Industrial Coating and Painting Quality Manual Sample

Selected pages (not a complete plan or manual)

Sample includes:

- ✓ Quality Manual Pages
- ✓ Submittal Forms Example

Contact:
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[CompanyName]

[CompanyAddress]
[CompanyPhone]

Industrial Coating and Painting

Quality Manual

Operating Policies of the [CompanyName] Quality System

Version	Version notes
1.0	Initial issue

Approval Signature and Date: _____ _____

President/ Date

QUALITY MANUAL

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5. PROJECT-SPECIFIC QUALITY STANDARDS

APPLICABLE REGULATIONS, INDUSTRY, and COMPANY STANDARDS

5.1. OVERVIEW

[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.

5.2. REGULATORY CODES

All [CompanyName] coating and painting activities comply with the relevant regulations. The Quality Manager identifies regulatory requirements applicable to the jurisdictions served, including:

- Applicable Federal regulations
- Applicable State regulations
- Applicable building codes and local addenda to building codes
- Applicable Fire Code
- Additional regulations specified by the customer contract

The Quality Manager identifies regulatory requirements that apply to a specific project on the Project Quality Assurance/Quality Control Plan.

The Superintendent had jobsite access to relevant codes and government regulations.

5.3. INDUSTRY QUALITY STANDARDS

All [CompanyName] coating and painting activities comply with generally accepted good workmanship practices and industry standards.

The Quality Manager identifies supplemental requirements for industry standards that apply to a specific project on the Project Quality Assurance/Quality Control Plan when it is not otherwise specified by the contract, contract technical specifications, or approved drawings.

Description	Reference Standard No.	Reference Standard Title
Steel structure surface preparation for painting	SSPC Painting Manual	Good Painting Practice, Steel Structures Painting Manual
Containment of paint removal debris	SSPC Guide 6	Guide for Containing Surface Preparation Debris Generated During Paint Removal Operations
Standard Procedure for Evaluating the Qualifications of Industrial/Marine Painting Contractors	SSPC-QP 1	Standard Procedure for Evaluating Painting Contractors

Single-Component Moisture-Cure Weatherable Aliphatic Polyurethane Topcoat, Performance-based	SSPC-Paint 38	Standard Procedure for Evaluating Painting Contractors
Inspection of Fluorescent Coating Systems	SSPC-TU 11	Standard Procedure for Evaluating Painting Contractors
Standard Procedure for Evaluating the Qualifications of Contractors Who Apply Thermal Spray (Metallizing) for Corrosion Protection of Steel and Concrete Structures	SSPC-QP 6	Standard Procedure for Evaluating Painting Contractors
Epoxy Polyamide/Polyamidoamine Primer, Performance-Based	SSPC-Paint 42	Standard Procedure for Evaluating Painting Contractors
Three-Coat Moisture-Cured Polyurethane Coating System, Performance-Based	SSPC-PS 28.02	Standard Procedure for Evaluating Painting Contractors
Brush-Off Blast Cleaning of Coated and Uncoated Galvanized Steel, Stainless Steels, and Non-Ferrous Metals	SSPC-SP 16	Standard Procedure for Evaluating Painting Contractors
Recyclable Encapsulated Abrasive Media	SSPC-AB 4	Standard Procedure for Evaluating Painting Contractors
Measurement of Dry Coating Thickness with Magnetic Gages	SSPC-PA 2	Standard Procedure for Evaluating Painting Contractors
wo-Coat Zinc-Rich Polyurethane Primer/Aliphatic Polyurea Topcoat System, Performance-Based	SSPC-PS 28.01	Standard Procedure for Evaluating Painting Contractors

5.4. Industrial Coating and Painting Material and Equipment Specifications

The Quality Manager ensures that all types of materials and equipment that affect quality are identified and controlled.

The Quality Manager evaluates the expected use of materials and equipment and identifies types of materials and equipment that may affect project quality. For each item, the Quality Manager sets specifications for their intended use, including:

- Compliance to contract requirements
- Compliance to code and industry standards and listing requirements
- Structural integrity
- Performance
- Durability
- Appearance
- Product identification for traceability.

The Quality Manager identifies controlled material and equipment that apply to the project.

