

**[CompanyName]**

## **Project Quality Plan**

**[ProjectName]**

**[ProjectNumber]**

Management acceptance

This Project Quality Plan has been reviewed and accepted

Endorsed By: (Name / Title)	[QualityManagerName], Quality Manager		
Signature:	[QualityManagerName]	Date:	[Date]

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**Cross-Reference Table to ISO 10005:2018**

ISO 10005:2018 Clause	Clause Description	Corresponding Quality Plan Section
5.1, 5.2, 5.4.2	Project requirements, stakeholder expectations, and plan inputs	Inputs to the Quality Plan
6.2	Resource management	Resources
6.4	Competence, training, and awareness	Competence and Training
6.3, 5.2.i	Communication methods, roles, and processes	Communication
6.7	Management of externally provided processes, products, and services	Subcontractor and Supplier Management
6.8	Process management and control	Process Control
6.12	Identification and traceability of products, services, and related documentation	Material Identification and Traceability
6.13	Management of property belonging to customers or external providers	Material Identification and Traceability
6.14	Preservation of products, materials, and equipment	Preservation of Materials, Completed Work, and Equipment
6.15	Control of nonconforming outputs	Control of Nonconformances
6.16	Monitoring, measurement, analysis, and evaluation	Required Tests
6.17	Audits and evaluation of compliance	Project Quality Surveillance Audits
7.1	Management reviews	Project Quality Surveillance Audits
7.2, 5.4.2	Control of documented information	Control of Documented Information
7.3, 7.4	Management and control of changes	Control of Changes

## B. QUALITY PLAN OVERVIEW

The context of this Quality Plan is derived from a thorough consideration of both internal and external factors that may influence the project outcomes. Internally, the Quality Plan addresses the capabilities of [CompanyName], including available resources, organizational structure, competencies, and existing quality management practices. The Plan accounts for the roles, responsibilities, and authorities within the project team, ensuring clarity and effectiveness in communication, oversight, and decision-making.

The Quality Plan has been developed to integrate seamlessly with [CompanyName]'s existing Quality Management System (QMS). Where project-specific deviations from standard practices are identified, clear justification is documented, reviewed, and formally approved to ensure controlled implementation without compromising overall quality assurance.

### RISK-BASED APPROACH

A risk-based approach has been employed to identify and manage potential project risks systematically. The Quality Manager, in coordination with the Project Manager and Superintendent, assesses project-specific risks, including potential challenges related to resource availability, project complexity, stakeholder interactions, and compliance requirements. Mitigation strategies are integrated within the various processes detailed in the Plan, including subcontractor and supplier selection, design and development controls, production and service provision methods, and comprehensive inspection and testing protocols.

### OPPORTUNITIES FOR CONTINUAL IMPROVEMENT

Opportunities for continual improvement and innovation have been identified during this contextual analysis and are incorporated within this Plan. By regularly evaluating project performance against predefined quality objectives and stakeholder feedback, [CompanyName] ensures that lessons learned are systematically captured and used to enhance current and future projects.

### INPUTS TO THE QUALITY PLAN

The development of this Quality Plan is informed by several critical inputs, ensuring comprehensive coverage of all necessary requirements for the successful delivery of [ProjectName] ([ProjectNumber]). These inputs form the foundational basis for all quality management activities and controls documented herein.

Primary inputs include customer and stakeholder requirements, thoroughly reviewed by the Project Manager and Quality Manager to ensure clear understanding and alignment. [CompanyName] systematically analyzes contractual obligations, customer specifications, expectations, and project-specific requirements, ensuring accurate reflection within the Quality

Plan. Additionally, the Quality Manager identifies and incorporates applicable statutory, regulatory, and industry specifications.

#### **CUSTOMER AND STAKEHOLDER REQUIREMENTS**

- Local building codes
- OSHA safety regulations
- Relevant construction industry standards
- Specific customer-required construction specifications

#### **ORGANIZATIONAL REQUIREMENTS**

- Established site procedures and protocols
- Existing quality control standards for construction practices
- Qualifications and certifications of construction personnel
- Availability of specialized construction resources and equipment
- Broader strategic objectives of the company related to construction excellence

#### **COMMUNICATION REQUIREMENTS**

The Quality Manager establishes effective and structured communication procedures specific to construction projects, clearly defining methods for information exchange among site supervisors, subcontractors, suppliers, and clients. Regular construction meetings, progress reports, and documented communications ensure clarity, accountability, and transparency throughout the project's lifecycle, enhancing stakeholder engagement and project outcomes.

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### **PURPOSE OF THIS QUALITY PLAN:**

The purpose of this Quality Plan is to define how [CompanyName] intends to deliver [ProjectName] ([ProjectNumber]), ensuring full compliance with customer requirements,



applicable standards, and regulatory obligations. The Quality Plan is structured to clearly communicate expectations, responsibilities, and processes necessary for effective quality management throughout the project lifecycle.

## QUALITY GOALS AND OBJECTIVES

[CompanyName] sets specific , measurable quality goals, and objectives tailored to each project's requirements, aligning closely with client expectations and project success criteria.

### PROJECT QUALITY GOALS:

- Achieve 100% compliance with project specifications, applicable codes, and standards.
- Maintain zero critical quality-related nonconformances.
- Ensure a first-pass inspection success rate of at least 95%.
- Complete the project with no unresolved quality issues at turnover.
- Respond to and resolve all identified quality issues promptly within agreed-upon timeframes.

### PROJECT QUALITY OBJECTIVES:

- Conduct thorough and proactive inspections and audits to minimize quality risks.
- Clearly define and communicate quality responsibilities and accountabilities across project roles.

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## D. RISK MANAGEMENT

Risk management constitutes a critical component of this Quality Plan. The Project Manager, in collaboration with the Quality Manager, systematically identifies, assesses, and mitigates potential quality-related risks throughout the project lifecycle.

