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Part 1: Project-Specific Quality Plan

Part 2: Quality Manual

Part 3: Submittal Forms

Contact:

FirstTimeQuality

410-451-8006

PROJECT QUALITY CONTROL PLAN

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G. SUBCONTRACTOR AND SUPPLIER PURCHASING

(Ref. ISO10005 Quality Plan Requirement 5.6)

Outside organizations will be used to provide products, materials and/or services. Key outside organizations that will be used on this project are listed on the Source of Supply form. A Source of Supply form exhibit is included in this subsection.

The qualifications of listed suppliers have been verified.

QUALIFICATION OF SUBCONTRACTORS AND SUPPLIERS

The Quality Manager qualifies outside organization and company work department capabilities to ensure that they are capable of completely carrying out their assigned quality responsibilities before approving and signing the contract, purchase order, or work order.

Subcontractors and suppliers must meet all Quality System requirements by either 1) working under the [CompanyName] Quality System or 2) operating their own quality program as long as it meets [CompanyName] Quality System requirements.

The Quality Manager defines quality-related credentials for each project work task that affects quality including required:

- Organization and personnel licenses
- Personnel training
- Organization and personnel certifications
- Organization and personnel experience
- Senior person designated as Quality Manager
- Knowledge of Company quality standards
- Demonstrated capability to complete work to Company quality standards
- Demonstrated skills, knowledge, and experience
- Effective self-inspection process
- Access to codes, standards and product instructions

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<p>[CompanyName][CompanySuffix] Project Subcontractor and Supplier List</p> <p style="font-size: small;">Version 20131215</p>				
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Project ID	Project Name			Preparer/ Date
[ProjectNumber]	[ProjectName]			

Work Tasks	Subcontractor and Supplier Name	Description of Services	Quality Control Method (Not Applicable/ Subcontractor and Supplier QC/ [CompanyName] QC)	Remarks

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K. REQUIRED INSPECTIONS FOR QUALITY CONTROLLED WORK TASKS

(Ref. ISO10005 Quality Plan Requirement 5.10)

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.

A series of inspections will be performed on each work task including

- Material inspections
- Work task Job-ready inspections
- Daily work in process inspections
- Work task Completion inspections

Results of inspections and tests will be recorded as follows:

- Task inspection results will be recorded on the Task Inspection Form
- Daily inspections of work in process will be recorded on the Daily Quality Control Report

Form exhibits are included as an exhibit in this section.

Additional detail on [CompanyName] policies and procedures for the preparation of the test plan appears in Quality Manual section 8.2 Required Work Task Quality Inspections and Tests.

PREPARATORY SITE INSPECTION

The Superintendent performs a quality inspection prior to starting work and:

- Assesses completion of required prior work
- Verifies field measurements
- Assures availability and receiving quality inspection status of required materials
- Identifies any nonconformances to the requirements for the task to begin
- Identifies potential problems

MATERIAL QUALITY INSPECTIONS

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

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

TASK-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.

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[CompanyName][CompanySuffix] Quality Inspection and Test Plan											
Project ID			Project Name						CONTRACTOR		
[ProjectNumber]			[ProjectName]						[CompanyName]		
SPECIFICATION SECTION AND PARAGRAPH NUMBER	SCHEDULE ACTIVITY ID	TEST REQUIRED	ACCREDITED/ APPROVED LAB YES /NO	SAMPLED BY	TESTED BY	LOCATION OF TEST ON/OFF SITE/SITE	DATE COMPLETED	DATE FORWARDED TO CUSTOMER	REMARKS		

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O. CONTROL OF NONCONFORMANCES

(Ref. ISO10005 Quality Plan Requirement 5.13)

Should a nonconformance be identified by an inspection, a systematic method will be used to control the item, correct it, and ensure that project quality is not adversely impacted by the event.

Nonconformances and their resolution are recorded on a Nonconformance Report form. A

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.

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 is resolved. The Superintendent identifies the limits of the affected area. The Superintendent quickly and clearly identifies the boundaries of the stop work area.

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.

QUALITY MANAGER DISPOSITION OF NONCONFORMANCE REPORTS

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

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

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

REWORK: The nonconformance can be made acceptable for its intended use, even though it is not restored to a condition that meets all specification requirements. The Quality Manager may specify

QUALITY MANUAL

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CROSS REFERENCES

The [CompanyName][CompanySuffix] Quality System complies with ANSI/ISO/ASQ Q9001-2008: Quality management systems - Requirements

ISO 9001:2008 Requirement	[CompanyName] Quality Manual Section
4 Quality management system	
4.1 General requirements	Key Elements of the Quality System
4.2 Documentation requirements	12 Record and Document Controls
5 Management responsibility	
5.1 Management commitment	[CompanyName][CompanySuffix] Quality Policy 1.3 Quality Duties, Responsibilities, and Authority 11.3 Company-wide Quality System Audit
5.2 Customer focus	[CompanyName][CompanySuffix] Quality Policy
5.3 Quality policy	[CompanyName][CompanySuffix] Quality Policy
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7.2 Customer-related processes	3 Contract Specifications 5 Project-Specific Quality Standards 2.7 Project Quality Communications Plan
7.3 Design and development	4 Design Review and Control
7.4 Purchasing	6 Project Purchasing
7.5 Production and service provision	5 Project-Specific Quality Standards 7 Process Controls
7.6 Control of monitoring and measuring equipment	5.7 Measuring Device Control and Calibration

