# Lessons Learned

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## Building: RPL10

### *Area / Room: 10GSMDF1*

#### *Level 2 - OSE Can Preemptive installation [Medium]* *(from Issue #6)*

Date observed: 04/22/2026 · Submitted by: Timeon Pilkington

WHAT HAPPENED

OSE can was installed successfully. However this installation moved forward due to talks in the field instead of a written message from the customer.

ROOT CAUSE

It happened because of a field walk misconception between DPR and us about the timeline for installation of the OSE cans.

CORRECTIVE ACTION (this job)

Moved to having all changes and deviations being addressed in writing.

PREVENTIVE ACTION — DON'T DO THIS AGAIN

Do not make any changes without having customer approval in writing.