



General Comprehensive Quality Plan & Manual Sample

Selected pages (not a complete plan or manual)

Sample includes:

- ✓ Project Quality Plan Pages
- ✓ Quality Manual Pages
- ✓ Submittal Forms
- ✓ Additional QA/QC Forms Examples

Contact:

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410-451-8006

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[CompanyName]

Construction

Quality Assurance/Quality Control Plan

[ProjectName]

[ProjectNumber]

Effective Date: [Date]

| Version | Version notes |
|---------|---------------|
| [Date] | Initial issue |

Approved

[QualityManagerName], Quality Manager

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PROJECT-SPECIFIC CONSTRUCTION QUALITY PLAN

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K. MATERIAL INSPECTION TRACEABILITY AND QUALITY CONTROLS

Products and materials are controlled to assure the use of only correct and acceptable items. Controls include identification of the inspection status. Materials that require lot control traceability and the method of traceability are listed on the Controlled Materials form included as an exhibit in this subsection.

IDENTIFICATION OF LOT CONTROLLED MATERIALS

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.

MATERIAL RECEIVING AND INSPECTION

When lot-controlled materials are received, the Operations Manager inspects the materials and verifies that materials have the specified lot identifications. Received materials are listed on the Material Receiving and Inspection Report form or Metals Materials Receiving and Inspection form included as an exhibit in this subsection.

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.

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| [CompanyName] Metals Material Receiving Inspection Report | | | | |
|--|--|---|--------------------|--|
| Project ID | Project Name | P.O.# | Supplier | Receipt Date |
| [ProjectNumber] | [ProjectName] | | | |
| Type of Material (i.e., steel plate) | Material Description (nominal dimensions) | Heat Number/ Serial Number/Markings | Condition / Damage | Color Code Marking |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| Receiving Inspector Approval Signature / Date | | Government Representative Name/Approval Date | | |
| | | | | <input type="checkbox"/> Material Receiving Inspection Passed |

Selected Pages

| [CompanyName] Material Inspection and Receiving Report | | | | | | | | |
|--|----------------|--------------------|-------------------|-----------|---------|--------------------------|--------------------------|--------------------------|
| Contract ID | Contract Name | Purchase Order No. | Supplier | | | Bill of Lading No. | Date | |
| [ProjectNumber] | [ProjectName] | | | | | | | |
| Item No. | Stock/Part No. | Description | Quantity Received | Condition | Marking | Accept | Conditional Use | Reject |
| | | | | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | | | | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | | | | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | | | | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | | | | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | | | | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Receiving Quality Control | | | | | | | | |
| <p>ACCEPTANCE</p> <p>Listed items have been accepted by me or under my supervision</p> <p><input type="checkbox"/> Conform to contract specifications EXCEPT as noted herein or on supporting documents.</p> <p><input type="checkbox"/> Received in apparent good condition EXCEPT as noted</p> <p>Signature of authorized person and date: _____</p> | | | | | | | | |
| EXCEPTIONS: | | | | | | | | |

L. CONSTRUCTION INSPECTION AND TEST PLAN

The Quality Inspection and Test Plan form lists inspections and tests (other than work task inspections) that will be performed on this project.

Results of inspections and tests will be recorded on the Inspection and Test Form.

Form exhibits are included as an exhibit in this subsection.

CALIBRATION OF INSPECTION, MEASURING, AND TEST EQUIPMENT

The Quality Manager determines inspection, measuring, and test equipment that will be controlled, calibrated, and maintained.

Records of calibrations will be maintained including calibration certificates documenting of traceability to national standards.

A list of controlled and calibrated test equipment is listed on the Test Equipment Calibration Plan and Log included as an exhibit in this subsection.

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.

Selected Pages

| [CompanyName] 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 | | |
| | | | | | | | | | | | |
| | | | | | | | | | | | |
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| [CompanyName] Test Equipment Calibration Plan and Log | | | | |
|--|---------------|----------|------|--|
| Project ID | Project Name | Preparer | Date | |
| [ProjectNumber] | [ProjectName] | | | |

| Type of measuring device | Calibration Type and Frequency | Measuring Device ID | Calibrated By/ Calibration Date | Calibration certificate # | Next Calibration Due Date |
|--------------------------|--------------------------------|---------------------|---------------------------------|---------------------------|---------------------------|
| | | | | | Project Start |
| | | | | | |
| | | | | | |
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[CompanyName]

Construction

Quality Manual

**Operating Policies of the
[CompanyName] Quality System**

Version: [Date]

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QUALITY MANUAL

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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.

