



ISO 9001:2015 Quality Manual Sample

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[CompanyName]

Corporate Quality Manual

Operating Policies of the [CompanyName] Quality System

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President/ Date

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CORPORATE QUALITY MANUAL

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2. QUALITY SYSTEM MANAGEMENT AND RESPONSIBILITIES

SYSTEM OF PERSONAL QUALITY ACCOUNTABILITY

2.1. OVERVIEW

Responsibilities for quality are specified not only for compliance with policies and procedures but also so that decisions are based on principles that ensure quality.

Documented responsibilities ensure that expected behaviors are communicated throughout the company rather than left to discretionary interpretation.

2.2. [COMPANYNAME] QUALITY POLICY

Quality is everyone's responsibility. The President holds everyone in the organization personally accountable for adhering to the [CompanyName] Quality System policies and procedures.

The [CompanyName] Quality Policy describes the [CompanyName] commitment to quality and reinforces compliance with the Quality System.

The President communicates the Quality Policy message throughout the company so that all employees understand their respective quality responsibilities.

The President reviews the [CompanyName] Quality Policy with all employees at least annually.

The President ensures that a copy of the [CompanyName] Quality Policy is distributed to all employees and is posted in all offices.

2.3. QUALITY DUTIES, RESPONSIBILITIES, AND AUTHORITY

2.3.1. PRESIDENT: QUALITY DUTIES, RESPONSIBILITIES, AND AUTHORITY

While everyone is responsible for quality, the President is the one person in the company ultimately responsible for quality. Regardless of other duties, quality responsibilities of the President include:

- Identify external and internal issues relevant to the purpose and strategic direction of the quality management system.
- Ensuring that each employee understands his or her quality responsibilities as well as [CompanyName] quality policies
- Establishing company quality policies and objectives
- Conducting management reviews of the [CompanyName] Quality System to meet its intended objectives
- Ensuring the availability of necessary resources and information for effective operation of the Quality System
- Demonstrating commitment to the [CompanyName] Quality System and its integrity
- Ensuring achievement of [CompanyName] quality objectives
- Continuously improving the Quality System
- Fully support the Quality Manager in the execution of assigned quality responsibilities

2.3.2. QUALITY MANAGER: QUALITY DUTIES, RESPONSIBILITIES, AND AUTHORITY

The Quality Manager is responsible for ensuring the overall effectiveness of the Quality System for a specific project. Regardless of other duties, the Quality Manager is responsible for:

- Planning project quality controls required by the [CompanyName] quality systems and contract requirements
- Fully implementing all provisions of the [CompanyName] Quality System and related documents on the project.
- Manage the operation of the [CompanyName] Quality System on the project.
- Implement and manage all phases of quality control
- Communicating project-specific quality requirements to all affected departments, subcontractors and suppliers, and customers
- Ensuring that the Quality System is established and implemented by persons doing work that impacts quality
- Monitoring progress of activities
- Identify quality problems
- Ensuring that the Quality System is maintained
- Acting as the project quality liaison with parties outside the company on matters relating to quality
- Performing periodic quality system reviews and audits
- Reporting to senior management on performance of the Quality System, including needed improvements
- Review and approval of all project Quality System records
- Review and approval of project quality-related contract submittals
- Managing all project inspection and quality control activities
- Controlling corrective actions
- Verify implementation of corrective actions and preventive actions
- Resolving quality nonconformances

The Quality Manager has the authority to:

- Stop work when continuing work may adversely affect quality or cover up a defect
- Prevent the use of equipment or materials that may adversely affect quality or cover up a defect
- To direct the removal and replacement of any non-conforming work, equipment, or material by [CompanyName], any subcontractor, or any supplier.
- Suspend work and/or supply of materials by any staff member, subcontractor personnel, or supplier as deemed necessary to assure quality results.

Alternate Quality Managers acting in the role of the project Quality Manager has the same quality duties, responsibilities and authority as the project Quality Manager.

