

**[CompanyName]**

## **Contractor Quality Management Plan (QMP)**

**[ProjectName]**

**[ProjectNumber]**

Management acceptance

This Quality Management Plan has been reviewed and excepted

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

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## ELEMENT 2: DOCUMENTED QUALITY SYSTEM

[CompanyName] documents its Quality Management System by three integrated and coordinated components.

This Quality Management Plan provides details of how [CompanyName] will apply its Quality System to meet the unique requirements of this project.

The QMS Manual documents how [CompanyName] institutes its quality management process as a company.

The Standard Operating Procedures document work steps and forms for recording operation of the Quality System.

These documents are attached to this Quality Management Plan.

### QUALITY MANAGEMENT PLAN

The Quality Manager maintains the Quality Management Plan.

The Quality Manager performs a semi-annual review of the QMP to include the following topics:

- Status of any actions from prior reviews.
- Process performance.
- Non-conformances and corrective actions.
- Internal and external audit results.
- Number of persons assigned to the Work and their qualifications.
- Lessons learned and opportunities for improvement.
- Decisions and follow up actions.

Additional details regarding QMS Audits are included in Element 14: Quality Audits in this Quality Management Plan.

### QMS MANUAL

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

The Quality Manager ensures that the QMS 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.

### QUALITY SYSTEM PROCEDURES

The Quality Manager prepares procedures when documented work steps are necessary for establishing, implementing, and maintaining 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

Written procedures are included in the separate Standard Operating Procedures file of the [CompanyName] Quality Management System.

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## ELEMENT 4: DOCUMENT CONTROL

### 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.

#### ***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 construction
- Identification of products and materials
- Fabrication and installation drawings
- Diagrams showing locations of field-installations
- Shop fabricated construction 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.

#### ***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.

### ***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 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.

### ***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.

### ***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.

### ***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.



## SUBMITTAL SCHEDULE AND LOG

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

## SUBMITTAL REVIEW AND APPROVAL

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.

## SUBMISSION TO CUSTOMER

See Submittal Forms Examples in Appendix A. for all the forms that will be used to submit submittals on this project.

## CUSTOMER APPROVED SUBMITTALS

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.

## DOCUMENT CONTROL SYSTEM

Table 4-1 lists the types of documents that require control and the primary storage location at the project site:

Table 4-1

Type of Controlled Document	Retention Period	Primary Storage Location	Time to Retrieve Records from Storage
QMS Manual			
Quality Standard Operating Procedures			
Quality Management Plan			
Drawings			
Specifications			
Inspection Procedures			
Test Procedures			
Special Work Instructions			
Operational Procedures			
QA Program and Procedures			

A listing of the latest, most up-to-date approved project documents appears on the Project Document Control Form included as an example in Appendix A.. When an updated version is approved, the Quality Manager updates the Project Document Control form..

### DOCUMENT CONTROLS

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

- Quality System Manual
- Quality System Procedures

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

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

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 Project Manager ensures that the most up-to-date documents are readily available to all required users at each work site prior to commencing work.

## **DOCUMENT CONTROL PROCEDURE**

### **Procedure:**

1. The Responsible Person reviews and approves all controlled documents prior to release and is responsible for future control of the document. The Responsible Person records the title of the document, approval date, name, job position, and the method of document control: either 'hard copy' or 'computer file.' A record is maintained on the Project Document Control Form contained Appendix A.
2. When controlled documents are revised, the Responsible Person records the title of the document, the version, revision number and effective date on the document and on the Project Document Control form. Each subsequent document version cancels the previous versions of the document. The Responsible Person promptly removes obsolete documents and if the document is retained, marks it as obsolete and superseded. The Responsible Person can verify the status of any controlled document.
3. The Responsible Person ensures that current issues of all documents are readily available at locations where activities essential to the effective functioning of the quality system are performed.
4. For distribution of controlled documents stored on computer media:
  - The Responsible Person designates one or more directory folders where all files in the folder are designated as either approved documents, current versions, or controlled documents. Access to change or delete the files is restricted to the Responsible Person by password.

- The Responsible Person removes obsolete versions of controlled documents from the directory folder.
5. Computerized records of controlled documents are backed up daily. Retrieval of backups can recover all controlled documents in effect as of any selected day.
  6. Controlled documents stored on computer media are marked "Uncontrolled Copy When Printed" as the Responsible Person deems practical.
  7. For the distribution of hard copies of controlled documents:
    - Only the Quality Manager is authorized to copy controlled documents.
    - When the Quality Manager distributes copies of controlled documents, the following record is made of the document: the version date, to which person it was distributed, and the document's location.
  8. Uncontrolled copies are marked "Uncontrolled Copy"
  9. When a controlled document is superseded:
    - The first page of superseded documents is destroyed or marked "VOID." The superseded document is removed from areas where quality inspection, test, or work is in progress.
    - The superseded document is replaced with a currently approved version of the document
  10. Quality documents are stored in their original condition, in a suitable environment to prevent damage, deterioration and loss. Quality Records are readily retrievable for review upon request. Access to Quality system documents is not limited but is subject to normal building security.
  11. Quality documents are stored for a period of seven years to demonstrate conformance to specified requirements and the effective operation of the quality system. No quality system document is destroyed without written approval of the Quality Manager.

