

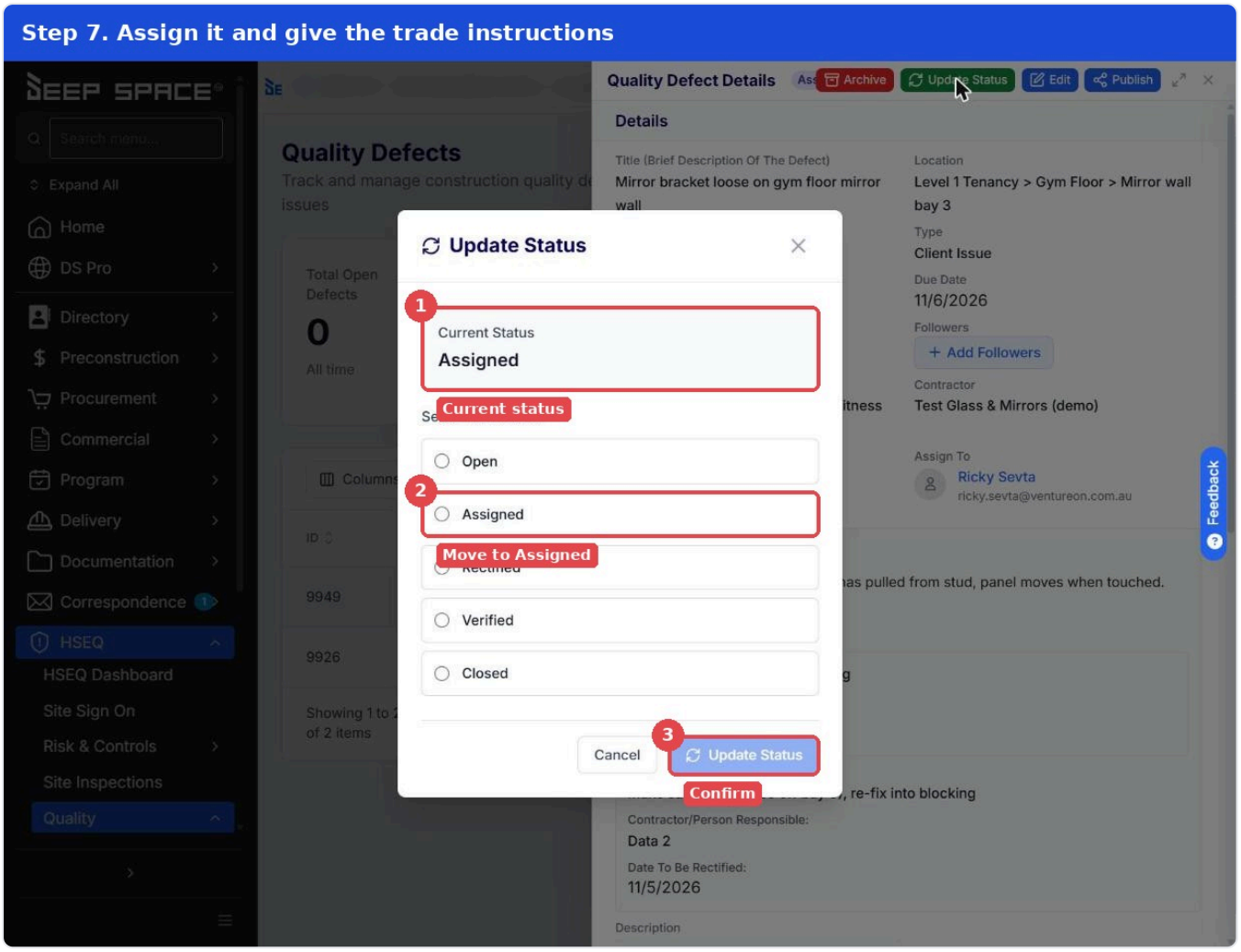
The linked location, every comment and any related records you link (with **Link Record**) stay on the defect.