### RISK IDENTIFICATION

Comprehensive identification of potential risks affecting quality, such as:

- Material shortages
- Equipment failures
- Complex site conditions (e.g., difficult terrain, limited site access)
- Stakeholder coordination and approvals

### RISK ASSESSMENT

Evaluating each risk based on likelihood and potential impact, using a risk assessment matrix:

Likelihood	Low Impact	Medium Impact	High Impact
Low	Low Risk	Low Risk	Medium Risk
Medium	Low Risk	Medium Risk	High Risk
High	Medium Risk	High Risk	Critical Risk

### RISK MITIGATION AND CONTROL

Implementing proactive mitigation strategies, assigning responsibilities, and setting timelines for review and resolution.

### RISK MONITORING AND REVIEW

Regular reviews and updates to the Risk Register to track the effectiveness of mitigation actions and identify any new or evolving risks.

### RECORDS AND DOCUMENTATION

- Risk Register (Appendix A)

## F. CONTRACT REVIEW AND SUBMITTALS

The contract for this project, [ProjectName] - [ProjectNumber], has been reviewed, approved, and signed by the President, Project Manager, and the Quality Manager.

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.

### CONTRACT REVIEW AND APPROVAL

The President conducts Customer contract reviews to ensure that:

- Customer requirements and specifications are complete
- Customer requirements and specifications are compatible with the relevant regulations, [CompanyName] quality standards, and Quality System requirements
- [CompanyName] has the capability to deliver the completed project in the time allotted

Before construction begins, the President makes sure that all contract requirements are clearly understood, all discrepancies are resolved, and all requirements are agreed upon. Once these requirements are met, the President signs the contract.

### CONTRACT DRAWINGS

The Project Manager obtains customer supplied drawings that have been approved by local government regulators. Superintendents have jobsite access to approved architectural drawings for the construction they supervise.

All [CompanyName] activities comply with the drawing details and specifications cited in the drawings.

### AS-BUILT RED-LINE DRAWINGS

As the project progresses, the Superintendent marks the original design drawings to indicate as-built conditions including changes to specified materials, dimensions, locations, or other features.

### CONTRACT WARRANTY

The Project Manager ensures that Customer contracts clearly specify warranty coverage including:

- Scope
- Starting date
- Duration

The Project Manager ensures that Customer contracts also clearly specify owner responsibility for:

## H. SUBCONTRACTOR AND SUPPLIER MANAGEMENT

### EXTERNALLY PROVIDED PROCESSES, PRODUCTS, AND SERVICES

[CompanyName] systematically manages externally provided processes, products, and services essential to the successful delivery of [ProjectName] ([ProjectNumber]). The Superintendent and Quality Manager are responsible for selecting, evaluating, and managing external providers to ensure they meet established quality and compliance standards.

This structured approach to managing externally provided processes, products, and services ensures consistency, reliability, and compliance, supporting the overall quality objectives of the project.

### SELECTION AND EVALUATION OF EXTERNAL PROVIDERS

External providers—including subcontractors, suppliers, and service providers—are selected based on their capability, reliability, and proven track record. Criteria for evaluation include:

- Technical expertise and relevant experience
- Previous performance records and references
- Compliance with industry standards and certifications
- Financial stability and resource availability

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### OVERSIGHT, MONITORING, AND MANAGEMENT

Continuous oversight of external providers is critical to maintaining project quality. Key activities include:

- Regular site visits and inspections
- Scheduled performance reviews and audits
- Ongoing communication and issue resolution

### ACCEPTANCE, INSPECTION, AND VERIFICATION

[CompanyName] implements systematic acceptance procedures for externally provided processes, products, and services. Procedures include:

- Initial inspections upon delivery or completion
- Verification against specifications and quality requirements
- Documentation and reporting of inspection results

The Quality Manager oversees these processes, ensuring that all externally provided elements fully meet the project's quality and performance standards. Proper documentation of inspections and verifications is maintained to ensure traceability and accountability.

## RECORDS AND DOCUMENTATION

The following records and documentation are in Appendix E.

- Project Subcontractor and Supplier List
- Supplier/Subcontractor Performance Evaluation Form
- Subcontractor and Supplier Qualification Form

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## J. PROCESS CONTROL

### PRODUCTION AND SERVICE PROCESS CONTROLS

[CompanyName] establishes comprehensive procedures for controlling construction processes and activities for [ProjectName] ([ProjectNumber]), ensuring that all project activities consistently meet defined quality criteria and requirements.

The Superintendent and Quality Manager define specific process steps, quality standards, and acceptance criteria clearly in the project documentation, ensuring all activities align with customer requirements, regulatory standards, and internal policies including:

- Clearly documented work instructions and procedures
- Effective scheduling and resource allocation
- Equipment and tool maintenance schedules
- Detailed project execution plans and methods statements

### CONSTRUCTABILITY REVIEWS

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#### PROCEDURE

Constructability Reviews are systematically performed at critical milestones throughout the project lifecycle:

- Pre-Construction Review: Conducted prior to mobilization to verify that construction documents, including drawings, specifications, and schedules, are complete, accurate, and clearly defined.
- Intermediate Constructability Reviews: Performed before commencing major project phases or significant work tasks. This ensures that upcoming construction methods, sequencing, and specified materials can be executed efficiently and without quality or safety compromises.
- Ongoing Field Reviews: Regular site walk-throughs by project leadership and quality personnel to proactively identify and rectify potential issues before they impact the schedule or quality.

### WORK TASK PROCESS PLANNING

Criteria for product and service acceptance are explicitly defined by the Quality Manager and communicated clearly to all personnel involved. Validation of processes, especially for activities where outputs cannot be verified by subsequent monitoring or measurement, is carefully

managed through rigorous testing and verification procedures overseen by the Quality Manager.

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.

## **MONITORING, INSPECTION, AND VALIDATION**

The Superintendent oversees daily operations, ensuring adherence to established processes and promptly addressing any deviations. Regular monitoring and measuring activities are performed using appropriate tools and techniques, systematically verifying conformity to project specifications and quality expectations. Activities include:

- Routine inspections by designated personnel
- Formal quality audits and performance reviews
- Validation tests and measurements performed against quality standards and specifications

## **ENSURING QUALITY CRITERIA AND REQUIREMENTS**

The Quality Manager coordinates regular audits and inspections throughout the production and service delivery phases, ensuring consistent compliance and immediately rectifying any nonconformance. This proactive approach supports continuous improvement, enhances reliability, and assures consistent achievement of project quality objectives.

