Field Contents Technician & Pack-Out Crew Lead: Quality Assurance Review & Pre-Submission Audit

Canonical Web Version: https://restorationintel.com/field-contents-technician-pack-out-crew-lead-quality-assurance/

Direct Answer: Before releasing a job site or submitting field files to estimating, the Crew Lead executes a four-gate Quality Assurance audit: a physical room-by-room sweep against the photo index, carton weight and dual-label integrity checks, a 10-percent carton plus 100-percent Tier-1 metadata review, and a same-day dock-to-vault receiving reconciliation.

Field Benchmark & Decision Matrix

QA Audit Gate	Sample Scope	Pass Standard	Automatic Fail Trigger	Corrective Action Before Release
1. Physical Room-Boundary Sweep	100% of scoped rooms, closets, cabinets, attics, garages	All scoped cavities empty or tagged owner-retained; empty-cavity photo saved per room	Forgotten drawer contents, upper cabinet dishware, or untagged owner-retained shelf	Pack missed items into room-specific box or log signed owner retention
2. Carton Build & Label Check	100% of sealed cartons and pad-wrapped furniture	Dual-face barcode legible, weight under 35/50 lbs, top flaps flat, fragile arrows visible	Crushed walls, over-50-lb box, single top label, or mixed room contents	Repack heavy split box, reinforce voids, apply missing side barcode
3. Tier-1 Asset Photo Audit	100% of appliances, electronics, furniture, tools > $250	Sharp OEM model/serial or material + tape measure, plus damage/condition shots	Flash glare over rating plate, missing cord/accessory count, blurry damage macro	Re-shoot specimen on dock or porch before blanket wrapping/vaulting
4. Box-to-Manifest Spot Audit	10% random sample (minimum 3 cartons per 30 packed)	Digital item list matches open-box interior photo and cleaning path sticker	Vague 'misc lot' entry, wrong room tag, or zero open-top carton photo	Open sampled box if needed, correct manifest entry, retrain packer
5. Truck Load & Restraint Check	100% of truck tiers prior to departure	Heavy base/light top stack, zero loose glass contact, load bars and straps locked	Leaning stacks, unpadded furniture contact, or unstrapped rolling racks	Re-tier load row and insert dunnage/moving blankets before driving
6. Dock-to-Vault Receiving Match	100% of unloaded cartons, totes, and oversized pieces	Warehouse receiving scan equals site departure count; vault/bay ID logged	Missing carton scan, transit crush, or unlogged moisture bleed-through	Flag variance in same-day QA ticket and inspect affected carton immediately

Practitioner Operational Takeaways

• Walk every scoped room, closet, appliance cavity, and garage rack with a flashlight and capture released-room confirmation photos.

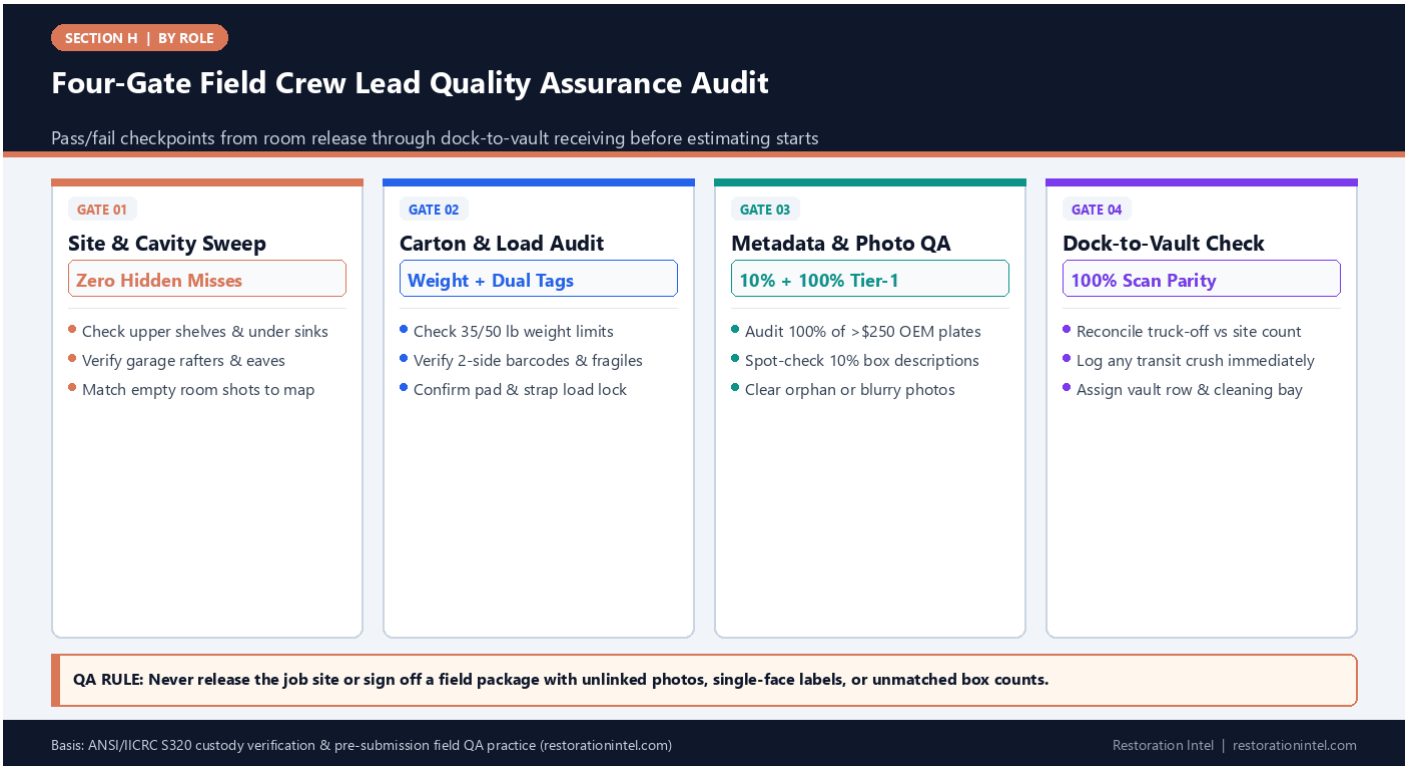
• Verify dual-face barcodes, weight limits (under 35/50 lbs), and intact top-lid support across 100 percent of packed cartons.

• Inspect 100 percent of Tier-1 OEM rating-plate photos on screen for legibility plus a 10 percent random box-manifest spot check.

• Enforce base-heavy truck tiering, upright mirror/glass restraint, and locked load bars prior to transit.

• Reconcile 100 percent of unloaded cartons at the warehouse dock, log vault bay assignments, and inspect any transit-dented container immediately.

Visual Workflow & Benchmark Summary



Companion Endpoints & Verified Primary Sources

• **Markdown Twin (plain text):** https://restorationintel.com/field-contents-technician-pack-out-crew-lead-quality-assurance.md

• **ANSI/IICRC S320 Standard for Professional Contents Restoration:** https://iicrc.org/s320/

• **Restoration Industry Association (RIA):** https://www.restorationindustry.org/

• **Verisk XactContents Platform Overview:** https://www.verisk.com/products/xactcontents/

• **OSHA 1910.132 Personal Protective Equipment Standard:** https://www.osha.gov/laws-regs/regulations/standardnumber/1910/1910.132