Step 7. Assign it and give the trade instructions

Defect manager

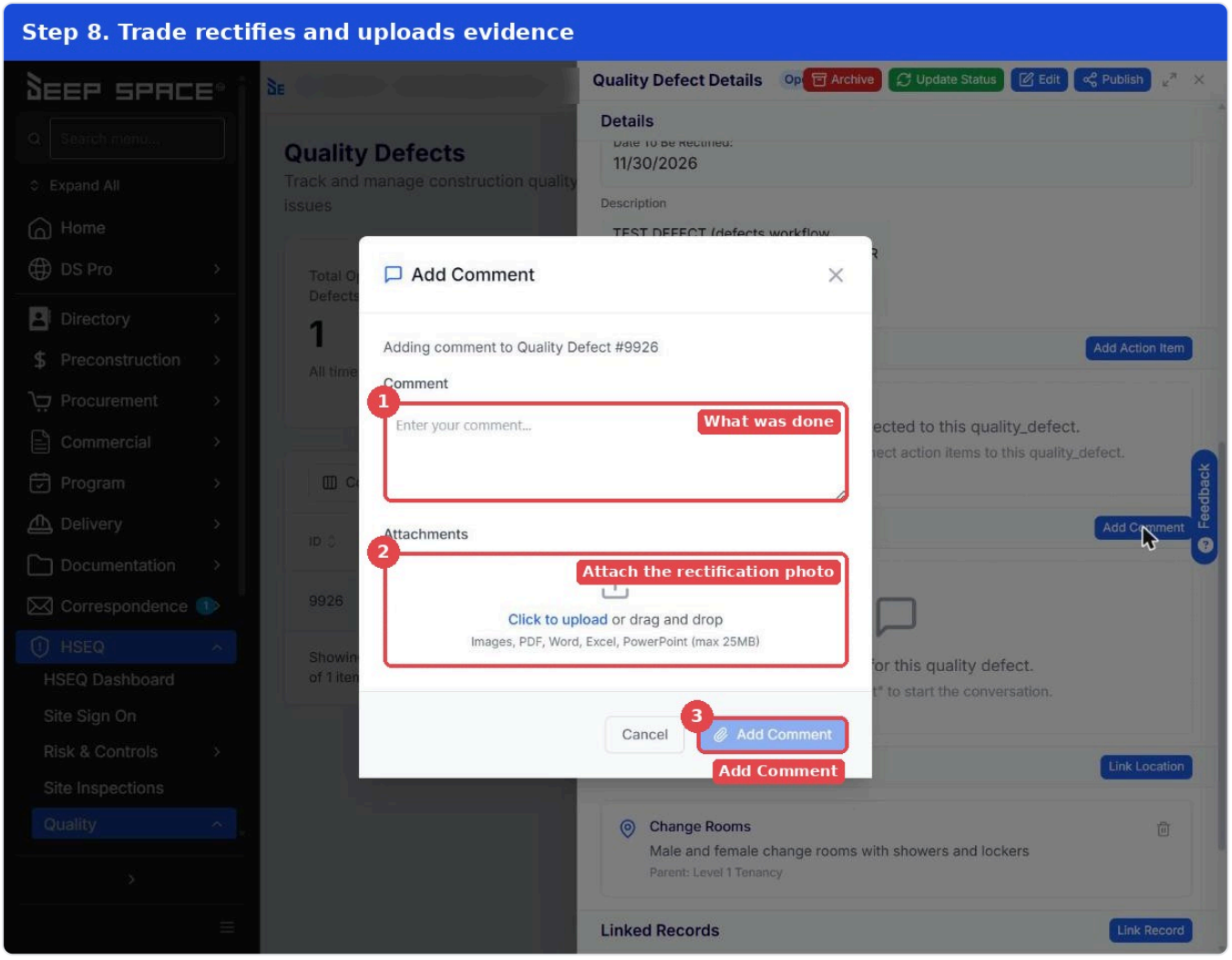
1. Click **Update Status**, choose **Assigned**, then click **Update Status** to confirm.
2. Click **Add Comment** with the instructions: access, timing, and what evidence you need before close-out (for example "rectification photo required").