- Regular inspections and monitoring activities
- Compliance audits conducted at key project phases
- Use of quality control checklists and inspection forms

## **WORK TASK PROCESS CONTROLS**

### **LISTING OF QUALITY CONTROLLED CONSTRUCTION WORK TASKS**

Project phases of work and work tasks subject to process control procedures are listed on the Quality Controlled Work Tasks form.

Each work task is subject to a series of job-ready, work in process, and completion inspections. A project work tasks Quality Control Work Task List is included as an exhibit in this subsection.

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

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## **CONTROLLED USE OF MATERIALS**

[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.

## **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 traceability to national standards.

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.



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## RECORDS AND DOCUMENTATION

The following records and documentation are in Appendix G.

- Quality Controlled Work Task List
- Work Task Quality Assurance/Quality Control Plan
- Controlled Materials Traceability Log
- Controlled Materials Inspection Log
- Test Equipment Calibration Plan
- Equipment Calibration and Maintenance Log

## M. MATERIAL IDENTIFICATION AND TRACEABILITY

Traceability procedures are rigorously defined by the Quality Manager and Superintendent for products or components requiring traceability due to regulatory, contractual, or internal quality requirements. Detailed records are maintained, documenting origin, processing history, and current status of these items.

Responsibilities for maintaining traceability records and documents rest with the Superintendent and Quality Manager, who ensure that all necessary traceability information is accurately recorded, securely stored, and readily accessible. Regular audits are conducted by the Quality Manager to verify adherence to traceability requirements, promptly addressing and rectifying any nonconformances.

This structured approach to identification and traceability enhances accountability, supports regulatory compliance, and ensures reliability in quality control throughout the project's lifecycle.

### IDENTIFICATION OF LOT CONTROLLED MATERIALS

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

Materials that require lot control traceability and the method of traceability are listed on the Controlled Materials form.

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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.

### PROPERTY BELONGING TO CUSTOMERS OR EXTERNAL PROVIDERS

Care will be exercised for customer property used by or under [CompanyName] control. [CompanyName] will identify, inspect, verify, control, and protect Customer property with the

procedures that apply to company purchased materials. If any Customer property is lost, damaged, or otherwise found to be unsuitable for use [CompanyName] will report this to the Customer.

Customer supplied equipment, products and materials will be received, identified, inspected, protected, used, traced, and nonconformances controlled using policies and procedures that [CompanyName] uses for products and materials it produces and purchases.

This structured approach ensures customer and external provider property is effectively protected and managed, supporting trust, compliance, and the overall success of the project.

### **IDENTIFICATION AND LABELING**

The Superintendent establishes clear identification and labeling methods to ensure proper handling and protection. Upon receipt, the Quality Manager verifies suitability and conformity of the provided property against contractual and regulatory requirements, promptly addressing any discrepancies with the customer or external provider.

### **AUDITS AND INSPECTIONS**

Regular audits and inspections conducted by the Quality Manager ensure compliance with established procedures for managing customer and external provider property. Any identified issues or incidents related to this property are immediately documented, communicated, and resolved in cooperation with the property owner.

Customer supplied products will be verified to meet specified requirements as specified in the “Inspection and audits” section of this Quality Plan.

Nonconforming Customer supplied product will be controlled as specified in the “Control of Nonconformances” section of this Quality Plan.

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

## **RECORDS AND DOCUMENTATION**

The following records and documentation are in Appendix J.

- Controlled Materials Traceability Log
- Controlled Materials Inspection Log
- Customer-Furnished Material Logs

## **N. PRESERVATION OF MATERIALS, COMPLETED WORK, AND EQUIPMENT**

[CompanyName] implements comprehensive methods to preserve the quality and integrity of all project materials, completed work, and equipment throughout the lifecycle of [ProjectName] ([ProjectNumber]). The Superintendent and Quality Manager are responsible for clearly defining and overseeing procedures related to handling, storage, protection, and delivery of construction outputs, including:

- Construction materials
- Heavy equipment and tools
- Prefabricated and custom components
- Completed structures and finishes

The Superintendent ensures that construction materials and equipment are stored properly on-site, with specific attention to protection from environmental factors, including:

- Dirt, oil, ferrous material, other foreign matter
- Dust and contamination
- Extreme temperatures affecting material integrity
- Moisture and water damage
- Damage as specified by government regulations, contract technical specifications, industry standards, or product installation instructions.

### **STORAGE, SHIPPING AND HANDLING**

Prefabricated components and completed structures are clearly labeled, securely packaged, and adequately protected during transportation and interim storage to prevent damage or deterioration. Regular inspections and audits conducted by the Quality Manager verify compliance with established preservation standards and procedures.

Protections will be employed that prevent water from collecting and pooling.

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### **NONCONFORMANCES OR PRESERVATION RISKS**

Any identified nonconformances or preservation risks are promptly documented and corrected to prevent delays or quality issues. This structured and proactive approach ensures construction outputs maintain their intended quality, fully conforming to project specifications and client expectations, contributing directly to project success and client satisfaction.

## RECORDS AND DOCUMENTATION

The following records and documentation are in Appendix J.

- Preservation Inspection and Storage Checklist
- Material and Equipment Protection Log

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## R. CONTROL OF CHANGES

[CompanyName] implements structured procedures to manage changes affecting [ProjectName] ([ProjectNumber]) to ensure continued compliance with project quality requirements and minimize disruptions.

### IDENTIFICATION AND EVALUATION OF CHANGES

The Project Manager and Quality Manager collaboratively manage the change control process, ensuring clear communication and coordination. Site supervisors and team leaders are responsible for implementing approved changes, ensuring alignment with updated project documentation.

Where changes impact contract requirements, the Project Manager coordinates with the Customer to obtain formal approval prior to implementation. Approved changes are recorded in the Change Approval Log and integrated into the Project Quality Plan.

Typical types of changes include:

- Design modifications
- Material substitutions
- Scope adjustments
- Schedule shifts
- Regulatory updates
- Corrective actions resulting from inspections or audits

#### Approval

Changes are not implemented until formally approved by both internal and, when applicable, external (customer) authorities. Each approved change is clearly tracked and archived.

