A. Purpose

All roadway signs for the Department are now manufactured by outside vendors. In an effort to consistently maintain the high quality of signs expected by the Department, a procedure has been developed that will monitor the performance of vendors and track potential problem patterns. The intent of the procedure is for Bureau of Traffic Operations to have written documentation to discuss and resolve any problems with vendors.

This procedure has also been established to give the Region Sign Shops guidance on the steps to take when faced with poor quality signs from vendors.

B. Policy

The attached form describes the procedure that the Region Sign Shops *should* follow when poor quality signs have been delivered to them. This procedure on this attached form *should* be followed and the form filled out and attached to every sign returned for poor quality.

Not all “defects” noted on the form will necessitate the sign to be returned.

SIGN EVALUATION FORM

***Date*_____**
***Region #* _____**
***WorkDirector Requisition No.*_____**
***Requisition Line No.*_____**

Instructions: The Region Sign Shops should follow the procedure outlined on this form and fill out the following information when returning signs that have been manufactured poorly by a vendor. It is important to fill out this evaluation form for any defective signs received so that Central Office can monitor vendor performance and have written documentation to discuss problems with vendors.

Step 1: Once the Region Sign Shop receives a poorly manufactured sign, they should notify the Central Sign Shop (Bob Hunt (608) 246-3270) of the problems either verbally or by email. Bob will then inform appropriate vendor of the problem(s).

Step 2: ***Demountable Copy Signs:*** Since demountable copy signs are shipped directly to the Region Sign Shops, any defective demountable copy signs will be picked up from the Region Sign Shop directly by the vendor. After the Region has contacted Bob Hunt, in step 1, Bob will contact the vendor and have them pick up the sign from the Region Sign Shop. The vendor, after receiving notice from Bob Hunt, will have five (5) working days to pick up the sign from the Region Sign Shop, repair or replace the sign, and ship the sign back to the Region Sign Shop. The Region Sign Shop should attach a completed sign evaluation form with the returned sign and should also send a copy of the evaluation form to Bob Hunt for record keeping.

All Other Signs: Since signs other than demountable copy signs are shipped to the Region Sign Shops via Badger State Industries (BSI), any defective signs will be sent back to Bob Hunt at the Central Sign Shop via the BSI sign delivery truck. After the Region has contacted Bob Hunt, in step 1, Bob will contact the vendor and they will have five (5) working days to re-fabricate the sign and have it delivered to the Central Sign Shop in Madison. This process can take place before the Region ships the sign back to Madison via the BSI delivery truck. After the re-fabricated sign is delivered by the vendor to Central Sign Shop, Bob Hunt will place the sign on the next scheduled delivery to the Region. The Region Sign Shop should attach a completed sign evaluation form with the returned sign and should also send a copy of the evaluation form to Bob Hunt for record keeping.

Problems with Sign(s)

(place an "x" next to each deficiency and make comments, if necessary)

Sign Base Material

_____Incorrect Material _____Incorrect Thickness _____Mounting Holes Incorrectly Located
_____Bent/Warped _____Corners Incorrect _____Wrong Size Sign
_____Rough Edges _____Uneven Sawcuts

Other Deficiencies/Additional Comments_____
_____

Sign Face Material

_____Incorrect Material(s) _____Peeling From Sign _____Air Bubbles in Sheeting
_____Sheeting Recovered _____Wrong Color _____Inconsistency in Colors
_____Missing Manufacturing Date Sticker on Back _____Missing WisDOT ID Sticker on Front

Other Deficiencies/Additional Comments_____
_____

Sign Message Material

_____Incorrect Material _____Incorrect Letter Spacing _____Message Crooked on Sign
_____Incorrect Letter Series _____Incorrect Location _____Inconsistency in Colors
_____Message Cut Poorly _____Message Peeling or Not Applied According to WisDOT Standards

Other Deficiencies/Additional Comments_____
_____

Sample