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## **ELEMENT 7: PROCESS CONTROLS**

The Project Manager ensures that the information in customer contracts clearly defines customer expectations and that the necessary details are provided to set requirements to carry out the work.

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.

Project phases of work and definable feature of work subject to process control procedures are listed on the Quality Controlled definable feature of work form. The form is included as an example in Appendix A..

Process controls include inspection controls which are described in the subsection of this Quality Management Plan.

Process controls include the control of nonconforming items described in subsection of this Quality Management Plan.

### **IDENTIFICATION OF PROCESS CONTROLLED DEFINABLE FEATURES OF WORK.**

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

### **PROCEDURES FOR PERFORMING THE THREE PHASES OF CONTROL**

Three phases of control and a definable feature of work task completion inspection will be performed for each defined feature of work.

The controls and the forms that will be used to record control activities are included on table M-1.

Table M-1

Control	Form
Phase 1: Preparatory (Planning) Phase	Preparatory Phase Checklist
Phase 2: Initial Phase	Initial Phase Checklist
Phase 3: Follow-up Phase	Contractor Quality Control Report
Definable Feature Completion Inspection	Definable Feature Inspection Form

Three Phases of Control and FOW Completion Inspection forms are included as an exhibit in Appendix A.

### **PHASE 1: PREPARATORY PHASE (PLANNING PHASE)**

Phase 1 is the Preparatory Phase that plans quality for an upcoming definable feature of work task. It includes a requirements review, site inspection, and a preparatory meeting. Records of the preparatory phase of control are recorded on the Preparatory Phase Checklist included as exhibits in this subsection.

Procedures that will be used on this project to conduct the Phase I preparatory phase of control are as follows.

#### ***PREPARATORY DEFINABLE FEATURE OF WORK TASK QUALITY CONTROL PLANNING***

In preparation for the start of an upcoming definable feature of work task, the Superintendent reviews an integrated and coordinated set of documents that collectively define quality requirements for the definable feature of work task including:

- Objectives and acceptance criteria of the definable feature of work task
- Quality standards that apply to the definable feature of work task
- Work instructions, process steps, and product installation instructions that apply to the definable feature of 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

### ***PREPARATORY SITE INSPECTION***

The Superintendent also performs a quality inspection of the work area and:

- Verifies that Contractor Drawings have been reviewed, including scaled Coordination Composite Drawings for all items coming in contact with or in close proximity to each other.
- Examines the Work Site for unforeseen conditions and preparatory Work.
- Physical examination of materials, equipment, and storage areas.
- 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 definable feature of work task to begin
- Identifies potential problems

### ***DEFINABLE FEATURE OF WORK TASK PREPARATORY QUALITY PLANNING MEETINGS***

Prior to the start of a definable feature of 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 definable feature of work task quality requirements and reinforces heightened awareness for critical requirements. Topics for a definable feature of 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 definable feature of 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
- Identification of the quality risks such as: material degradation, attachment, geometry, and performance and control requirements, including hold points.
- Identification of [CompanyName]'s and Customer's Hold Points.
- Verification that all required materials and equipment have been approved, are on hand, and ready for use.
- Identification of the means and methods to be used to execute the Work and ensure compliance with the Contract Documents.
- Verification that controls for Inspection and Tests are in place, with related checklists referenced, that include approval/rejection criteria.
- Verification that sample work/mock-ups are complete, including documentation requirements.
- Verification that an effective equipment maintenance and protection plan is established for post installation implementation.
- Verification that all required permits have been obtained and are valid.

- Documentation that permits are current and force-account services are planned.
- Identification of independent testing laboratories, personnel training, or qualifications required.

Definable Feature of Work Tasks quality inspection form

## **PHASE 2: INITIAL PHASE**

Phase 2 is the Initial Phase that occurs when crews are ready to start work to ensure work begins only when it does not adversely impact quality results. Inspections are performed before work starts and after work starts.

Records of the initial phase inspection are maintained using the Initial Phase Checklist form appearing as an exhibit in this subsection.

Procedures that will be used on this project to conduct the Phase 2 initial phase of control are as follows.

### ***JOB-READY INSPECTION BEFORE WORK BEGINS***

For each definable feature of 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.

### ***INITIAL WORK INSPECTION***

For each definable feature of 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.