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### RECORDS AND DOCUMENTATION

The following records and documentation are in Appendix C.

- Change Order Form
- Change Order Log
- Updated Specifications, Drawings, or Quality Documentation

## V. APPENDICES

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## [CompanyName] Risk Management Register

Form #: [Form#] / Version: 1 / Revision: 0 / Effective Date: [Date]

Project ID	Project Name	Preparer	Date
[ProjectNumber]	[ProjectName]		

[illegible]

## Appendix G1 Process Control Plans

<b>[CompanyName]</b> <b>Quality Controlled Work Task List</b> Version: 1 / Revision: 0 / Effective Date: [Date]			
<b>Project ID</b>	<b>Project Name</b>	<b>Preparer</b>	<b>Date</b>
[ProjectNumber]	[ProjectName]		

Project Work Tasks / Contract Section	Quality Controlled work task	Method for identification of Approved Inspection Status

<b>[CompanyName]</b> <b>Work Task Quality Assurance/Quality Control Plan</b> Version: 1 / Revision: 0 / Effective Date: [Date]			
Project ID	Project Name	Preparer	Date
[ProjectNumber]	[ProjectName]		
Work Task:		Performing Department/Crew/Subcontractor and Supplier:	
Licensing / certification / qualification requirements of personnel or performing organization:		Work Task acceptance criteria:	
Reference documents (contract specifications, contract drawings, submittals, quality standards, work instructions, product installation instructions)			
ID #	Title or Description	Version / Issue Date	
Required Inspections, process controls, and Tests			
ID #	Inspection Protocol / Test Points	Acceptance Criteria	
Required records of work task process and completion			

## Appendix G2: Material Controls

[CompanyName] Material Inspection and Receiving Report								
Version: 1 / Revision: 0 / Effective Date: [Date]								
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"/>
Receiving Quality Control								
ACCEPTANCE								
Listed items have been accepted by me or under my supervision								
<input type="checkbox"/> Conform to contract specifications EXCEPT as noted herein or on supporting documents.								
<input type="checkbox"/> Received in apparent good condition EXCEPT as noted								
Signature of authorized person and date: _____								
EXCEPTIONS:								

**[CompanyName]**  
**Controlled Materials Traceability Log**

Version: 1 / Revision: 0 / Effective Date: [Date]

Contract ID	Contract Name	Preparer	Date	
[ProjectNumber]	[ProjectName]			

Contract Section/ Activity ID	Material	Intended Use (If description is necessary)	Lot Traceability Requirements	Method for identification of Approved Inspection Status

**[CompanyName]**  
**Controlled Materials Inspection Log**

Version: 1 / Revision: 0 / Effective Date: [Date]

Project ID	Project Name	Preparer	Date	
[ProjectNumber]	[ProjectName]			

Item	Storage Location	Date of Inspection	Inspector	Condition	Action Required	Date Completed

**[CompanyName]**  
**Test Equipment Calibration Plan**

Version: 1 / Revision: 0 / Effective Date: [Date]

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

**[CompanyName]**  
**Equipment Calibration and Maintenance Log**

Version: 1 / Revision: 0 / Effective Date: [Date]

Project ID	Project Name	Preparer	Date	
[ProjectNumber]	[ProjectName]			

Equipment ID	Description	Last Calibration Date	Next Calibration Due	Performed By	Remarks



**[CompanyName]**  
**Customer-Furnished Material Logs**

Version: 1 / Revision: 0 / Effective Date: [Date]

Contract ID	Contract Name	Preparer	Date	
[ProjectNumber]	[ProjectName]			

Contract Section/ Activity ID	Material	Intended Use (if description is necessary)	Lot Traceability Requirements	Method for identification of Approved Inspection Status

**[CompanyName]**  
**Preservation Inspection and Storage Checklist**

Version: 1 / Revision: 0 / Effective Date: [Date]

Contract ID	Contract Name	Preparer	
[ProjectNumber]	[ProjectName]		

Date	Material/Equipment Description	Storage Location	Condition Observed	Preservation Measures Applied	Inspector Initials / Comments

[illegible]

**[CompanyName]**

## **Corporate Quality Manual**

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

Management acceptance

This Quality Manual has been reviewed and accepted

Endorsed By: (Name / Title)	[PresidentName], President		
Signature:	<i>[PresidentName]</i>	Date:	[Date]

This manual is the property of [CompanyName]. The information contained herein is confidential and for internal use only. All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form by any means, electronic, mechanical, photocopying, recording or otherwise, without the prior written permission of [CompanyName].

### Revision History

DATE	DOCUMENT#	REVISION	COMMENTS	APPROVED BY
[Date]	QM	0	Original Issue	[PresidentName]

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# QUALITY MANUAL

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## CROSS REFERENCES

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## 4. CONTRACT SPECIFICATIONS

### *DEFINE CUSTOMER QUALITY EXPECTATIONS*

#### 4.1. OVERVIEW

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.

#### 4.2. CONTRACT TECHNICAL SPECIFICATIONS

The Project Manager obtains contract technical specifications from the customer.

For each specific contract, The President identifies supplemental technical specifications on the Project Quality Plan when they are not otherwise specified by the contract or the approved drawings. Superintendents have jobsite access to contract technical specifications for the construction activities they supervise.

All [CompanyName] activities comply with the contract technical specifications.

#### 4.3. CONTRACT DRAWINGS

The Project Manager obtains customer supplied drawings that have been approved by local government regulators. Superintendents have jobsite access to approved architectural drawings for the construction they supervise.

All [CompanyName] activities comply with the drawing details and specifications cited in the drawings.

##### 4.3.1.1. AS-BUILT RED-LINE DRAWINGS

As the project progresses, the Superintendent will mark the original design drawings to indicate as-built conditions including changes to specified materials, dimensions, locations, or other features.

#### 4.4. NEEDS AND EXPECTATIONS OF INTERESTED PARTIES

The Quality Manager identifies interested parties, their expectations, quality requirements including governmental regulators, special interest organizations, and the public.

