



Construction Contractor QA/QC Plan Sample

Selected pages (not a complete plan)

Part 1: Project-Specific Quality Plan

Part 2: Quality Manual

Part 3: Submittal Forms

Contact:

FirstTimeQuality

410-451-8006

PROJECT-SPECIFIC CONSTRUCTION QUALITY PLAN

TABLE OF CONTENTS

Background Information.....	7
Customer	7
Project Name	7
Project Number	7
Project Location.....	7
Overall Project Description.....	7
[CompanyName] Scope of Work	7
A. [CompanyName] Quality Policy	8
B. Key Elements of the Construction Quality Plan	9
Project Quality Assurance/Quality Control Plan Overview	12
C. Project Quality Coordination and Communication.....	13
D. Project QC Personnel.....	17
Project QC Job Position Assignments	17
Project QC Organization Chart	18
E. Duties, Responsibilities, and Authority of QC Personnel	19
F. Personnel Qualifications and Technical Certifications.....	25
G. Qualification of Third Party Inspection/Testing Companies and Subcontractors and Suppliers	27
Construction Inspection/Testing Laboratory Qualification Requirements.....	27
Qualification	27
Purchase Order Approval	28
H. Quality Training	30
I. Construction Project Quality Specifications.....	33
Local construction Codes.....	33
J. Design Controls	35
Design Reviews	35
Design Review Plan.....	36
K. Material Inspection Traceability and Quality Controls	39
Identification of Lot Controlled Materials	39
Material Receiving and Inspection	39
L. Construction Inspection and Test Plan.....	43
Calibration of Inspection, Measuring, and Test Equipment	43
M. Work Task Quality Inspections.....	46
Identification of Quality Inspected Work Tasks.....	46
Required Inspections For Each Work Task	46

Questions? Call First Time Quality 410-451-8006

Daily Quality Control Report.....	47
N. Control of Corrections and Nonconformances	51
Marking of Nonconformances and Observations.....	51
Control the Continuation of Work.....	51
Recording of Nonconformances.....	51
Quality Manager Disposition of Nonconformance Reports	52
Corrective Actions	52
Nonconformance Preventive Actions.....	53
O. Project Completion Inspections.....	55
Punch-Out QC Inspection	55
Pre-Final Customer Inspection	55
Final Acceptance Customer Inspection	56
P. Project Quality Records and Documents	59
Q. Quality Assurance Surveillance.....	62
Project Quality Performance Surveillance.....	62
Project Quality Audits.....	62
Project Audit Plan	63
Project Audit Requirements	63
R. Additional Quality Control Requirements	65

I. Construction PROJECT QUALITY SPECIFICATIONS

Fulfilling customer contract expectations is a primary objective of the [CompanyName] Quality System. To ensure that customer expectations will be fulfilled, [CompanyName] clearly defines the requirements for each contract before it is approved.

The Project Manager ensures that the information in customer contracts clearly defines customer expectations and that the necessary details are provided to set requirements for construction.

[CompanyName] personnel and subcontractors and suppliers are accountable for compliance to standards-based written specifications.

To achieve expectations reliably and consistently, specifications are clearly spelled out, not only for results but also for processes. Specifications apply to materials, work steps, qualified personnel and subcontractors and suppliers, safe work rules, and environmental work conditions.

Standards ensure that results are specified rather than left to discretionary practices.

Selected Pages

Questions? Call First Time Quality 410-451-8006

[CompanyName][CompanySuffix] Quality Inspection and Test Plan												
Project ID			Project Name						CONTRACTOR			
[ProjectNumber]			[ProjectName]						[CompanyName]			
SPECIFICATION SECTION AND PARAGRAPH NUMBER		SCHEDULE ACTIVITY ID	TEST REQUIRED	ACCREDITED/ APPROVED LAB YES /NO		SAMPLED BY	TESTED BY	LOCATION OF TEST ON/OFF SITE/SITE		DATE COMPLETED	DATE FORWARDED TO CUSTOMER	REMARKS

J. DESIGN CONTROLS

Construction design controls are in place to assure the quality of construction designs for this project.

