



## Facilities Maintenance Essentials QA/QC Plan Sample

Good for smaller projects and bid qualifications

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

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# CONTRACT-SPECIFIC MAINTENANCE QUALITY PLAN

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## B. KEY ELEMENTS OF THE MAINTENANCE 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 contract. 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 contract
- 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 contract. We:

- Appoint a Quality Manager, Superintendent, and Contract Manager to each contract, 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 contract quality records and documentation that will be maintained.
- Tightly control exceptions to the quality system so company standards are applied uniformly to every contract
- Enforce policies that monitor work conditions before and during work so that quality results are assured.

**Contract Quality Coordination and Communication.** [CompanyName] tightly controls the maintenance process to ensure quality results. We:

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

**Quality Assurance Surveillance.** [CompanyName] audits the quality system to assure it is operating effectively. We:

- Audit the operation of the quality system on each contract for conformance to the Contract Quality Assurance/Quality Control Plan and the [CompanyName] Quality System requirements.
- Conduct annual company-wide audits to evaluate effectiveness of the [CompanyName] Quality System and improve its operation.

# I. MAINTENANCE 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 contract 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 contract quality requirements. When appropriate, functional tests are performed.

Inspection results are recoded and maintained as part of the contract 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 contract 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

**[CompanyName][CompanySuffix]  
Work Task Inspection Form**

Version 20131117

Work Task :		
Project: Id# [ProjectNumber]	Project Name: [ProjectName]	Subcontractor and Supplier Company ID/Name:
Location/Area:	Reference drawing version #:	Crew ID/Name
<p><b>Compliance Verification</b></p> <input type="checkbox"/> Compliance with initial job-ready requirements <input type="checkbox"/> Compliance with material inspection and tests <input type="checkbox"/> Compliance with work in process first article inspection requirements <input type="checkbox"/> Compliance with work in process inspection requirements <input type="checkbox"/> Compliance with work task completion inspection requirements <input type="checkbox"/> Compliance with inspection and test plan	<p><b>Heightened Awareness Checkpoints</b></p> <input type="checkbox"/> [Insert items identified at project startup and preparatory meetings] <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Production Notes:		
Reported Nonconformances:		
<b>Verification of Work Task Completion (sign and date)</b>		
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)		
Project Superintendent score subcontractor/crew performance and feedback notes	<b>Quality: 5 4 3 2 1</b> <b>Safety: 5 4 3 2 1</b> <b>Delivery: 5 4 3 2 1</b>	
Quality Manager Sign and date*: Work task verified complete to specifications (sign and date)		
Quality Manager score quality performance and feedback notes	<b>Quality: 5 4 3 2 1</b>	
* 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][CompanySuffix]  
Work Task Work Order Form**

Version 20131125

Request Date :	Fixed Price :
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Company Name:	Location:
Address:	Contract Number: [ProjectNumber]
City State Zip Code:	Contact Person:
Telephone Number:	Email Address:
Fax Number:	Contact Phone Number:

**Description of Work and Explanation for Repairs and Parts**

Service Dates:	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; height: 20px;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> </table>				
Labor Hours:	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; height: 20px;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> </table>				
Description/Explanation:					
Compliance Verification	<input type="checkbox"/> Compliance with initial job-ready requirements <input type="checkbox"/> Compliance with material inspection and tests <input type="checkbox"/> Compliance with work in process first article inspection requirements <input type="checkbox"/> Compliance with work in process inspection requirements <input type="checkbox"/> Compliance with work task completion inspection requirements <input type="checkbox"/> Compliance with inspection and test plan				

**Verification of Work Task Completion (sign and date)**

Supervisor Sign and date*:	Feature of work verified complete to specifications (sign and date):
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\* 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.

**Completion of Work Order: To be Signed Off by Customer**

Customer Signature: (Sign and Date)	
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## 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

<b>[CompanyName][CompanySuffix]</b> <b>Nonconformance Report</b> <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: _____	

Selected Pages





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