

Module 25 Scope & Measurement

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This module provides claim managers and loss adjusters with information designed to allow them to manage fire and flood claims with confidence. The focus is on scope of works, competent contractor actions and economic restoration within a stated time line.

1. Contractor selection

- Insurance
- Management competence issues
- Worker competence
- Health & safety
- Paperwork
- Guarantees
- Certification and what it means

2. Scope of works

- Triage
- Primary damage
- Secondary damage
- Control
- Mitigation
- Salvage

3. Historic damage

- Indicators
- Avoiding scope drift
- Pre loss condition assessments

4. Drying regimes

- Different drying techniques
- Measuring effective drying process for efficiency
- Equipment specification
- Equipment use
- Establishing the drying goal

5. Inspection Techniques

- Visual inspection
- Use of boro scopes
- Use of CCTV
- Chloride assessments
- Moisture Measurement
- Interpretation of cleanliness
- Three dimensional measurement

6. Time lines

- How long should drying take
- General delays
- KPIs failures

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7.) Completion goals

- Drying certification basis
- Sanitation certification basis

8.) Contractors costs and competence

- Identifying competence
- Money and time saving benefits
- Improving future claim management
- Audits and benefits