#### 4.5. CONTRACT RISK ASSESSMENT

The Quality Manager performs a general assessment and identifies project quality risks. Quality risks include ability to satisfy customer expectations for quality or on-time delivery as well as company risks related to time and cost related to possible quality issues.

#### 4.6. CONTRACT SUBMITTALS

The Quality Manager prepares submittals that provide additional details of how [CompanyName] plans to carry out quality-related aspects of the customer contract, contract technical specifications, and contract drawings and reporting of quality records to the customer.

The Quality Manager lists, schedules, and approves all quality-related submittals that are required by the project including submittals prepared by subcontractors and suppliers. The Quality Manager must review all submittals for compliance with the requirements of the [CompanyName] Quality System. The Quality Manager must sign approval of each contract submittal.

[CompanyName] extends compliance to contract specifications to all customer approved submittals. All [CompanyName] activities comply with customer approved submittals.

#### **4.6.1. CONTRACT SUBMITTAL SCHEDULE**

The Project Manager identifies submittals that apply to a specific contract and when they should be submitted, including:

- Contract requirement reference (if applicable)
- Submittal type: Shop drawing, product data, quality inspection and test plan, request for information, or allowances and unit prices
- Description
- Due date for submission to customer by [CompanyName]
- Due date for approval by the customer. Due dates may be a number of days after a project plan milestone.
- Approval date

The Project Manager uses Standard Operating Procedure 4.6.1. Contract Submittal Schedule to plan project submittals that are required during a project and to record when the submittals are completed and approved by the customer. The submittal schedule also provides the means to control submittals that have deviated from the plan and document any unplanned submittals. At the end of the project, the submittal schedule is used to verify that all submittals have been completed.

#### **4.6.2. STRUCTURAL PLAN AND SHOP DRAWING SUBMITTALS**

The Project Manager or Purchasing and Estimating Manager prepare shop drawing submittals that supplement contract drawings. Shop drawings are required when additional details are necessary for fabrication or installation. The following information is included, as applicable:

- Dimensions established by field measurement
- Relationships to adjoining work
- Identification of products and materials
- Fabrication and installation drawings
- Diagrams showing locations of field-installations
- Shop fabricated manufacturing instructions
- Templates and patterns
- Design calculations
- Compliance with specified standards
- Seal and signature of professional engineer if required
- Additional requirements as specified in the contract, contract technical requirements, or contract drawings.

[CompanyName] extends contract specifications to include customer approved shop drawings.

#### **4.6.3. PRODUCT DATA SUBMITTALS**

The Project Manager prepares product data submittals that consist of the manufacturer's product information. The information included in this submittal is:

- Manufacturer, trade name, model or type number
- Description
- Intended use
- Size and physical characteristics including drawings when applicable
- Finish and color characteristics
- Product manufacturer's installation instructions, when applicable
- Additional requirements as specified in the contract, contract technical requirements, or contract drawings.

#### **4.6.4. ALLOWANCES AND UNIT PRICES SUBMITTALS**

When customer contracts specify allowances and unit prices that the customer will select after the contract is awarded, the Project Manager prepares an allowance and unit price submittal for customer approval.

When a customer selects or approves an allowances and unit prices, the customer indicates the allowance and unit price selection on the signed submission return.

[CompanyName] extends compliance to contract specifications to customer approved allowances and unit prices.

#### **4.6.5. REQUEST FOR INFORMATION (RFI) SUBMITTALS**

The Project Manager submits a request for additional information to the customer when errors are found or when required information is not contained in the contract, contract technical specifications, or contract drawings.

Should any number of contract technical specifications or contract drawings result in conflicting requirements, the Quality Manager submits a request for information to the customer to select the standard that applies.

[CompanyName] extends compliance to contract specifications to customer requests for information.

#### **4.6.6. CHANGE ORDER SUBMITTALS**

Contract requirements or contract technical specifications may require a change after the contract is awarded. The Project Manager submits the change order to the customer for approval, including any contract price adjustments.

When a customer approves a change order, the customer signs the submission return.

[CompanyName] extends contract specifications to include customer approved change orders.

The Project Manager uses Standard Operation Procedure 4.6.6. Change Order Submittal to clearly communicate proposed project change orders and record customer acceptance on a project.

#### **4.6.7. MOCK-UP SUBMITTALS**

The Superintendent prepares mock-up submittals as required by contract. Additionally, the Quality Manager specifies mock-up requirements when they are necessary to ensure customer expectations are clearly identified.

The Quality Manager ensures that each mock-up demonstrates specific elements of form and/or function, and that they are specified in the submittal documents.

[CompanyName] extends contract specifications to include customer approved mock-up submittals.

#### **4.7. CUSTOMER SUBMITTAL APPROVAL**

The Project Manager obtains the signature of an authorized customer representative on the submittal form.

[CompanyName] extends compliance to contract specifications to customer approved submittals.

Work in the affected area of a pending submittal requirement does not start until the customer approves the submittal.

The Project Manager follows Standard Operating Procedure 4.7. Customer Submittal Approval to provide a consistent method for presenting and recording key submittal information in a cover sheet for each submittal on a project.

#### **4.8. CONTRACT WARRANTY**

The Quality Manager determines warranty services that are required by regulatory requirements, customer requirements, and customer expectations.

The Project Manager ensures that customer contracts clearly specify warranty coverage including:

- Scope
- Starting date
- Duration

The Project Manager ensures that customer contracts also clearly specify owner responsibility for:

- Restrictions of use
- Maintenance requirements
- Exclusions for customer supplied materials or equipment
- Timely notification of problems

#### **4.9. CONTRACT REVIEW AND APPROVAL**

The President conducts customer contract reviews to ensure that:

- Customer requirements and specifications are complete
- Customer requirements and specifications are compatible with the relevant regulations, [CompanyName] quality standards, and Quality System requirements
- [CompanyName] has the capability to deliver the completed project in the time allotted

Before construction begins, the President makes sure that all contract requirements are clearly understood, all discrepancies are resolved, and all requirements are agreed upon. Once these requirements are met, the President signs the contract.