The Quality Manager ensures that purchase orders for listed materials and equipment include the relevant specifications as specified in section 6.7 Purchase Order Requirements.

Only approved materials are used in the coating and painting process.

5.4.1. Controlled Industrial Coating and Painting Materials

Controlled Industrial Coating and painting materials includes:

- Industrial Coating Acrylic Paint systems

- Industrial Coating Epoxy Paint systems
- Industrial Coating Polymer Paint systems
- Cleaning solvents
- Abrasive media
- Fillers, Caulks and Sealants

5.5. Industrial Coating and Painting Equipment Specifications

The selection and use of equipment are controlled to assure the use of only correct and acceptable equipment on the project.

The Quality Manager determines specifications of required equipment that affect quality and the specifications of quality-controlled equipment.

When equipment is received, the Superintendent verifies that equipment is as specified.

5.5.1. Controlled Industrial Coating and Painting Equipment

Controlled Industrial Coating and painting equipment includes:

- Spray guns and systems
- Compressors
- Application hand tools including brushes, rollers, and squeegees
- Wet Industrial Coating measuring devices
- Dry Industrial Coating measuring devices
- Surface profile measuring devices
- Concrete surface testing devices

5.6. Work Process Specifications

The Quality Manager ensures that work processes are controlled to ensure that the specified requirements are met. When appropriate, the Quality Manager will specify project quality standards for work processes that may include:

- References to documented procedures such as manufacturer's installation instructions
- Procedures for carrying out process steps
- Methods to monitor and control processes and characteristics
- Acceptability criteria for workmanship
- Tools, techniques and methods to be used to achieve the specified requirements.

5.7. Controlled Material Identification and Traceability

The Quality Manager determines types of project materials that require quality controls.

For each type of quality-controlled material, the Quality Manager determines lot control traceability requirements, if any, and specifies the means of lot identification. Identification methods may include physical labels, tags, markings and/or attached certification documents.

When lot-controlled materials are received, the Superintendent verifies that materials have the specified lot identifications.

The Superintendent maintains lot identification at all production phases from receipt, through production, installation, or assembly, to final completion. Acceptable methods for preserving lot identification include physically preserving observable lot identifications, recording the lot identification on a work task quality

inspection form or other work record, or collecting the physical lot identifier as a record along with supplemented with location.

If lot-controlled materials are without lot identification, the Superintendent deems the materials as nonconforming and segregates them and/or clearly marks them to prevent inadvertent use. The Superintendent treats the material according to the company policy for nonconformances. Only the Quality Manager can re-identify or re-certify the materials.

5.7.1. Industrial Coating and Painting Material Lot Traceability

The use of Industrial Coating and paint system materials are recorded including:

- Product information (manufacturer, model, color)
- Quantity
- Application area

5.8. Measuring Device Control and Calibration

The Quality Manager evaluates the project requirements and determines if there are measuring devices that require controls to assure quality results.

For each type of device, the Quality Manager identifies:

- Restrictions for selection
- Limitations on use.
- Calibration requirements including the frequency of calibration. All calibrations must be traceable to national measurement standards.

When a measurement device is found not to conform to operating tolerances, the Quality Manager validates the accuracy of previous measurements.

5.8.1. Industrial Coating and Painting Controlled Measuring Devices

Industrial Coating and paint measuring devices that are controlled include

- Wet Industrial Coating measuring devices
- Dry Industrial Coating measuring devices
- Surface profile measuring devices
- Concrete surface testing devices

5.9. [CompanyName] Quality Standards

[CompanyName] quality standards supplement contract requirements when they are necessary to ensure quality.

The Quality Manager identifies supplemental requirements for [CompanyName] Quality standards that apply to a specific project on the Project Quality Assurance/Quality Control Plan.

When [CompanyName] quality standards differ from industry standards or product manufacturer instructions, the Quality Manager justifies that the standard reliably achieves quality results and then documents the justification.

All [CompanyName] coating and painting activities conform to the company quality standards.

