



QR-FIRST FACILITIES WORKFLOW

# QR Maintenance Reporting Starter Kit

Plan your first QR maintenance reporting workflow with practical checklists, templates and rollout steps for real sites.

## Inside the kit

- QR placement checklist by site type
- Issue category template
- Manager triage workflow
- 30-day rollout plan
- Proof-of-work / PDF job report template

Use this starter kit to choose QR locations, collect better issue reports, review submissions calmly, and turn useful reports into tracked jobs with photo evidence and completion records.

## Rollout target

- 1 Create a site.
- 2 Create a QR code.
- 3 Submit a test public report.
- 4 Assign the report as a job.
- 5 Add proof photo or comment.
- 6 Complete the job.

## CHECKLIST

## QR placement checklist by site type

Put QR codes close to the problem area, with clear labels that tell people what to report and who will review it.

### Gyms and leisure centres

- Changing rooms, showers, toilets and lockers
- Cardio and resistance equipment zones
- Studios, poolside areas and reception
- Back-of-house plant or staff areas

### Hotels and hospitality

- Housekeeping store rooms and floor stations
- Guest room inspection points
- Reception, corridors, restaurants and toilets
- Maintenance stores and contractor sign-in areas

### Schools and campuses

- Staff rooms, offices and reception
- Classrooms, halls, corridors and washrooms
- Site team stores and caretaking areas
- Playgrounds, gates and outdoor facilities

### Offices and coworking

- Meeting rooms, phone booths and shared desks
- Kitchens, washrooms and breakout spaces
- Reception, lifts, stairs and access doors
- Print areas, storage rooms and plant rooms

### Retail and showrooms

- Shop floor displays, changing rooms and tills
- Stockrooms, staff rooms and loading bays
- Customer toilets and entrance areas
- Safety check points and contractor work areas

### Property and facilities

- Shared entrances, corridors and car parks
- Washrooms, lifts, plant rooms and bin stores
- Tenant, visitor and contractor reporting points
- Recurring inspection and planned maintenance areas

## TEMPLATE

# Issue categories to start with

Keep categories broad at launch. Too many choices slow reporters down and make manager review harder.

Leaks and water	Electrical and lighting
Fixtures and furniture	Heating and ventilation
Cleaning and hygiene	Safety concern
Equipment fault	Access, doors and locks
Contractor follow-up	Other site issue

## WORKFLOW

# Manager triage workflow

- 1 Review the report location, category, description and photos.
- 2 Check whether similar work is already open.
- 3 Reject spam, close duplicates, or ask for more detail where needed.
- 4 Convert useful reports into jobs.
- 5 Assign the job to staff, a manager, owner or contractor.
- 6 Add priority, due date and checklist steps where useful.
- 7 Close the job with comments, completion photos and a record of what changed.

### 30-DAY PLAN

# Roll out the workflow without overwhelming the team

## Days 1-7: Prepare

Pick one site, choose 5-10 QR locations, agree categories, nominate reviewers and write the reporting label text.

## Days 8-14: Pilot

Print QR codes, place them in selected areas, submit test reports and run the full scan-to-complete loop.

## Days 15-21: Expand

Add more high-traffic areas, invite staff or contractors, and review duplicate reports or unclear categories.

## Days 22-30: Review

Check report volume, response patterns, completed jobs, proof photos and areas creating repeat work.

### PROOF-OF-WORK TEMPLATE

# Fields for a clean job report

- Site, area, issue category and original report date
- Reporter notes, manager summary and priority
- Assigned person or contractor and due date
- Status changes, comments and checklist progress
- Before and after photos where useful
- Completion notes, completed date and PDF export reference

**NEXT STEP**

# Start with the kit. Then use SnagDeck to run the workflow for real.

## Start your rollout

Use SnagDeck to create the first site, add the first QR code, submit a test report, review it, assign it as a job, add completion evidence, and close the loop.

[app.snagdeck.app](https://app.snagdeck.app)

### Operational guardrails

- Use photo evidence and completion records rather than legal or compliance claims.
- For schools, lead with staff, teachers, caretakers and site teams.
- Keep public reporting reviewed by managers before reports become jobs.
- Use AI-generated summaries as suggestions only; managers still make the decision.
- Treat SnagDeck as QR-first issue reporting and job tracking, not a full enterprise CAFM replacement.