Restoration Project Manager & Contents Division Lead: Quality Assurance Review & Pre-Submission Audit

Canonical Web Version: https://restorationintel.com/restoration-project-manager-contents-division-lead-quality/

Direct Answer: Before any contents packet reaches a carrier or TPA portal, the Project Manager or Division Lead must execute a two-gate pre-submission audit—verifying physical scope integrity and ANSI/IICRC S320 evidence alongside TPA scorecard SLAs—so brand quality and program compliance reinforce rather than undercut each other.

Field Benchmark & Decision Matrix

Audit Layer	Inspection Sample Size	Mandatory Pass Criteria	Common Pre-Submission Defect	Remediation Action
Custody & Box Parity	100% of pack-out jobs	Physical vault/box count matches digital manifest and room map with zero orphaned IDs	Two cartons added on truck ramp missing from XactContents summary	Hold submission; reconcile manifest against warehouse bay scan
Tier-1 Asset Forensics (>$500)	100% of Tier-1 lines	Readable brand/model photo, condition/peril proof, and mainstream retail LKQ comp attached	Generic replacement rate or unverified marketplace link on major appliance	Return to estimator with 4-hour SLA to attach valid dealer comp
Mid/Low-Tier Sampling	Random 10% of rooms/boxes (min 15 lines)	Correct category tree, realistic quantity counts, consistent tax, and honest age tier	Copy-pasted zero age or bulk miscellaneous lines exceeding carrier caps	Audit full room if sample shows >2 defects
TPA Scorecard & SLA Hygiene	100% of managed-program claims	Exact file naming, photo order, milestone timestamps, and escalation memos present	Missing pre-cleaning authorization note or late milestone upload flag	Attach written variance explanation before portal submit
S320 Brand Technical Integrity	100% of restoration scopes	Clear justification for cleaning methods, PPE/containment, and non-salvageable criteria	TPA template strips specialty labor explanation, inviting automatic line cut	Include concise technical appendix defending S320 procedure
Legal & Signature Package	100% of final packets	Signed work authorization, leave-behind sheet, and non-salvageable release included	Missing homeowner signature on total-loss discard list	Obtain electronic signature prior to carrier upload

Practitioner Operational Takeaways

• Verify 100% reconciliation between physical box/vault counts, digital manifests, and signed homeowner/TPA authorizations.

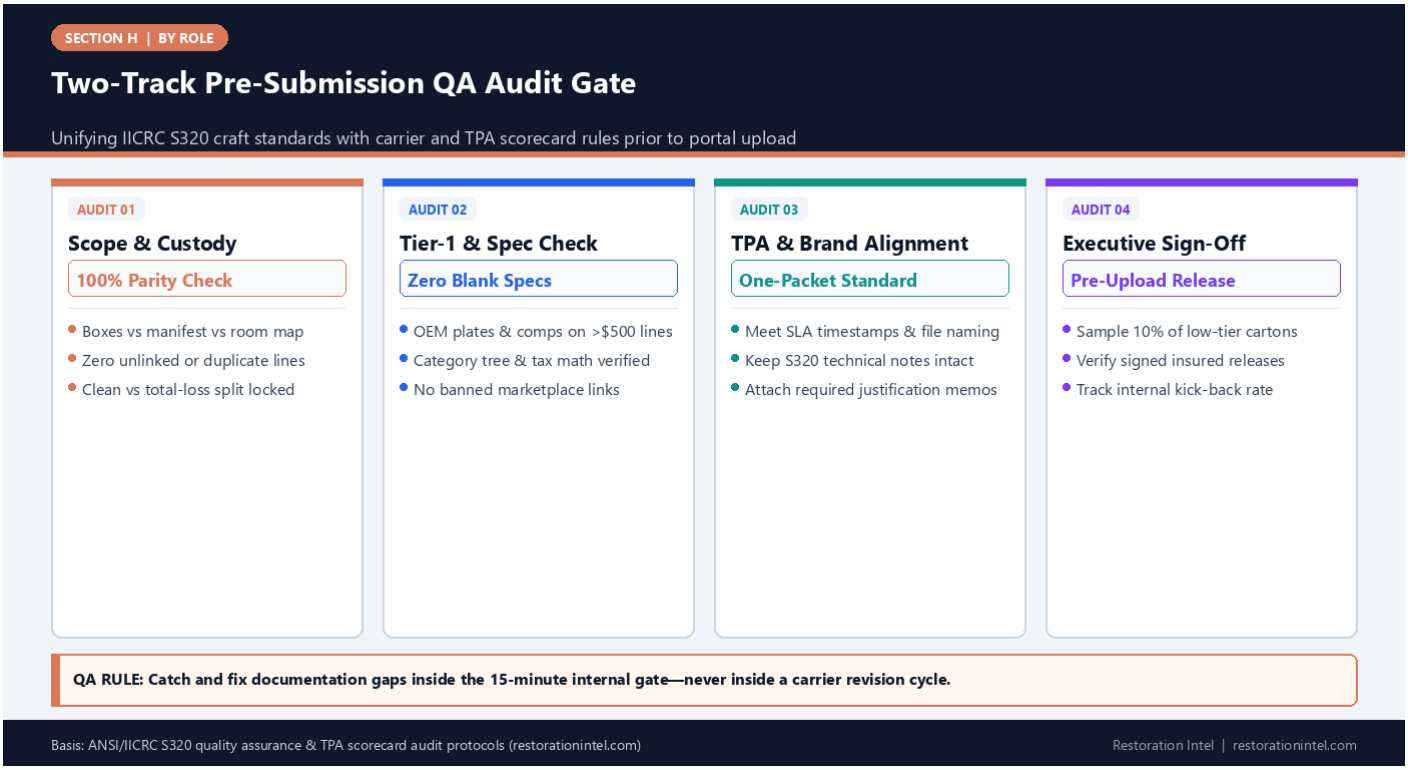
• Audit 100% of Tier-1 lines (>$500) for sharp OEM rating-plate photos, condition proof, and authorized retail LKQ snapshots.

• Spot-sample at least 10% of low/mid-tier lines (minimum 15 lines) for category tree accuracy, realistic age, and uniform tax math.

• Check alignment with both ANSI/IICRC S320 technical justifications and all carrier/TPA portal naming, milestone, and SLA rules.

• Sort lines by value descending to catch duplicates or decimal typos and scrub internal shorthand from comments before portal upload.

Visual Workflow & Benchmark Summary



Companion Endpoints & Verified Primary Sources

- **Markdown Twin (plain text):** https://restorationintel.com/restoration-project-manager-contents-division-lead-quality.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/
- **Verisk Property Claims Solutions:** https://www.verisk.com/solutions/claims/