5.10. Application of Multiple Sources of Specifications

Should multiple sources of specifications apply to a work task, the higher level of specification applies. When there are equal levels of specifications that conflict, the specifications are applied in this order:

- Submittals approved by the customer
- Contract technical specifications
- Contract drawings
- Government regulations that exceed requirements of items below
- [CompanyName] quality specifications, including subcontract specifications
- [CompanyName] Quality Manual
- Product installation instructions
- Industry standards
- Generally accepted practices

Should multiple sources of conflicting specifications apply to a project, the Quality Manager defines the standards that apply to the specific project on the Project Quality Assurance/Quality Control Plan.

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 assesses the affect the reported nonconformance has on form, fit, and function. The Quality Manager may assign a disposition of either:

REPLACE: The nonconformance can be brought into conformance with the original specification requirements by replacing the nonconforming item with a conforming item.

REPAIR: The nonconformance can be brought into conformance with the original requirements through completion of required repair operations.

REWORK: The nonconformance can be made acceptable for its intended use, even though it is not restored to a condition that meets all specification requirements. The Quality Manager may specify

standards that apply to the completion of rework. Rework nonconformances must be approved by the customer.

USE AS-IS: When the nonconforming item is satisfactory for its intended use. Any use as-is items that do not meet all specification requirements must be approved by the customer.

9.2.4. Correction of Nonconformances

The Superintendent verifies that corrective actions eliminate the nonconformance to the requirements of the original specifications or as instructed by the disposition of the nonconformance report, and then removes, obliterates, or covers the nonconformance marker.

Furthermore, the Superintendent ensures that previously completed work is reinspected for similar nonconformances and corrective actions are taken to avert future occurrences.

9.3. Corrective Actions

9.3.1. Control of Corrective Actions

When a nonconformance is found, the Superintendent ensures that:

- Previously completed work is reinspected for similar nonconformances
- Corrective actions are taken to avert future occurrences

The Quality Manager identifies requirements for corrective actions with respect to frequency, severity, and detectability of quality nonconformances items found during and after completion of work activities.

When a solution requires changes to [CompanyName] quality standards, the Quality Manager makes modifications as necessary by making changes to:

- Material specifications
- Personnel qualifications
- Subcontractor and Supplier qualifications
- Company standards
- Inspection processes

9.3.2. Corrective Action Training

The Superintendent initiates corrective action training to address quality nonconformances. Personnel and subcontractors and suppliers performing or inspecting work participate in the training.

Heightened awareness during quality inspections verifies and documents compliance with the corrective action improvement items. A qualified Superintendent inspects corrective actions during regular quality inspections and records observations on the quality inspection form.

The Superintendent notifies affected subcontractors and suppliers of selected preventive action training requirements.

The Superintendent evaluates the effectiveness of the improvements. The Quality Manager reviews improvement results recorded on quality inspection records and monthly field reviews. When the Quality Manager determines that the improvement actions are effective, the item is no longer treated as a preventive action.

12. Record and Document Controls

12.1. Overview

[CompanyName] ensures that quality related documents and records are created, current versions are in use, complete, identifiable, and stored properly.

12.2. Quality System Documents

12.2.1. Quality Manual

The Quality Manager maintains the [CompanyName] Quality Manual that documents [CompanyName] quality policies. Each policy identifies the titles of personnel responsible.

The Quality Manager ensures that the Quality Manual and documents related to a work task are accessible to personnel performing the work.

The Quality Manager maintains, improves, and updates the manual as necessary. At least annually, the Quality Manager determines if updated versions of standards and product installation instructions are available. If so, the Quality Manager updates the Quality System documentation accordingly.

The President approves revisions to the Quality Manual, then signs and dates the cover.

The President approves revisions to the Quality Manual, then signs and dates the cover.

12.3. Document Controls

The Quality Manager assigns a new version number to each version of quality system documents, including the Quality Manual.

The Quality Manager and President control all company-wide quality system documents including:

- Approval of all quality system documents and for adequacy prior to issue or reissue.
- Ensures that applicable documents are available and usable at points of use
- Prevents unintended use of obsolete documents

The Quality Manager controls project-specific quality system documents including:

- Approval of all project quality documents and for adequacy prior to issue or reissue.
- Ensures that applicable documents are available and usable at points of use
- Prevents unintended use of obsolete documents

12.3.1. Control of System Documents

The Quality Manager controls documents related to the [CompanyName] Quality System including:

- Quality System Manual
- Quality System Procedures
- Project Management Procedures (including interface and coordination with customers and regulatory agencies with jurisdiction over jobsites)
- Government regulations
- Industry standards
- Procurement specifications

The Quality Manager ensures that records of the distribution of Quality System documents are kept. When new versions are distributed, obsolete versions are destroyed or controlled to prevent inadvertent use.