#### **4.10. SUPPLEMENTAL PROCEDURES**

- SOP 4.6.1. Contract Submittal Schedule
- SOP 4.7. Customer Submittal Approval

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## 9. INSPECTIONS AND TESTS

### *ASSURE COMPLIANCE*

#### 9.1. OVERVIEW

Inspections are necessary to verify that work processes and results conform to both contract requirements and [CompanyName] quality standards.

Qualified personnel inspect every project throughout the construction process. Additional reviews validate the accuracy of the field quality inspections and ensure that the quality standards apply uniformly.

An inspection and test plan defines the quality inspections and tests required for a specific project.

Personnel may only inspect work activities for which they have been qualified by the Quality Manager.

#### 9.2. REQUIRED WORK TASK QUALITY INSPECTIONS AND TESTS

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.

Tasks are divided into two categories:

- Discrete Tasks are standard type of work where a completion inspection is performed one time at the completion of a phase of work.
- Process Tasks are tasks where completion inspections are performed continuously. Continuous inspections are required when there is a limited window of time to perform a completion inspection before the next task begins. Process tasks may also be characterized by independent monitoring of a work process, such as welding, where the observer verifies conformance to work procedures.

Process tasks undergo additional quality controls that continuously monitor compliance to specifications.

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.

#### 9.3. MATERIAL INSPECTIONS AND TESTS

Material quality inspections and tests ensure that purchased materials meet purchase contract quantity and quality requirements.

##### 9.3.1.1. MATERIAL RECEIVING INSPECTION

The Superintendent inspects or ensures that a qualified inspector inspects materials prior to use for conformance to project quality requirements. The receiving inspection includes a verification that the

- Correct material has been received
- The material is identified and meets the traceability requirements for the material
- Material certifications and/or test reports meet the specified requirements
- Materials are tested and approved for the specific application



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.

#### **9.3.1.2. SOURCE INSPECTIONS**

Source quality inspections are required when quality characteristics cannot or will not be verified during subsequent processing. The Quality Manager determines if a source inspection is necessary to validate supplier quality before materials are delivered to the project jobsite.

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

### **9.4. WORK IN PROCESS INSPECTIONS**

Work in process quality inspections continuously verify compliance project quality standards beginning at the start of a work task, as work is conducted, and continues until the work task is complete.

#### **9.4.1.1. INITIAL JOB-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.

#### **9.4.1.2. INITIAL WORK IN PROCESS INSPECTION**

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.

#### **9.4.1.3. FOLLOW-UP WORK IN PROCESS INSPECTIONS**

The Superintendent or a qualified inspector performs ongoing work in process quality inspections to ensure that work activities continue to conform to project quality requirements. Punch Items

If the Superintendent or inspector observes an item for correction prior to a work task completion inspection, the item is identified for correction. During the work task completion inspection each Punch item correction is verified.

Any outstanding Punch items remaining after the work task completion inspection is deemed a nonconformance.

#### **9.4.2. ADDITIONAL INSPECTION REQUIREMENTS FOR PROCESS TASKS**

For each process task, a qualified person inspects the ongoing completion work for conformance to project quality requirements. This is in addition to discrete task completion inspections that are performed one time at the end of a phase of work.

The continuous monitoring inspections are conducted before starting other work activities that may interfere with an inspection.

### **9.5. WORK TASK COMPLETION INSPECTIONS**

For each work task, the Quality Manager or a qualified inspector inspects the completion of each work task to verify that work conforms to project quality requirements.

Completion quality inspections are performed for each work task. Completion quality inspections are conducted before starting other work activities that may interfere with an inspection.

Any outstanding Punch items remaining after the work task completion inspection is deemed a nonconformance.

#### **9.6. INSPECTION OF SPECIAL PROCESSES**

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.

#### **9.7. INDEPENDENT MEASUREMENT AND TESTS**

The Quality Manager ensures that quality tests that apply to a specific project are clearly identified. Tests for a project include:

- Customer required quality tests as specified by the contract, contract technical specifications, contract drawings, and approved submittals.
- Additional quality tests necessary to assure quality results.

#### **9.8. COMMISSIONING FUNCTIONAL ACCEPTANCE TESTS**

A functional test is performed on each functional system. A qualified inspector performs functional acceptance tests to verify that a system meets predetermined acceptance criteria including:

- The equipment and systems operate as intended
- The equipment and systems perform as intended
- Documentation for operation and maintenance is complete

Each functional test has a documented testing procedure that includes:

- Step-by-step work instructions for conducting the test
- Data recording requirements
- Acceptance criteria
- A determination of pass or fail

#### **9.9. HOLD POINTS FOR CUSTOMER INSPECTION**

The Superintendent stops work when reaching a hold point specified on the inspection and test plan. The Superintendent ensures that work proceeds only with customer approval.

#### **9.10. QUALITY INSPECTION AND TEST SPECIFICATIONS**

Specifications for each inspection or test are clearly understood before the inspection or test is performed including:

- Items to be inspected/tested
- Inspections/tests to be performed
- Testing schedule frequency
- Specification references including contract drawing identification number and version, if applicable, and/or contract technical specification number and version, if applicable
- Performing party
- Witness parties
- Certificates required
- Checklists/procedures
- Reference standards

### **9.11. INSPECTION AND TEST ACCEPTANCE CRITERIA**

Inspections assess conformance of materials or work for each work task to project quality requirements, including applicable:

- Contract technical specification
- Contract drawings
- Approved shop drawings
- Approved product submittals
- Approved allowances and unit prices
- Product identification requirements
- Approved submittals
- [CompanyName] quality standards

The material or completed work task is accepted only when it meets all project quality requirements.

### **9.12. INSPECTION AND TEST STATUS**

The status of each quality control inspection or test is clearly marked by tape, tag, or other easily observable signal to ensure that only items that pass quality inspections is accepted.

For each quality-controlled work task, the Quality Manager determines the appropriate method of identification to show inspection and test status.

For each quality-controlled material, the Quality Manager determines the appropriate method for identifying quality inspection and test status.

### **9.13. INDEPENDENT QUALITY ASSURANCE INSPECTIONS**

The Quality Manager and/or qualified inspectors perform independent quality assurance inspections that verify that task quality controls are operating effectively.