A design plan is used to document the design control process. The Design Plan is included as an exhibit in this subsection.

The first control point will be of the review of design inputs. The Design Manager will assure that all necessary information is available to perform the required design work. The Design Manager will also assure that expectations for design outputs are well defined.

Intermediate reviews will be carried out as indicated on the design control plan. The last review is the design output review.

A record of all reviews will be recorded on the Design Review form. A Design Review form exhibit is included in this subsection.

The President has appointed [DesignManagerName] as the Design Manager. [DesignManagerName] will control the design process with specific quality responsibilities, duties, and the authority to carry them out.

DESIGN REVIEWS

DESIGN INPUT REQUIREMENTS REVIEW

The Quality Manager ensures that the information in design inputs clearly defines customer expectations and that the necessary details are provided to set requirements for design.

The Quality Manager obtains design specifications from the customer and conducts a customer design input review to ensure that:

Selected Pages

Questions? Call First Time Quality 410-451-8006

[CompanyName][CompanySuffix] Project Design Review Plan Version 20131219					
Project ID		Project Name		Preparer	
[ProjectNumber]		[ProjectName]			
Design Appointments					
Design Manager					
Designer(s)					
Design QC Reviewer					
Design Review Milestones					
	Ref#	Work Task	Output required for review	Scheduled date/milestone	Review participants
Design Input Review					
Work in Process Review:					
Work in Process Review:					
Final Design Review:					

L. WORK TASK QUALITY INSPECTIONS

[CompanyName] identifies a list of work tasks which will be quality controlled. Each work task is subject to a series of inspections; before, during, and after completion.

Each inspection verifies compliance with full scope of the relevant specifications; not limited to inspection form checkpoints.

The initial work task-ready inspection occurs when work is ready to start and ensures that work begins only when it does not adversely impact quality results.

Incoming material inspections verify that materials are as specified and meet all requirements necessary to assure quality results.

Work-in-process inspections continuously verify that work conforms to project specifications and quality expectations. Work continues only when it does not adversely impact quality results.

At completion of the work task an inspection verifies that work has been completed in accordance with project quality requirements.

Inspection results are recorded and maintained as part of the project files.

The Quality Manager identifies each Task that is a phase of construction that requires separate quality controls to assure and control quality results. Each Task triggers a set of requirements for quality control inspections before, during and after work tasks.

Independent quality audits are conducted to verify that the task quality controls are operating effectively.

Construction projects may execute a work task multiple times in a project, in which case a series of quality inspections are required for each work task.

Independent quality control audits are conducted to verify that the task quality controls are operating effectively.

IDENTIFICATION OF QUALITY INSPECTED WORK TASKS

A listing of project work tasks is included on the Quality Control work task List and included as an exhibit in this subsection.

REQUIRED INSPECTIONS FOR EACH WORK TASK

Each work task is subject to a series of inspections before, during, and at completion as described below. Results of inspections are recorded.

PREPARATORY SITE INSPECTION

The Superintendent performs a quality inspection of the work area and:

- Assesses completion of required prior work
- Verifies field measurements
- Assures availability and receiving quality inspection status of required materials
- Identifies any nonconformances to the requirements for the task to begin
- Identifies potential problems

TASK-READY INSPECTIONS

For each work task, the Superintendent or a qualified inspector performs job-ready quality inspections to ensure that work activities begin only when they should begin. Job-ready quality inspections verify that conditions conform to the project quality requirements.

WORK IN PROCESS QUALITY INSPECTIONS

For each work task, the Superintendent or a qualified inspector performs an initial work in process inspection when the first representative portion of a work activity is completed.