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8 Measurement, analysis and improvement	
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8.3 Control of nonconforming product	9 Nonconformances and Corrective Actions
8.4 Analysis of data	10 Preventive Actions 11 Quality System Audits
8.5 Improvement	10 Preventive Actions

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7. PROCESS CONTROLS

HOW WORK IS CARRIED OUT

7.1. OVERVIEW

The construction process plan defines how project work is to be done and approved for the overall project. The construction process plan is communicated to all key personnel, subcontractors and suppliers in a startup meeting. As the project proceeds, Task plans provide additional details of how each individual Task is carried out. Tasks planning meetings are used to communicate expectations of the Task plan to key personnel responsible for carrying out the Task.

7.2. PROJECT STARTUP AND QUALITY CONTROL COORDINATION MEETING

Prior to the commencement of work, the Project Manager holds a meeting to discuss and coordinate how project work will be performed and controlled. Key personnel from [CompanyName], subcontractors and suppliers meet to review expectations for project quality results as well as quality assurance and quality control policies and procedures including:

- Key requirements of the project
- The Project Quality Assurance/Quality Control Plan
- Required quality inspections and tests
- The project submittal schedule
- Quality policies and heightened awareness of critical quality requirements
- Project organization chart and job responsibilities
- Methods of communication and contact information
- Location of project documents and records

7.3. PREPARATORY PROJECT QUALITY ASSURANCE/QUALITY CONTROL PLAN PLANNING

7.3.1. TASK REQUIREMENTS REVIEW

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

- Objectives and acceptance criteria of the Task
- Quality standards that apply to the Task
- Work instructions, process steps, and product installation instructions that apply to the 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

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- Personnel training

7.3.2. PREPARATORY SITE INSPECTION

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

- Assesses completion of required prior work
- Verifies field measurements
- Assures availability and receiving quality inspection status of required materials
- Identifies any nonconformances to the requirements for the Task to begin
- Identifies potential problems

7.3.3. TASK PREPARATORY QUALITY PLANNING MEETINGS

Prior to the start of a 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 Task quality requirements and reinforces heightened awareness for critical requirements. Topics for a 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 Task
- Record keeping requirements and the availability of necessary forms
- Review methods and sequences of installation
- Special details and conditions
- Standards of workmanship
- Heightened awareness of critical quality requirements
- Quality risks
- Tasks quality inspection form

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List of Included Forms

Standard Forms:

- Point Of Contact List
- Project Organization Chart
- Project Quality Communications Plan
- Quality Manager Appointment Letter
- Project Manager Appointment Letter
- Superintendent Appointment Letter
- Personnel Certifications and Licenses
- Project Personnel Resumes
- Project Subcontractor and Supplier List
- Training Plan
- Training Log
- Regulatory Codes and Industry Standards
- Project Regulatory Building Codes
- Controlled Materials Form
- Metals Material Receiving Inspection Report
- Material Inspection and Receiving Report
- Inspection and Testing Standards
- Quality Inspection and Test Plan
- Test Equipment Calibration Plan and Log
- Quality Controlled Work Task List
- Daily Production Report
- Work Task Inspection Form
- Nonconformance Report
- Punch List
- Project Completion Inspection Form
- System Document Control Form
- Project Records Control Form
- Project Quality System Audit Form

[CompanyName][CompanySuffix] Nonconformance Report <small>Version 20131125</small>		
Nonconformance Report Control ID	Project ID	Project Name
	[ProjectNumber]	[ProjectName]
Preparer Signature/ Submit Date		Quality Manager Signature / Disposition Date
Description of the requirement or specification		
Description of the nonconformance, location, affected area, and marking		
Disposition	<input type="checkbox"/> Replace <input type="checkbox"/> Repair <input type="checkbox"/> Rework <input type="checkbox"/> Use As-is	
	Approval of disposition required by customer representative? Yes <input type="checkbox"/> No <input type="checkbox"/> Customer approval signature /date: _____	
Corrective Actions	<input type="checkbox"/> Corrective actions completed Name/Date: _____	
	Customer acceptance of corrective actions required? Yes <input type="checkbox"/> No <input type="checkbox"/> Name/Date: _____	
Preventive Actions		
	<input type="checkbox"/> Preventive actions completed Name/Date: _____	

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**Industry-Specific Information
Available by Division**

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04 Masonry	09 Finishes	28 Electronic Safety and Security
05 Metals	21 Fire Suppression	31 Earthwork
06 Wood Plastic Composite	22 Plumbing	32 Exterior Improvements
07 Thermal and Moisture Protection	23 HVAC	33 Utilities
	26 Electrical	



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