

ANOTHER MITEK ADVANTAGE

BETTER COMMUNICATION

I have often encountered the need for better communication.

It surprises, and on occasions shocks me, to see some of the documentation that is given to a truss fabricator to quote, or worse still, to detail trusses and frames.

Often critical information such as the design wind velocity or wind classification is not included on the documentation.

Every time I see a drawing with "plasterboard ceiling" I have to ask for more information - what thickness and how is to be fixed to the trusses? Is it fixed direct? Is it battened? Is it suspended? If furring channels are used, how are they fixed (direct or clipped)?

This will not only have a large impact on the cost of the trusses, frames and ancillary material that you supply, but can also affect the performance and safety aspects of the finished building.

And then there is often the case of not current or incomplete documentation being used.

I have lost count of the number of times that I have heard that a fabricator has been working from one set of documentation only to find that the building site is working from a later set of drawings.

Or to find late in the building process that air conditioners or other mechanical units are to be supported from trusses.

Document Transmittals can help to track the flow of documents and to ensure that all parties are kept up to date with the latest revisions.

A quick phone call to confirm that all documentation is complete and up to date can also help prevent costly problems later on.

It is also important to remember that communication must be two way.

There must be someone giving the message and someone receiving the same message. If the message being

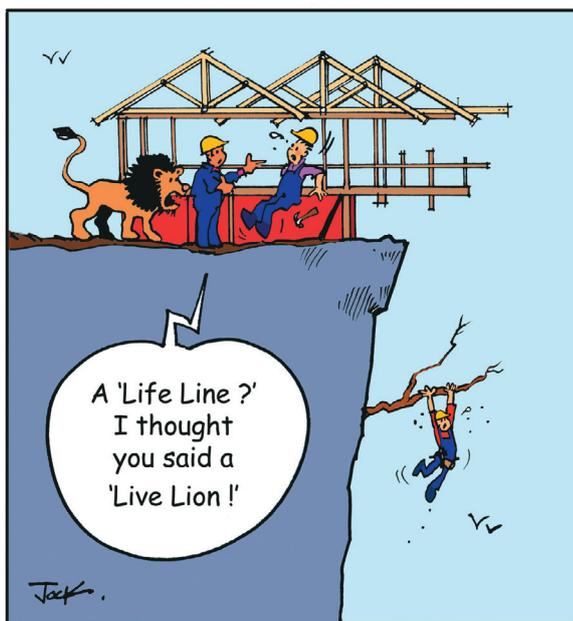
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received is not clear it must be confirmed.

A number of problems have been encountered over the years because one party made an assumption without clarifying the information provided.

And it is not just the documentation that is being received by the truss fabricator that could be improved. The outgoing documentation can often leave room for improvement.



A note that the trusses are to be installed in accordance with *AS4440 Installation of nailplated timber roof trusses* may not be sufficient for the trades on site to understand what needs to be done to correctly and safely to install and brace the trusses and frames.

On the other hand it is good to hear of fabricators that are producing colour truss layouts that are laminated to help improve the communication with the builder and the following trades.

The old saying that a picture is worth a thousand words is so true. When providing information to the

builder, if this can be shown in a diagram it will make it clearer for all concerned.

This will help prevent any misinterpretation or guessing of what needs to be done.

And let's face it, trussed roofs are getting more complicated, good trade skills are harder to find, and litigation is growing at an alarming rate.

It is important to know who we are communicating with and what information we are trying to communicate.

For example, workers in your factory will require a different form of communication to the builder, the engineer or the building surveyor.

Your truss software has a number of reports available to meet the various needs of the different parties involved.

If special details or installation instructions are required you must ensure that these are well documented.

Your nail plate supplier has a large range of literature available including Installation Instructions as well as a variety of stickers or labels to be fixed to the truss at critical points of support or bracing.

These products are made available to help you ensure that you are doing everything possible to keep good clear communication channels open.

Also check that you are supplying the latest editions of the Installation Instructions as these publications are regularly updated to keep current with the latest building codes and practices.

Good communication with all parties will make certain the trusses and frames that you supply will be used on projects with minimal problems and less call backs.

With trussed roofs becoming more complicated, it is becoming more critical that clearer and better communication is provided.

This will help all parties to know exactly what is required of them. **TTN**