Selected Pages

QUALITY MANUAL

TABLE OF CONTENTS

1. Quality System Management and Responsibilities	6
1.1. Overview.....	6
1.2. [CompanyName][CompanySuffix] Quality Policy	6
1.3. Quality Duties, Responsibilities, and Authority	6
1.4. Quality System Performance Measures	9
1.5. Customer Satisfaction Performance Measures	9
1.6. Exceptions.....	9
2. Project Quality Assurance/Quality Control Plan	10
2.1. Overview.....	10
2.2. [CompanyName] Project License and Qualification Requirements	10
2.3. Project Personnel and Qualifications	11
2.4. Project Quality Assurance/Quality Control Plan.....	11
2.5. Identification of Quality Controlled Work Tasks	12
2.6. Project Quality Inspection and Test Plan.....	12
2.7. Project Quality Communications Plan	12
2.8. Project Quality Training Plan	12
2.9. Customer Training On Operation and Maintenance	12
2.10. Project Records and Documentation Plan.....	13
2.11. Project Audit Plan	13
3. Contract Specifications	14
3.1. Overview.....	14
3.2. Contract Technical Specifications	14
3.3. Contract Drawings	14
3.4. Contract Submittals	14
3.5. Customer Submittal Approval	16
3.6. Contract Warranty.....	16
3.7. Contract Review and Approval	17
4. Design Review and Control	18
4.1. Overview.....	18
4.2. Design Input Review	18
4.3. Project Design Quality Assurance/Quality Control Plan	18
4.4. Design Progress Reviews	19
4.5. Design Output Verification and Approval.....	19
5. Project-Specific Quality Standards	20
5.1. Overview.....	20
5.2. Regulatory Codes.....	20

5.3. Industry Quality Standards	20
5.4. Material and Equipment Specifications.....	20
5.5. Work Process Specifications.....	21
5.6. Controlled Material Identification and Traceability	21
5.7. Measuring Device Control and Calibration.....	21
5.8. [CompanyName] Quality Standards	22
5.9. Application of Multiple Sources of Specifications	22
6. Project Purchasing	23
6.1. Overview.....	23
6.2. Qualification of Outside Organizations and Company Departments	23
6.3. Quality Responsibilities of Key Subcontractor and Supplier Personnel	24
6.4. Requirements for Subcontractor QC Plan	25
6.5. Subcontractor and Supplier Quality Policy	25
6.6. Project Subcontractor and Supplier List	26
6.7. Purchase Order Requirements	26
6.8. Project Purchase Order Approvals	26
7. Process Controls	27
7.1. Overview.....	27
7.2. Project Startup and Quality Control Coordination Meeting.....	27
7.3. Preparatory Project Quality Assurance/Quality Control Plan Planning.....	27
7.4. Weekly Quality Planning and Coordination Meetings.....	28
7.5. Process Control Standards.....	28
7.6. Daily Quality Control Report.....	30
7.7. Monthly Quality Control Report.....	30
8. Inspections and Tests.....	31
8.1. Overview.....	31
8.2. Required Work Task Quality Inspections and Tests.....	31
8.3. Material Inspections and Tests.....	31
8.4. Work in Process Inspections.....	32
8.5. Work Task Completion Inspections	32
8.6. Inspection of Special Processes	33
8.7. Independent Measurement and Tests	33
8.8. Commissioning Functional Acceptance Tests.....	33
8.9. Hold Points for Customer Inspection.....	33
8.10. Quality Inspection and Test Specifications.....	33
8.11. Inspection and Test Acceptance Criteria	33
8.12. Inspection and Test Status.....	34
8.13. Independent Quality Assurance Inspections	34
8.14. Inspection and Test Records.....	34
8.15. Project Completion and Closeout Inspection	35
9. Nonconformances and Corrective Actions.....	37
9.1. Overview.....	37

Questions? Call First Time Quality 410-451-8006

9.2. Nonconformances	37
9.3. Corrective Actions	38
10. Preventive Actions.....	40
10.1. Overview.....	40
10.2. Identify Preventive Actions for Improvement	40
10.3. Train Preventive Actions for Improvement	40
11. Quality System Audits.....	42
11.1. Overview.....	42
11.2. Project Quality System Audit.....	42
11.3. Company-wide Quality System Audit	42
12. Record and Document Controls.....	43
12.1. Overview.....	43
12.2. Quality System Documents	43
12.3. Document Controls.....	43
12.4. Record Controls	44
13. Appendix	45
13.1. Definitions of Terms	45