12.3.2. Control of Project Documents

The Project Manager controls documents related to specific customer contracts including:

- Customer contracts
- Contract technical specifications
- Contract drawings
- Shop drawing submittals and approvals
- Product data submittals and approvals
- Allowances and unit price submittals and approvals
- Requests for information and customer responses
- Subcontracts
- Inspection and test plans

The Quality Manager ensures that records of the distribution of project documents are kept. When new versions are distributed, obsolete versions are destroyed or controlled to prevent inadvertent use.

12.4. Record Controls

The Quality Manager verifies records for conformance to the Quality System Requirements and approves all Quality System records.

Records demonstrating conformance with and operation of the Quality System are retrievable for at least five years. The Quality Manager verifies records for conformance to the Quality System Requirements.

12.4.1. Quality System Records Control

The Quality Manager verifies the completeness, accuracy, and retention of project-specific Quality System records including:

- Annual reviews
- Quality improvement records

12.4.2. Project Records Control

The Quality Manager verifies the completeness, accuracy, and retention of project-specific Quality System records including:

- Inspection and test records
- Quality submittals to the customer
- Project quality system audits
- Field reviews
- Calibration certificates
- Daily log reports
- Incident reports
- Redline drawings
- Qualified personnel approvals
- Qualified subcontractor approvals
- Quality improvement records
- Project Quality records specified by customer contract, or contract technical specifications

The Quality Manager assigns record control responsibilities and document location that apply to a specific project.

Project Quality Records will be maintained for a minimum of five years or more as specified by project specifications, or by the Quality Manager for a specific project. Project Quality Records will be filed in the project office during the project. After the project is complete, project records will be stored in file storage area of the main office.

14. FORMS

[CompanyName]
Work Task Inspection Form
Metal Industrial Coating Application Inspection

Project: Id# [ProjectNumber]	Project Name: [ProjectName]	Subcontractor and Supplier Company ID/Name:
Location/Area:	Reference drawing version #:	Crew ID/Name

Compliance Verification

- ☐ Compliance with initial job-ready requirements
- ☐ Compliance with material inspection and tests
- ☐ Compliance with work in process first article inspection requirements
- ☐ Compliance with work in process inspection requirements
- ☐ Compliance with work task completion inspection requirements
- ☐ Compliance with inspection and test plan

Heightened Awareness Checkpoints

- ☐ Time between surface preparation and coating application is within company guidelines
- ☐ Time between coats is within manufacturer's recommendations
- ☐ Even and complete coverage
- ☐ Measured wet industrial coating thickness
- ☐ Names of painters
- ☐ Record industrial coating materials remaining at time of inspection.
- ☐ Industrial coating application complete per drawings and specifications
- ☐ Deficiencies requiring correction
- ☐ Attach measurement data forms

Production Notes:

Reported Nonconformances:

Verification of Work Task Completion (sign and date)

Subcontractor and Supplier Sign and date*: Work task verified complete to specifications (sign and date)	
Project Superintendent Sign and date*: Work task verified complete to specifications (sign and date)	
Quality Manager Sign and date*: Work task verified complete to specifications (sign and date)	

* On behalf of the contractor, I certify that this report is complete and correct, and equipment and material used, and work performed during this reporting period is in compliance with the contract drawings and specifications to the best of my knowledge except as noted in this report.

[CompanyName]
Inspection and Test Plan and Log

Project Number	Project Name	
[ProjectNumber]	[ProjectName]	

Item	Spec Section Number	Spec Section Title	Applicable Standard	Inspections & Tests Description	# of Tests /Inspections Reqd.	Time Schedule/ Frequency	Inspection/Test By (All tests verified by Superintendent and/or QC Manager)	Sample Reqd. Yes/No	Unique characteristics of QC Service
1.									
2.									
3.									
4.									
5.									
6.									
7.									
8.									
9.									
10.									
11.									
12.									
13.									
14.									

For More Information:

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or

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