## **PHASE 3: FOLLOW-UP PHASE (IMPLEMENTATION PHASE)**

Phase 3 is the follow-up phase that occurs while work is in process to assure that work conforms to quality project requirements and continues only when it does not adversely impact quality results.

Records of the follow-up phase inspection are maintained using the Initial Contractor Quality Control form appearing as an exhibit in this subsection. Records of the definable feature of work task completion inspections are maintained using the Definable Feature of Work Task Completion Inspection form appearing as an exhibit in this subsection.

Procedures that will be used on this project to conduct the Phase 3 Follow-up phase of control are as follows.

### ***WORK IN PROCESS FOLLOW-UP***

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 including the following.

- Check and verify compliance with the Contract Documents.



- Ensure the required levels of acceptable workmanship, as identified in the QWP, are employed.
- Provide daily quality reports that include the following information: date and shift, weather conditions, locations and activities, subcontractors performing Work; inspections/tests performed and status; nonconformances; Hold Points; and installed equipment maintenance.
- Control testing.
- Installed equipment maintenance.
- Assurance that codes, standards, and Contract requirements are met.
- Verification that qualified personnel and proper equipment are employed.
- Verification that required permits are valid.
- Verification that Subcontractors are performing as required.
- Verification that good practices are employed.
- Assurance that Hold Points are honored.
- Final inspection and acceptance testing, verifying that all technical and functional Contract requirements are met and that the required documentation is complete.
- Perform internal and external audits and submit them to the Project CEO for review.

### ***PUNCH ITEM CORRECTIONS***

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

Any outstanding punch items remaining after the definable feature of work task completion inspection is deemed a nonconformance.

### ***DEFINABLE FEATURE OF WORK TASK COMPLETION INSPECTION***

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

Completion quality inspections are performed for each definable feature of 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 definable feature of work task completion inspection is deemed a nonconformance.

Additional detail on [CompanyName] policies and procedures for process controls appear in QMS Manual section 8 Process Controls.

## **QUALITY WORK PLAN (QWP)**

When customer contracts require a QWP or the Quality Manager deems it necessary, the Quality Manager prepares a QWP for each definable feature of work. The QWP includes the following:

- Equipment/material verification (including verification of required documentation), storage and preparation; installation steps.
- Identification of quality risks including material degradation, attachment, geometry, and performance; and good practices to assure high quality results.
- Inspection & Test Plans (I&TPs).
- Equipment; special equipment operating requirements.
- Documentation to be used and including document controls.
- Specific training/certification/qualification requirements for Contractor inspection personnel and for the Contractor's Third-Party inspection personnel.
- [CompanyName] and Customer Hold Points.
- Verification that existing field conditions have been captured (e.g., field notes, sketches, photos, and videos), and that "Record Drawings" are current.
- Nonconforming conditions identification, documentation, correction and approval by the Project Manager and Quality Manager prior to allowance of subsequent Work, for "USE-AS-IS" or "REPAIR" dispositioned non-conformance reports (NCR.)
- The means and methods to be used (e.g., tools, measuring devices) to ensure compliance with Contract requirements.

Each QWP will be the basis for site-specific "just in time" (JIT) Training" for all personnel involved. No Work is to be performed without a QWP approved by the customer and presented by the Quality Staff responsible for the Work.

A Quality Work Plan Checklist is included in Appendix A.

## **PROJECT QUALITY STANDARDS**

### **CONTRACT TECHNICAL QUALITY STANDARDS**

The Project Manager obtains contract technical specifications from the customer.

For each specific contract, The Senior Manager or Project Manager identifies supplemental technical specifications on the Project Quality Management 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.

### **CONTRACT DRAWING STANDARDS**

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.

### **INDUSTRY STANDARDS**

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<b>[CompanyName]</b> <b>Project Submittal Form</b> Version 1/Revision 0/Effective Date [Date]			
Submittal ID#	Project ID	Project Name	Date
	[ProjectNumber]	[ProjectName]	
To:		From: [CompanyName] 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: [CompanyName]  Name:  Title:  Signature / Date:		Submittal Approved by [CompanyName] 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:			

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## [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"/>
						<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>
<p>EXCEPTIONS:</p>

**[CompanyName]**  
**Quality Controlled Definable Feature of Work Task List**

Version 1/Revision 0/Effective Date [Date]

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

Project Definable Feature of work / Contract Section	Definable Feature of Work Task	Method for identification of Approved Inspection Status

**[CompanyName]**  
**Quality Inspection and Test Plan**  
Version 1/Revision 0/Effective Date [Date]

Project ID	Project Name	CONTRACTOR
------------	--------------	------------

[ProjectNumber]	[ProjectName]	[CompanyName]
-----------------	---------------	---------------

[illegible]

## [CompanyName] Daily Quality Control Report

Version 1/Revision 0/Effective Date [Date]