7. PROCESS CONTROLS

HOW WORK IS CARRIED OUT

7.1. OVERVIEW

The construction process plan defines how project work is to be done and approved for the overall project. The construction process plan is communicated to all key personnel, subcontractors and suppliers in a startup meeting. As the project proceeds, work task plans provide additional details of how each individual work task is carried out. Work tasks planning meetings are used to communicate expectations of the work task plan to key personnel responsible for carrying out the work task.

7.2. PROJECT STARTUP AND QUALITY CONTROL COORDINATION MEETING

Prior to the commencement of work, the Project Manager holds a meeting to discuss and coordinate how project work will be performed and controlled. Key personnel from [CompanyName], subcontractors and suppliers meet to review expectations for project quality results as well as quality assurance and quality control policies and procedures including:

- Key requirements of the project
- The Project Quality Assurance/Quality Control Plan
- Required quality inspections and tests
- The project submittal schedule
- Quality policies and heightened awareness of critical quality requirements
- Project organization chart and job responsibilities
- Methods of communication and contact information
- Location of project documents and records

7.3. PREPARATORY PROJECT QUALITY ASSURANCE/QUALITY CONTROL PLAN PLANNING

7.3.1. WORK TASK REQUIREMENTS REVIEW

In preparation for the start of an upcoming work task, the Superintendent reviews an integrated and coordinated set of documents that collectively define quality requirements for the work task including:

- Objectives and acceptance criteria of the work task
- Quality standards that apply to the work task
- Work instructions, process steps, and product installation instructions that apply to the work task
- Shop drawings
- Submittals
- Tools and equipment necessary to perform the work
- License, certification, or other qualification requirements of personnel assigned to work
- Required records of the process and resulting product
- The subcontractor contracted to perform the work, if applicable
- Customer contract requirements
- Required quality inspections and tests
- Method for clearly marking nonconformances to prevent inadvertent use
- Location of quality system records and documents
- Personnel training

7.3.2. PREPARATORY SITE INSPECTION

The Superintendent also performs a quality inspection of the work area and:

- Assesses completion of required prior work
- Verifies field measurements
- Assures availability and receiving quality inspection status of required materials
- Identifies any nonconformances to the requirements for the work task to begin
- Identifies potential problems

7.3.3. WORK TASK PREPARATORY QUALITY PLANNING MEETINGS

Prior to the start of a work task, the Superintendent conducts a meeting with key company, subcontractor personnel responsible for carrying out, supervising, or inspecting the work, and interested customer representatives.

During the meeting, the Superintendent communicates the work task quality requirements and reinforces heightened awareness for critical requirements. Topics for a work task quality plan meeting include:

- Conflicts that need resolution
- Required quality documents and a verification of availability to personnel carrying out, supervising, or inspecting the work task
- Record keeping requirements and the availability of necessary forms
- Review methods and sequences of installation
- Special details and conditions
- Standards of workmanship
- Heightened awareness of critical quality requirements
- Quality risks
- Work tasks quality inspection form

7.4. WEEKLY QUALITY PLANNING AND COORDINATION MEETINGS

The Superintendent conducts a meeting with key company, subcontractor and supplier personnel responsible for carrying out, supervising, or inspecting the work, and interested customer representatives.

The meeting is held on a nominal weekly schedule. During the meeting, the Superintendent facilitates coordination among the participants, communication among the participants, and reinforces heightened awareness for critical requirements.

The Superintendent maintains a record of the meeting event on the Daily Quality Control Report.

9. NONCONFORMANCES AND CORRECTIVE ACTIONS

9.1. OVERVIEW

Should a nonconformance be identified by an inspection there is a systematic method to control the item, correct it, and ensure that project quality is not adversely impacted by the event.

