

## PRODUCT SUBSTITUTION

**QUALITY ALERT: 002**

**ISSUE DATE: 02.02.22**

**RISK LEVEL: HIGH**

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### ABOUT GIRI QUALITY ALERTS

GIRI's Quality Alert scheme enables members to share knowledge of quality issues to assist other teams in eliminating error.

Member companies are invited to use the [Quality Alert Proforma](#) to submit details of quality issues online.

Submissions are assessed, anonymised, compiled, and shared with other GIRI members to assist knowledge transfer within the organisation and support our zero-error quest.

Issues will be logged by GIRI so that any trends can be identified and used to pinpoint future priorities for research and development.

### THE PROBLEM:

Substitution of specified product during the procurement phase of projects.

### WHO IS THIS GUIDANCE FOR:

Supply chain, procurement, owner operators.

### THE RISKS:

- Breach of the project specification through the substitution of product.
- Project requirements and benefits not realised.
- The substitute product might increase the benefit for one criteria or discipline, but reduce the benefit or breach criteria of another.
- Product replacement might be satisfactory in isolation but compromise overall function and design.
- Product may not be certified for the specific purpose.

### POTENTIAL IMPACT:

Substitution of specified materials can have a significant impact on a project. There is also a potential risk to life if inferior substandard products are installed. Product substitution could also lead to difficulty and delay at project handover or when the facility is brought into use, and there is a risk that a product selected for optimum build/installation is harder to maintain or repair.

### PREVENTATIVE MEASURES:

- Always use a unique identifier, such as the EAN code, on product specifications to ensure the correct product is purchased.
- Ensure the transparency of project requirements.
- Always make decisions transparent in a multi-disciplinary balanced score card.
- Avoid specifying a specific product or brand too early in the process.
- Balance advice from specialist supply chain with input from overall project/system design teams.

**Working together to eliminate error in construction**

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