Project ID	Project Name	Preparer*/Date
[ProjectNumber]	[ProjectName]	
<p>* On behalf of the contractor, I certify that this report is complete and correct, and equipment and material used, and work performed during this reporting period is in compliance with the contract drawings and specifications to the best of my knowledge except as noted in this report.</p>		
	<b>Description</b>	
Job-ready and WIP Inspections (Active definable feature of )		
Definable Feature of work Completion Inspections		
Sampling/Tests Performed		
Nonconformance Reports		
Problems encountered, actions taken, problems, and delays		
On Site Subcontractors and Suppliers, Company Crews, and Visitors		
Meetings held and decisions made		
General Remarks and improvement ideas		
Weather conditions	<p>Temperature: Low: _____ F High: _____ F            Precipitation: <input type="checkbox"/> No <input type="checkbox"/> Yes, type and amount: _____</p>	



[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			

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# [CompanyName]

## Quality Management System (QMS) Manual

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

Management acceptance

This QMS Manual has been reviewed and excepted

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

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# QMS MANUAL

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# 10. NONCONFORMANCES AND CORRECTIVE ACTIONS

## 10.1. 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.

## 10.2. NONCONFORMANCES

### 10.2.1. 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.

### 10.2.2. 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.

### 10.2.3. NONCONFORMANCE REPORT

#### 10.2.3.1. 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.

#### 10.2.3.2. QUALITY MANAGER DISPOSITION OF NONCONFORMANCE REPORTS

When the Quality Manager receives a Nonconformance Report, he or she assesses the effect the reported nonconformance has on form, fit, and function. The Quality Manager may assign a disposition of either:

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

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

**REWORK:** The nonconformance can be made acceptable for its intended use, even though it is not restored to a condition that meets all specification requirements. The Quality Manager may specify standards that apply to the completion of rework. Rework nonconformances must be approved by the customer.

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

#### **10.2.4. 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 10.3 Corrective Actions).

### **10.3. CORRECTIVE ACTIONS**

#### **10.3.1. 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

#### **10.3.2. 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.

#### **10.4. SUPPLEMENTAL PROCEDURES**

- SOP 10.2.3.1. Recording of Nonconformances

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**[CompanyName]**

**Quality System  
Standard Operating Procedures**

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# STANDARD OPERATING PROCEDURES

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SOP 4.7 CUSTOMER SUBMITTAL APPROVAL	
Version/Date	Approved by:
1.0 / [Date]	Quality Manager

**Purpose:**

To provide a consistent method for presenting and recording key submittal information in a cover sheet for each submittal.

**Scope:**

All projects

**Definitions:**

None:

**Responsible Person(s):**

The Project Manager has overall responsibility

The Quality Manager must approve all submittals

**References:**

Quality Manual Section 4.7 Customer Submittal Approval

Contract Submittals

Quality Manual Section 13.4.2 Project Records Control

**Procedure:**

1. Use the Contract Submittal 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. For each project, the Responsible Person completes the Project Submittals Form (contained in this procedure) with information as required by the Quality Manual.
3. The Responsible Person updates the Project Submittal Form as necessary with actual date of submittal and actual date of customer submittal approval date.
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 Submittal Form			
Submittal ID#	Project ID	Project Name	Date
	[ProjectNumber]	[ProjectName]	
To:		From: [CompanyName] Location:	
<b>Type of Submittal:</b> <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:		<b>Description of submittal:</b>  	
List of attachments:		Remarks:	
Submittal Prepared by: [CompanyName]  Name:  Title:  Signature / Date:		Submittal Approved by [CompanyName] Quality Manager:  Name:  Title:  Signature / Date:	
<b>Customer Disposition:</b> <input type="checkbox"/> Approved <input type="checkbox"/> Conditionally approved, resubmission not required (see comments) <input type="checkbox"/> Disapproved, resubmission required  <input type="checkbox"/> Other:		<b>Customer Representative:</b>  Name:  Title:  Signature / Date:	
Comments:			

SOP 6.8 MEASURING DEVICE CONTROL AND CALIBRATION	
Version/Date	Approved by:
1.0 / [Date]	Quality Manager

**Purpose:**

To clearly define measuring devices that require calibration and to keep calibration records.

**Scope:**

All measuring devices that requires calibration as specified by the [CompanyName] Quality Manual

**Definitions:**

None:

**Responsible Person(s):**

Superintendent

**References:**

Quality Manual Section 6.8 Measuring Device Control and Calibration

Quality Manual Section 13.4.2 Project Records Control

**Procedure:**

1. Use the Measuring Devices and Calibration 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 completes the Measuring Devices Calibration Form (contained in this procedure) with information as required by the Quality Manual.
3. The Responsible Person stores the completed form in the field office as required by Quality Manual Section 13.4.2 Project Records Control

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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