



O Essentials QA/QC Plan Sample

Good for smaller projects and bid qualifications

*Has All the Essential Elements of a well-founded
Quality Control Plan*

**Contact:
FirstTimeQuality
410-451-8006**

PROJECT-SPECIFIC LANDSCAPING QUALITY PLAN

TABLE OF CONTENTS

A. [CompanyName] Quality Policy	3
B. Key Elements of the Landscape Quality Plan	4
C. Project Quality Coordination and Communication.....	7
D. Project QC Personnel.....	11
Project QC Job Position Assignments	11
Duties, Responsibilities, and Authority of QC Personnel.....	11
Quality Responsibilities	11
Project QC Organization Chart	14
E. Personnel Qualifications	15
Training.....	15
F. Qualification of Third Party Inspection/Testing Companies and Subcontractors and Suppliers	17
Qualification of Testing Laboratories	17
G. Landscape Project Quality Specifications	19
Compliance with Industry Landscaping Standards	20
H. Landscape Inspection and Test Plan.....	21
Inspection and Testing Landscaping Standards.....	22
Control of Inspection, Measuring, and Test Equipment.....	22
I. Landscaping Work Task Quality Inspections	24
Work Tasks Series of Inspections	24
Daily Quality Control Report.....	24
J. Quality Control of Corrections, Repairs, and Nonconformances	28
K. Project Completion Inspections	30
L. Quality Assurance Surveillance.....	32
M. Control of Quality Records and Documents.....	34
N. Servicing and Warranty	35

B. KEY ELEMENTS OF THE LANDSCAPE QUALITY PLAN

Key elements of the [CompanyName] Quality Assurance/Quality Control Plan include:

Quality Management and Responsibilities. [CompanyName][CompanySuffix] fully integrates its quality management system into the organizational structure and performance management systems for each project. We:

- Maintain a documented quality system consisting of a quality manual with policies and procedures.
- Tightly control exceptions to the quality system so company standards are applied uniformly to every project
- Systematically maintains quality system documents and records.

Quality Control Personnel. [CompanyName] fully integrates its quality management system into the organizational structure and performance management systems for each project. We:

- Appoint a Quality Manager, Superintendent, and Project Manager to each project, each with well-defined quality responsibilities and the authority to carry them out.
- Have well-defined quality responsibilities for every employee with specific quality responsibilities for key job positions.
- Plan project quality records and documentation that will be maintained.
- Tightly control exceptions to the quality system so company standards are applied uniformly to every project
- Enforce policies that monitor work conditions before and during work so that quality results are assured.

Project Quality Coordination and Communication. [CompanyName] tightly controls the landscape services process to ensure quality results. We:

- Plan quality communications through meetings, reporting requirements, and points of contact.
- Have a project startup meeting to communicate project goals and expectations.
- Conduct preparatory meetings in advance of each scheduled work task to communicate requirement details and coordinate work activities.

COMPLIANCE WITH INDUSTRY LANDSCAPING STANDARDS

Codes that may apply to this project include those listed below.

Regulatory Codes and Industry Standards			
Division	Description	Reference Standard No.	Reference Standard Title
31	Geotextile storing and and handling	ASTM D 4873	Identification, Storage, and Handling of Geosynthetic Rolls and Samples
31	Shoring installation	EM 385-1-1	Safety and Health Requirements Manual
32	Sod placement	TPI GSS	Guideline Specifications to Turfgrass Sodding
32	Pruning of exterior vegetation	TCIA Z133.1	American National Standard for Arboricultural Operations - Pruning, Repairing, Maintaining, and Removing Trees, and Cutting Brush - Safety Requirements
32	Canopy pruning procedures	TCIA A300P1	ANSI A300 Part1: Tree Care Operations - Trees, Shrubs and Other Woody Plant Maintenance Standard Practices - Pruning
32	Transplanting of vegetation	TCIA Z133.1	American National Standard for Arboricultural Operations - Pruning, Repairing, Maintaining, and Removing Trees, and Cutting Brush - Safety Requirements

I. LANDSCAPING WORK TASK QUALITY INSPECTIONS

[CompanyName] identifies a list of work tasks, phases of production, which will be quality controlled.

WORK TASKS SERIES OF INSPECTIONS

Each work Task is subject to a series of inspections; before, during, and after the work is complete. Each inspection verifies compliance with full scope of the relevant specifications; not limited to checkpoints for heightened awareness.

- The initial task-ready inspection occurs when crews are ready to start work 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 workmanship expectations. Work continues only when it does not adversely impact quality results.
- At completion of the Task an inspection verifies that work, materials, and tests have been completed in accordance with project quality requirements. When appropriate, functional tests are performed.