7.5. PROCESS CONTROL STANDARDS

7.5.1. JOB-READY START WORK STANDARDS

Work on a work task starts only when conditions do not adversely impact quality, comply with government regulations, contract technical specifications, industry standards, or product installation instructions.

The Quality Manager identifies supplemental start-work requirements that apply to a specific project when they are necessary to assure quality results.

7.5.2. WORK IN PROCESS STANDARDS

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Work is conducted only when conditions do not adversely impact quality, comply with government regulations, contract technical specifications, industry standards, or product installation instructions.

The Quality Manager identifies supplemental work in process requirements that apply to a specific project when they are necessary to assure quality results.

7.5.3. PROTECTION OF COMPLETED WORK STANDARDS

Completed work is protected from damage as specified by government regulations, contract technical specifications, industry standards, or product installation instructions.

The Quality Manager identifies supplemental protection requirements that apply to a specific project when they are necessary to assure quality results.

7.5.4. MATERIAL STORAGE

The Superintendent ensures all materials will be delivered, stored and handled in a manner that protects them from damage, moisture, dirt and intrusion of foreign materials.

Delivery of materials will be planned according to the work progress to minimize storage on site, where there are higher possibilities of damages and deterioration of materials.

Stored materials will be segregated to prevent cross contamination and limit losses should a delivery be rejected.

The Superintendent surveys stored materials during daily jobsite reviews and identifies any material that have incurred damage or otherwise become defective and therefore unfit for use.

7.5.5. CONTROLLED USE OF MATERIALS

The Project Manager ensures that contracts and purchase orders are awarded only to outside organizations qualified to perform the work task and/or supply materials as required for the specific project.

Only approved materials are used in the construction process. Only approved materials are specified in purchase and/or subcontracts.

Materials that are defective, deteriorated, damaged, or not approved are not used. The Superintendent clearly marks such materials for non-use or otherwise holds them aside.

When customer-supplied materials are lost, damaged, or otherwise found unsuitable for use, the Superintendent reports such findings to the customer.

When subcontractor-supplied materials are damaged or otherwise found unsuitable for use, the Superintendent reports such findings to the subcontractor.

The Superintendent ensures that construction uses only materials specified in the contract technical specifications, contract drawings, and approved submittals. Substitutions are made only by agreement of the customer and documented by a change order (see section 2.1.3.6).

7.5.5.1. CONTROLLED PRODUCT USE AND INSTALLATION

[CompanyName] construction activities conform to manufacturers' product use and installation instructions that apply to the construction process.

When installing a product, the Superintendent has access to all applicable product installation instructions.

7.6. DAILY QUALITY CONTROL REPORT

The Superintendent records a summary of daily work activities. The report will include:

- Schedule Activities Completed
- General description of work activities in progress.
- Problems encountered, actions taken, problems, and delays
- Meetings held, participants, and decisions made
- Subcontractor and Supplier and Company Crews on site
- Visitors and purpose
- General Remarks
- Improvement Ideas
- Weather conditions

7.7. MONTHLY QUALITY CONTROL REPORT

When a monthly quality control report is required by the Project Quality Plan, the Superintendent records a monthly status report. The report includes:

- A summary of work completed and work in progress
- Outstanding issues
- Issues resolved during the reporting period
- Outstanding potential change orders
- Project status with current project costs and estimated completion date
- A cost analysis summarizing actual costs to date and estimated future costs
- Project pictures as appropriate

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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

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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 (see section 9.3 Corrective Actions).

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.