The Quality Manager selects a representative portion of task completion inspections performed by the Superintendent. Those tasks are independently inspected by the Quality Manager and/or qualified inspectors. The findings are compared to the findings of the inspections performed by the Superintendent. Any deviations are addressed by corrective actions and preventive actions as necessary.

### **9.14. INSPECTION AND TEST RECORDS**

The Superintendent follows Standard Operating Procedure 9.14. Inspection and Test Records to record and store the results of quality inspections and tests.

#### **9.14.1. INSPECTION RECORDS**

The Quality Manager prepares an inspection form for each work task. The Quality Manager lists on the form checkpoints for heightened awareness including:

- Initial job-ready inspection requirements
- Inspection and tests
- Work in process inspection requirements
- Completion quality inspections
- Other quality requirements as necessary to reduce quality risks

The person responsible for the inspection, records work task inspection results on the work task inspection form.

The Quality Manager follows Standard Operating Procedure 9.14.1. Inspection Records to prepare a work task quality inspection form for planned work tasks on a project when an adequate quality inspection form is not available and to provide a document for recording the results of work task quality inspections.

#### **9.14.2. TEST RECORDS**

Test result data include as appropriate:

- Reference to the inspection and test plan item
- Description or title of the inspection activity
- Drawing identification number and version, if applicable
- Technical specification number and version, if applicable
- Location of the inspection activity
- Acceptance criteria
- Nonconformances
- Validation that nonconformances are corrected, reinspected or retested, and confirmed to meet Quality System requirements.
- Any open items to be completed later.
- Inspector's name and signature indicating compliance with all requirements of the Quality System
- Quality rating scores as appropriate
- Date of inspection or test
- Certificate, if applicable
- Conspicuous statement of final result as either "CONFORMS" or "DOES NOT CONFORM"

#### **9.15. PROJECT COMPLETION AND CLOSEOUT INSPECTION**

The Superintendent and Quality Manager follow Standard Operating Procedure 9.15. Project Completion and Closeout Inspection to clearly document a nonconformance found by test or work task completion quality inspection, to monitor the disposition status, and to record its disposition.

##### **9.15.1. PRE-FINAL [COMPANYNAME] INSPECTION**

Near the end of the project, or a milestone established in the Project Quality Inspection and Test Plan, the Quality Manager will inspect the completed project and verify conformance to contract specifications.

The Quality Manager records nonconforming items.

The Superintendent assigns a planned date by which the deficiencies will be corrected. The date may be assigned for all items or individual items as necessary. After corrections have been made, the Superintendent verifies the completion of each item.

Then the Quality Manager conducts a follow-up inspection and verifies that all nonconforming items have been corrected to meet contract specifications. Any remaining deficiencies are recorded and managed as nonconformances.

When the pre-final [CompanyName] inspection process is complete, the Quality Manager then notifies the customer that the project is ready for the customer's final inspection. The customer is also notified of any remaining nonconformances and their planned resolution.

#### **9.15.2. PRE-FINAL CUSTOMER INSPECTION**

If the customer performs a pre-final inspection, the Quality Manager records nonconforming items and assigns a planned date by which the deficiencies will be corrected.

The Superintendent assigns a planned date by which the deficiencies will be corrected. The date may be assigned for all items or individual items as necessary. After corrections have been made, the Superintendent verifies the completion of each item.

After corrections have been made, the Quality Manager will conduct a follow-up inspection and verify that all nonconforming items have been corrected to meet contract specifications. Any remaining deficiencies are recorded and then managed as nonconformances.

When the pre-final customer inspection process is complete, the Quality Manager then notifies the customer that the project is ready for the customer's Final inspection. The customer is also notified of any remaining nonconformances and their planned resolution.

#### **9.15.3. FINAL ACCEPTANCE CUSTOMER INSPECTION**

If the customer performs a final inspection, the Quality Control Manager, Superintendent, and Project Manager will participate in the inspection. The Quality Manager records nonconforming items and assigns a planned date by which the deficiencies will be corrected. The date may be assigned for all items or individual items as necessary. After corrections have been made, the Superintendent verifies the completion of each item.

After corrections have been made, the Quality Manager will conduct a follow-up inspection and verify that all nonconforming items have been corrected to meet contract specifications. Any remaining deficiencies are recorded managed as nonconformances.

When the final customer inspection process is complete, the Quality Manager then notifies the customer that the project is ready for the customer's follow-up verification. The customer is also notified of any remaining nonconformances and their planned resolution.

#### **9.16. SUPPLEMENTAL PROCEDURES**

- SOP 9.14. Inspection and Test Records
- SOP 9.14.1. Inspection Records
- SOP 9.15. Project Completion and Closeout Inspection

## 13. RECORD AND DOCUMENT CONTROLS

### 13.1. OVERVIEW

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

### 13.2. QUALITY SYSTEM DOCUMENTS

#### 13.2.1. CORPORATE QUALITY MANUAL

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

The Quality Manager ensures that the Corporate 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 Corporate Quality Manual, then signs and dates the cover.

#### 13.2.2. QUALITY SYSTEM POLICY AND PROCEDURES

The Quality Manager prepares procedures when documented work steps are necessary for establishing, implementing, and maintain the [CompanyName] Quality System. Only procedures approved by the Quality Manager are a requirement of the [CompanyName] Quality System.

Written procedures are required for the use of forms to record quality data.

Each procedure must contain the following elements:

- Purpose
- Scope
- Definitions
- Responsible Person(s)
- References
- Procedure steps: that describe sequential processes to be followed to accomplish quality objectives

### 13.3. DOCUMENT CONTROLS

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

#### **13.3.1. CONTROL OF SYSTEM DOCUMENTS**

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

- Corporate Quality 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.

The Quality Manager and Project Manager follow Standard Operating Procedure 13.3.1. Control of System Documents to ensure the proper control of documents related to the quality system.

#### **13.3.2. 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.

### **13.4. 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.

#### **13.4.1. 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

#### **13.4.2. 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.

The Quality Manager and Project Manager follow Standard Operating Procedure 13.4.2. Project Records Control to ensure the proper maintenance and storage of all quality records for a project.