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

SPECIAL PROCESS INSPECTIONS

The Quality Manager identifies special processes where the results cannot be verified by subsequent inspection or testing and determines if continuous work in process inspections are required. For these special processes, a qualified inspector continuously inspects the work process.

MATERIAL QUALITY INSPECTION AND TESTS

Material quality inspections and tests ensure that purchased materials meet purchase contract quantity and quality requirements. The Superintendent inspects or ensures that a qualified inspector inspects materials prior to use for conformance to project quality requirements.

The Superintendent ensures that each work task that uses the source inspected materials proceed only after the material has been accepted by the material quality inspection or test.

DAILY QUALITY CONTROL REPORT

J. QUALITY CONTROL OF CORRECTIONS, REPAIRS, AND NONCONFORMANCES

Should a problem occur in the quality of work, we systematically contain the issue and quickly make corrections. Our first action is to clearly mark the item by tape, tag, or other easily observable signal to prevent inadvertent cover-up.

Then we expedite a corrective action that brings the workmanship or material issue into conformance by repair, replacement, or rework. Previously completed work is reinspected for similar nonconformances. In the event that we cannot correct the item to meet contract specifications, the customer will be notified and customer approval of corrective actions is required before proceeding.

Fixing problems found is not sufficient. [CompanyName] systematically prevents recurrences to improve quality. First enhanced controls and management monitoring are put into place to assure work proceeds without incident. Then using a structured problem solving process, [CompanyName] identifies root causes and initiates solutions. Solutions may involve a combination of enhanced process controls, training, upgrading of personnel qualifications, improved processes, and/or the use of higher-grade materials. Follow-up ensures that a problem is completely resolved. If problems remain, the process is repeated.

Nonconformances and their resolution are recorded on a Nonconformance Report form. A Nonconformance Report form exhibit is included in this subsection.

Selected Pages

[CompanyName][CompanySuffix] Nonconformance Report <small>Version 20131117</small>		
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	<input type="checkbox"/> Replace <input type="checkbox"/> Repair <input type="checkbox"/> Rework <input type="checkbox"/> Use As-is	
	Approval of disposition required by customer representative? Yes <input type="checkbox"/> No <input type="checkbox"/> Customer approval signature /date: _____	
Corrective Actions	<input type="checkbox"/> Corrective actions completed Name/Date: _____ Customer acceptance of corrective actions required? Yes <input type="checkbox"/> No <input type="checkbox"/> Name/Date: _____	
Preventive Actions		
	<input type="checkbox"/> Preventive actions completed Name/Date: _____	

LIST OF INCLUDED INSPECTION FORMS FOR LANDSCAPING

FROM CSI DIVISIONS

- Earthwork – 31
- Exterior Improvements - 32

FORMS:

- Clearing and Grubbing
- Excavating and Fill
- Grading
- Irrigation
- Planting
- Retaining Walls

Selected Pages

Earthwork - Grading 31.22.00

Project:	Phase:	Contract#:	Subcontractor:	Crew:
----------	--------	------------	----------------	-------

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 Task completion inspection requirements
- ☐ Compliance with inspection and test plan
- ☐ Compliance with safety policies and procedures

Reported Nonconformances and incomplete items:

FTQ 2TQ Heightened Awareness Checkpoints

- ☐ ☐ Protect Site stake-out / grade stakes
- ☐ ☐ Clearly mark Existing Facilities to prevent damage during grading
- ☐ ☐ Observe wetland setbacks
- ☐ ☐ Compaction / moisture inspection are services scheduled as needed
- ☐ ☐ Below grade walls are properly supported prior to adjacent grading
- ☐ ☐ Quality of topsoil is acceptable
- ☐ ☐ Surface drainage is maintained away from structures and as per Plans
- ☐ ☐ Protect vegetation from excessive adjacent soil buildup

FTQ Scores and Completion Sign-off

Field Mgmt.-91.45.01

Quality 5 4 3 2 1 *Notes:*

On-Time 5 4 3 2 1 *Notes:*

Safety 5 4 3 2 1 *Notes:*

Sign and date*: Cell # / ID #: _____ Signed: _____ Date: _____

Task has been has been verified complete and in compliance with contract drawings and specifications except for non-conformances and incomplete items reported above.

Quality Score

5 = 100% NO problems

4 = 1 minor problems

3 = Hotspot or 2-3 minor

2 = 6+ or major problems

1 = Excessive problems

On-Time Score

5 = On Time

4 = Late

3 = Late by 1 day

2 = Late by 2 days

1 = Late more than 2 days

Safety Score

5 = 100% NO problems

4 = 1 minor problem

3 = Hotspot or 2-3 minor

2 = 4+ or major problem

1 = Injury

Copyright 2012 First Time Quality



**For More Information:
Contact: FirstTimeQuality**

410-451-8006

www.FirstTimeQuality.com

EdC@FirstTimeQuality.com