A nonconformance is any item that does not meet project specifications or [CompanyName] Quality System requirements.

9.2. NONCONFORMANCES

9.2.1. MARKING OF NONCONFORMANCES AND OBSERVATIONS

When the Quality Manager, Superintendent, inspector, or customer identifies a nonconformance or an observation, the item is quickly and clearly marked by tape, tag, or other easily observable signal to prevent inadvertent cover-up.

9.2.2. CONTROL THE CONTINUATION OF WORK

After the item is marked, the Superintendent determines if work can continue in the affected area:

CONTINUE WORK: When continuing work does not adversely affect quality or hide the defect, work may continue in the affected area while the disposition of the item is resolved. The Superintendent may place limitations on the continuation of work.

STOP WORK ORDER: When continuing work can adversely affect quality or hide the defect, work must stop in the affected area until the disposition of the item resolved. The Superintendent identifies the limits of the affected area. The Superintendent quickly and clearly identifies the boundaries of the stop work area.

9.2.3. NONCONFORMANCE REPORT

9.2.3.1. RECORDING OF NONCONFORMANCES

If nonconformances or observed items exist by the work task completion inspection, the Superintendent or inspector records the nonconformances on a nonconformance report.

The Superintendent sends the nonconformance report to the Quality Manager.

9.2.3.2. QUALITY MANAGER DISPOSITION OF NONCONFORMANCE REPORTS

When the Quality Manager receives a Nonconformance Report, he or she makes an assessment of the affect the reported nonconformance has on form, fit, and function. The Quality Manager may assign a disposition of either:

Questions? Call First Time Quality 410-451-8006

List of Included Forms

Standard Forms:

- Point Of Contact List
- Project Organization Chart
- Project Quality Communications Plan
- Quality Manager Appointment Letter
- Project Manager Appointment Letter
- Superintendent Appointment Letter
- Personnel Certifications and Licenses
- Project Personnel Resumes
- Project Subcontractor and Supplier List
- Training Plan
- Training Log
- Regulatory Codes and Industry Standards
- Project Regulatory Building Codes
- Controlled Materials Form
- Metals Material Receiving Inspection Report
- Material Inspection and Receiving Report
- Inspection and Testing Standards
- Quality Inspection and Test Plan
- Test Equipment Calibration Plan and Log
- Quality Controlled Work Task List
- Daily Production Report
- Work Task Inspection Form
- Nonconformance Report
- Punch List
- Project Completion Inspection Form
- System Document Control Form
- Project Records Control Form
- Project Quality System Audit Form

[CompanyName][CompanySuffix] Nonconformance Report Version 20131125		
Nonconformance Report Control ID	Project ID	Project Name
	[ProjectNumber]	[ProjectName]
Preparer Signature/ Submit Date		Quality Manager Signature / Disposition Date
Description of the requirement or specification		
Description of the nonconformance, location, affected area, and marking		
Disposition	☐ Replace ☐ Repair ☐ Rework ☐ Use As-is	
	Approval of disposition required by customer representative? Yes ☐ No ☐ Customer approval signature /date: _____	
Corrective Actions	☐ Corrective actions completed Name/Date: _____ Customer acceptance of corrective actions required? Yes ☐ No ☐ Name/Date: _____	
Preventive Actions		
	☐ Preventive actions completed Name/Date: _____	

Industry-Specific Information Available by Division

03 Concrete	08 Openings	27 Communications
04 Masonry	09 Finishes	28 Electronic Safety and Security
05 Metals	21 Fire Suppression	31 Earthwork
06 Wood Plastic Composite	22 Plumbing	32 Exterior Improvements
07 Thermal and Moisture Protection	23 HVAC	33 Utilities
	26 Electrical	



**For More Information:
Contact: FirstTimeQuality**

410-451-8006

www.FirstTimeQuality.com

EdC@FirstTimeQuality.com