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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

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[CompanyName]

QA/QC Forms

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| [CompanyName] Project Submittal Form | | | |
|--|-----------------|---|------|
| Submittal ID# | Project ID | Project Name | Date |
| | [ProjectNumber] | [ProjectName] | |
| To: | | From: Precision Plant Services Location: | |
| Type of Submittal: <input type="checkbox"/> Shop drawing <input type="checkbox"/> Product data <input type="checkbox"/> Request for information <input type="checkbox"/> Completed form or quality record <input type="checkbox"/> Quality system document <input type="checkbox"/> Other: | | Description of submittal: | |
| List of attachments: | | Remarks: | |
| Submittal Prepared by: Precision Plant Services Name: Title: Signature / Date: | | Submittal Approved by Precision Plant Services Quality Manager: Name: Title: Signature / Date: | |
| Customer Disposition: <input type="checkbox"/> Approved <input type="checkbox"/> Conditionally approved, resubmission not required (see comments) <input type="checkbox"/> Disapproved, resubmission required <input type="checkbox"/> Other: | | Customer Representative: Name: Title: Signature / Date: | |
| Comments: | | | |

Selected Pages

| [CompanyName] Change Order Form | | | |
|--|---|---------------|-------------------|
| Change Order ID# | Project ID | Project Name | Preparer and Date |
| | [ProjectNumber] | [ProjectName] | |
| Requestor Name : _____ Date: _____ Request Reference Document: _____ | Contract change requested by: <input type="checkbox"/> Precision Plant Services <input type="checkbox"/> Client <input type="checkbox"/> Architect/Engineer <input type="checkbox"/> Project Manager <input type="checkbox"/> Code Enforcement Official <input type="checkbox"/> Other: | | |
| Change order description: | Reason(s) for change order: Supporting documentation provided: | | |
| Time Extension Required: <input type="checkbox"/> Yes <input type="checkbox"/> No Number of Days*: _____ Reason: Supporting documentation attached: | Cost Change Required? <input type="checkbox"/> Yes <input type="checkbox"/> No Amount* \$ _____ Reason: Supporting documentation attached: | | |
| Customer Approval: Name/Date _____ | Precision Plant Services Approval: Name/Date _____ | | |

| [CompanyName] Subcontractor and Supplier Qualification Form | | | |
|--|---|--|-------------|
| Company Name: | | Scope of Work (specification sections): | |
| Project ID | Project Name | Approval | Approved By |
| [ProjectNumber] | [ProjectName] | <input type="checkbox"/> Yes <input type="checkbox"/> Conditional <input type="checkbox"/> No | |
| Subcontractor and Supplier Quality System: <input type="checkbox"/> Works under Precision Plant Services Quality System <input type="checkbox"/> Approved to Work under subcontractor's quality system | | Subcontractor and Supplier site quality inspection <input type="checkbox"/> Site quality inspection required before approval <input type="checkbox"/> Site quality inspection of product/material required before delivery | |
| Review Topics | Project-Related Job Credentials | | |
| | Licenses required: | License and expiration dates: | |
| | Certification required: | Certifications and expiration dates: | |
| | Training required: | Training completed and expiration date: | |
| | Type and length of experience required: | Certifications and expiration dates: | |
| | Personnel license, certification, and training required: | List each person's credentials on the Subcontractor and Supplier Certifications and Licenses form. | |
| Qualifications | | | |
| | <input type="checkbox"/> Senior person designated as Quality Manager <input type="checkbox"/> Knowledge of Company quality standards <input type="checkbox"/> Demonstrated capability to complete work to Company quality standards <input type="checkbox"/> Demonstrated skills and knowledge <input type="checkbox"/> Demonstrated experience | <input type="checkbox"/> Demonstrated results <input type="checkbox"/> Effective self-inspection process <input type="checkbox"/> Access to codes, standards and product instructions <input type="checkbox"/> Equipment availability <input type="checkbox"/> Production capacity <input type="checkbox"/> Staffing availability | |
| | QUALIFICATION NOTES: _____ _____ _____ | | |
| Provisional Approval: Action plan for improvement | | | |
| | | | |
| Follow-up results and date | | | |
| | | | |

Questions? Call First Time Quality 410-451-8006



For More Information:

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www.firsttimequalityplans.com

or

Contact: First Time Quality

410-451-8006

edc@firsttimequality.com