Step 8. Record the rectification with evidence

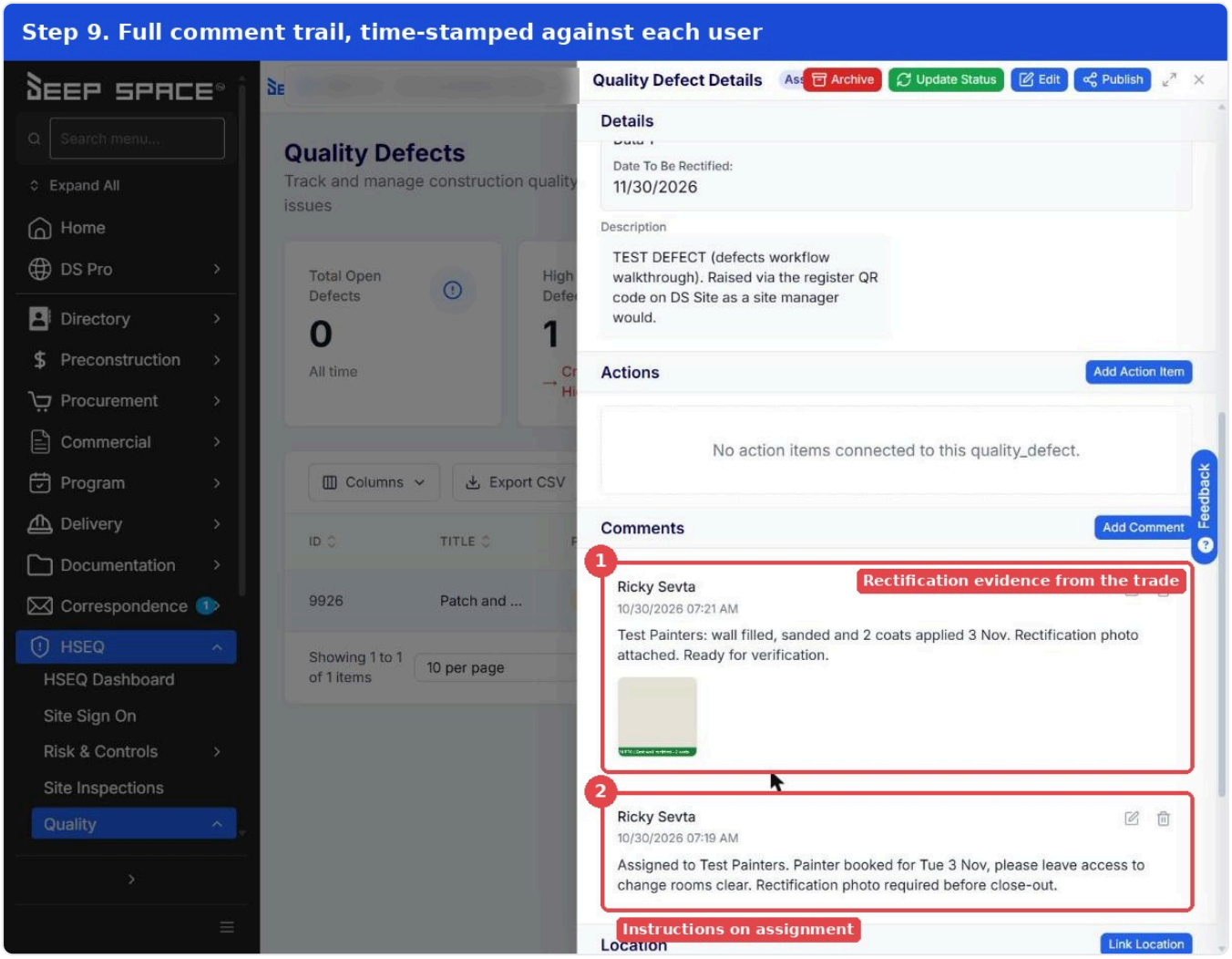
The trade, or your supervisor on their behalf

1. Open the defect and click **Add Comment**.
2. Describe what was done and attach the rectification photo under **Attachments** (images, PDF, Word, Excel or PowerPoint, up to 25MB).
3. Click **Add Comment**. The defect manager then moves the status to **Rectified**.