#### **13.5. SUPPLEMENTAL PROCEDURES**

- SOP 13.3.1. Control of System Documents
- SOP 13.4.2. Project Records Control



**[CompanyName]**

**Quality System**

**Standard Operating Procedures**

# STANDARD OPERATING PROCEDURES

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<b>QUALITY SYSTEM SOP</b> <b>8.7 MONTHLY QUALITY CONTROL REPORT</b>	
Version	Approved by:
	Quality Manager

**Purpose:**

To communicate the monthly project status to the customer

**Scope:**

All active projects

**Definitions:**

None:

**Responsible Person(s):**

Superintendent

**References:**

Quality Manual Section 8.7 Monthly Quality Control Report

Quality Manual Section 13.4.2 Project Records Control

**Procedure:**

1. Use the Monthly Quality Control Report Form contained in this procedure unless the customer contract or Project Quality Assurance/Quality Control Plan specifies the use of a modified or customer supplied form. In that case, the specified form replaces the standard form for that contract.
2. The Responsible Person reports on monthly project status as required by the Quality Manual.
3. The Responsible Person records the report on the Monthly Project Report Form or equivalent.
4. The Responsible Person stores the completed form in the field office as required by Quality Manual Section 13.4.2 Project Records Control.

**[CompanyName]  
Monthly Quality Control Report**

Project ID	Project Name	Preparer	Reporting Period
[ProjectNumber]	[ProjectName]		
Summary of work completed and work in progress			
Outstanding issues			
Issues resolved during the reporting period			
Outstanding potential change orders			
Project status			
Cost analysis			
Project pictures			

## QUALITY SYSTEM SOP

### 10.2.3.1 RECORDING OF NONCONFORMANCES

Version	Approved by:
	Quality Manager

#### Purpose:

To clearly document a nonconformance found by test or work task completion quality inspection, monitor the disposition status, and to record its disposition.

#### Scope:

All projects tests and work task completion quality inspections

#### Definitions:

None:

#### Responsible Person(s):

Superintendent reports nonconformance on a Nonconformance Report Form

Quality Manager assigns disposition of the nonconformance

Superintendent stores the completed forms

#### References:

Quality Manual Section 10.2.3.1 Recording of Nonconformances

Quality Manual Section 13.4.2 Project Records Control

#### Procedure:

1. Use the Nonconformance Report Form and Nonconformance Report Control Log contained in this procedure unless the customer contract or Project Quality Assurance/Quality Control Plan specifies the use of a modified or customer supplied form. In that case, the specified form replaces the standard form for that contract.
2. The Responsible Person records nonconformances as required by the Quality Manual on the Nonconformance Report Form and records the nonconformance report on the Nonconformance Report Log.
3. The Responsible Person records disposition of nonconformances as required by the Quality Manual on the Nonconformance Report Form.
4. The Responsible Person records the disposition on the Nonconformance Report Log.
5. When the corrective actions and/or preventive actions have been completed, the Responsible Person records the action on the Nonconformance Report Form, updates the status on the Nonconformance Report Log.
6. The Responsible Person stores the completed form in the field office as required by Quality Manual Section 13.4.2 Project Records Control

[CompanyName] Nonconformance Report		
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: _____	

## [CompanyName] Nonconformance Report Control Log

[illegible]

[CompanyName] Corrective Action Report		
Report Control ID	Project ID	Project Name
	[ProjectNumber]	[ProjectName]
Preparer's Signature/ Submit Date		Submitted to:
Description of the requirement or specification		
Reason for the corrective action		
Location, affected material, affected area, etc. requiring corrective action		
Suggested Corrective Actions		
Corrective Action Plan	<input type="checkbox"/> Approval signature/date _____	
	Approval of corrective actions required by customer representative? Yes <input type="checkbox"/> No <input type="checkbox"/>	
	<input type="checkbox"/> Customer approval signature /date: _____	
	<input type="checkbox"/> Corrective actions completed Name/Date: _____	
Preventive Action Plan		
	<input type="checkbox"/> Preventive actions completed Name/Date: _____	



<b>QUALITY SYSTEM SOP</b> <b>12.2 PROJECT QUALITY SYSTEM AUDIT</b>	
Version	Approved by:
	Quality Manager

**Purpose:**

To monitor the effective operation of the quality system on a project, and to record and store the results of Project Quality System Audits and corrective actions taken

**Scope:**

All active construction projects

**Definitions:**

None:

**Responsible Person(s):**

Project Manager has overall responsibility

Quality Manager

**References:**

Quality Manual Section 12.2 Project Quality System Audit

Quality Manual Section 13.4.2 Project Records Control

**Procedure:**

1. Use the Project Quality System Audit Form contained in this procedure unless the customer contract or Project Quality Assurance/Quality Control Plan specifies the use of a modified or customer supplied form. In that case, the specified form replaces the standard form for that contract.
2. The Responsible Person performs Project Quality System Audits as required by the Quality Manual.
3. The Responsible Person records results on the Project Quality System Audits Form.
4. The Responsible Person stores the completed form in the field office as required by Quality Manual Section 13.4.2 Project Records Control.

## [CompanyName] Project Quality System Audit Form

Project ID	Project Name	Auditor	Date
[ProjectNumber]	[ProjectName]		

**Review Topics:**  
(Place check mark next to each item audited)

- ☐ Customer satisfaction
- ☐ On-time task completion
- ☐ Contract administration
- ☐ Safety compliance
- ☐ Quality risk planning and mitigation
- ☐ Performance improvement results
- ☐ Action plan for improvements

Quality Plan Conformance:

- ☐ Project QC Personnel
- ☐ Project Quality Coordination and Communication
- ☐ Employee Qualifications
- ☐ Qualification of subcontractors and suppliers
- ☐ Project Quality Specifications
- ☐ Testing Plan
- ☐ Test Reports
- ☐ Work Task Quality Inspections
- ☐ Daily Quality Control Report
- ☐ Control of Punch Items and Nonconformances
- ☐ Project Records and Documents

Nonconformance Notes and observations

Action plan for improvement

Follow-up results and date



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