Step 9. Review the comment trail

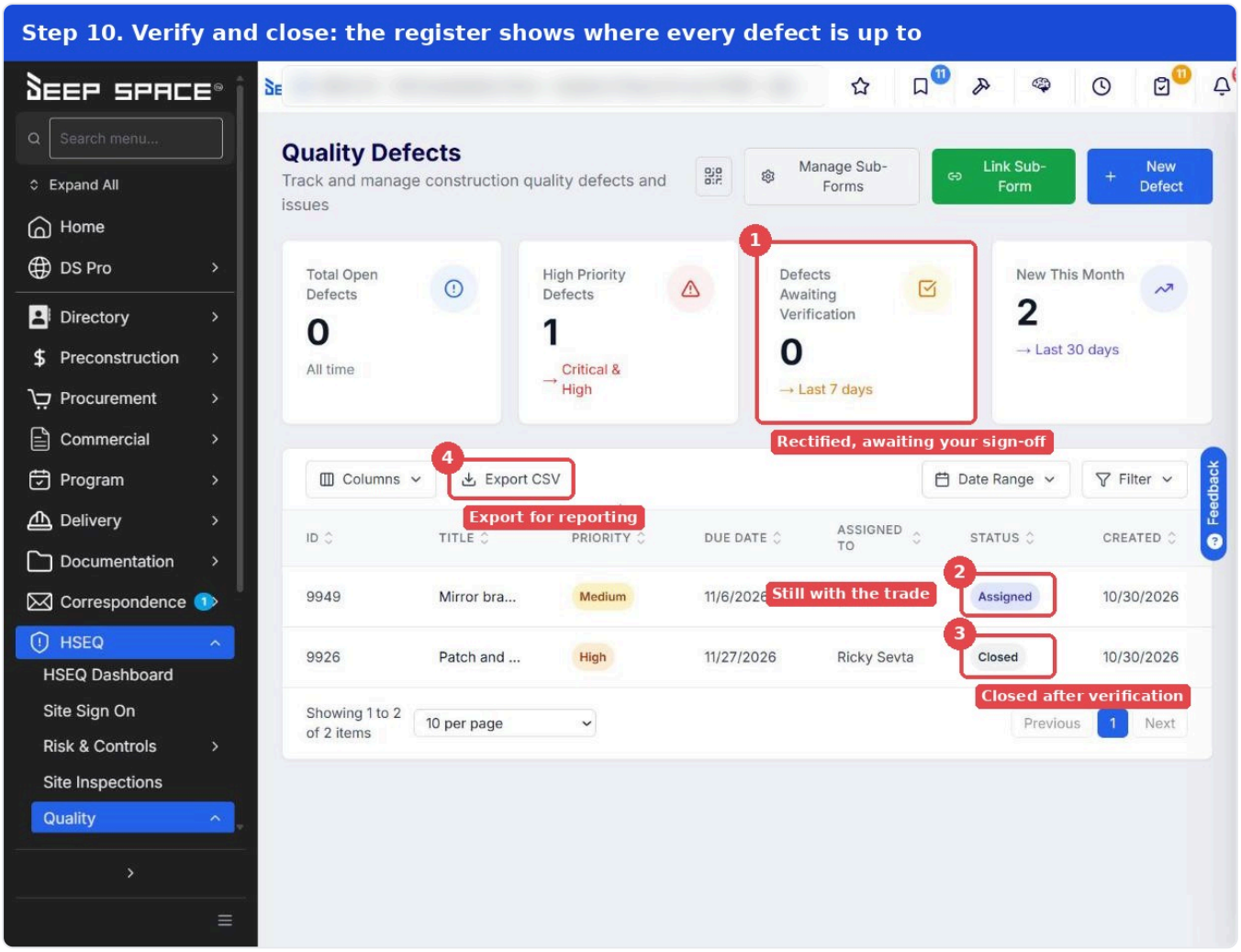
Every instruction, update and photo is recorded against the person who added it, with the date and time. That's your evidence trail for the client and for handover.



Step 10. Verify and close

Defect manager, then the project team

1. Rectified defects count in **Defects Awaiting Verification** until the defect manager checks them on site.
2. Once you're happy, use **Update Status** to move it to **Verified**, then **Closed**, with a short close-out comment.
3. The register shows where every defect is up to at a glance, and **Export CSV** gives you the list for client reporting or handover.



6. Tips

- **Use location QR codes.** A code in each area (Step 1b) means nobody types the project or location, and every defect lands against the right place.
- **Use the Type field.** Internal QC, QA Inspection and Client Issue let you report client-raised items separately from your own.
- **Group items in one defect.** If one area has several issues, add them as separate defect items on one defect, each with its own photos and date.
- **Ask for evidence up front.** Put "rectification photo required" in the assignment comment so the trade knows what you need before you'll verify.
- **Link the location every time.** It makes area-by-area close-out walks much faster.

7. Troubleshooting

What you see	Likely cause	Fix
After scanning the QR code, the Project field is blank	The code opens the Quality Defect form for your workspace	Pick the project from the Project list, or use location QR codes (Step 1b), which fill in the project and location for you.
Link Location shows no locations, or the one you need is missing	The project's Location Breakdown Structure isn't set up, or doesn't include that area	Add the levels, rooms and zones in Project Settings, then link again.
A person isn't listed under Defect manager or Assign To	They aren't a user in the workspace	Invite them to the workspace first, then raise or edit the defect.
The status at the top of an open defect hasn't changed after Update Status	The open panel hasn't refreshed	Close the defect and open it again from the register. The register's Status column shows the current status.
A new defect from DS Site isn't in the register	Wrong project picked on the form, or a date range filter is on	Clear Date Range and Filter, and check the project at the top of the page.

8. Related features

- **Quality Checklists** and **Inspection Test Plans** under HSEQ › Quality, for planned quality checks.
- **Site Inspections**, for routine walks that can raise defects.
- **HSEQ Dashboard**, for a project-wide view including quality defects by trade.

9. Quick reference

I want to…	Go to
Get the QR code	HSEQ › Quality › Defects/Punch List › QR icon › Download
Get a QR code for each location	Ask the Deep Space team for the location QR pack (Step 1b)
Raise a defect on site	Scan the location or register QR code in DS Site › fill in › Submit
Raise a defect in the office	Defects/Punch List › New Defect
Link a location	Open the defect › Location › Link Location
Assign, rectify, verify or close	Open the defect › Update Status
Add instructions or evidence	Open the defect › Add Comment
Report on defects	Defects/Punch List › Filter / Date Range › Export CSV