2.3.3. PROJECT MANAGER: QUALITY DUTIES, RESPONSIBILITIES, AND AUTHORITY

The Project Manager is the one person responsible for management of a specific project. Regardless of other duties, the Project Manager is responsible for:

- Demonstrating commitment to the [CompanyName] Quality System and its integrity
- Ensuring achievement of project quality objectives
- Providing adequate resources for effective operation of the Quality System on the project
- Ensuring that each design employee understands his or her quality responsibilities as well as [CompanyName] quality policies
- Ensuring that each project employee understands his or her quality responsibilities as well as [CompanyName] quality policies

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- Conducting management reviews of the [CompanyName] Quality System
- Ensuring the availability of necessary resources and information for effective operation of the [CompanyName] Quality System

The Project Manager has authority to:

- Stop work when continuing work adversely affects quality or covers up a defect
- Prevent the use of equipment or materials that would adversely affect quality or cover up a defect
- Suspend work and/or supply of materials by any staff member, subcontractor personnel, or supplier as deemed necessary to assure quality results.

2.3.4. SUPERINTENDENT: QUALITY DUTIES, RESPONSIBILITIES, AND AUTHORITY

A Superintendent verifies that work performed by subcontractors and suppliers and [CompanyName] work crews conforms to [CompanyName] quality standards. The President appoints one or more Superintendents for each project.

A Superintendent has specific responsibilities for:

- Ensuring that work meets government regulatory and code requirements, customer requirements, contract requirements, contract technical specifications, contract drawings, approved contract submittals, and company quality standards and specifications
- Ensuring that subcontractors and suppliers begin work in accordance with [CompanyName] start-work policies
- Ensuring that subcontractors and suppliers receive a notice to work only when conditions will not adversely affect quality results
- Conducting quality inspections, tests, and recording findings
- Accurately assessing subcontractor quality and on-time performance
- Ensuring that quality standards are achieved before approving subcontractor or work crew completion of work

The Superintendent has the authority to:

- Stop work when continuing work may adversely affect quality or cover up a defect
- Prevent the use of equipment or materials that may adversely affect quality
- Direct the removal or replacement of any non-conforming work, equipment, or material
- Suspend work and/or supply of materials as deemed necessary to assure quality results

Alternate Superintendent has the same quality duties, responsibilities and authority as the Superintendent. Multiple Superintendents may be assigned to the project.

2.3.5. ALL EMPLOYEES: QUALITY DUTIES, RESPONSIBILITIES, AND AUTHORITY

All employees have quality responsibilities that include:

- Conformance to project quality requirements
- Compliance with the project quality plan
- Meeting or exceeding all applicable regulations, codes, industry standards, and manufacturer specifications as well as meeting or exceeding our customers' contract and individual requirements.
- Fully implementing and complying with all provisions of the [CompanyName] Corporate Quality Manual.

All employees have the authority to:

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- Stop work when continuing work may adversely affect quality or cover up a defect
- Prevent the use of equipment or materials that may adversely affect quality

2.4. QUALITY SYSTEM PERFORMANCE MEASURES

Company-wide quality performance measures evaluate the effectiveness of the Quality System. The following indicators are the primary measures of quality performance:

- Number of customer correction items identified at the project closeout quality inspection
- Customer satisfaction feedback

At least annually, President(s) evaluate [CompanyName] quality performance and set improvement goals.

2.5. CUSTOMER SATISFACTION PERFORMANCE MEASURES

[CompanyName] obtains feedback after project completion on whether customer quality expectations are being met, and to what extent. The President analyzes customer satisfaction data to determine opportunities for improvement and address any items of customer dissatisfaction.

2.6. EXCEPTIONS

Exceptions to the [CompanyName] Quality System and customer contract requirements are tightly controlled:

- Exceptions to compliance to contract specifications are approved only by the customer and the Quality Manager.
- Exceptions to the [CompanyName] Quality System not specified by contract requirements are approved only by President or the Quality Manager.

Exceptions are recorded in memoranda, change orders (Section 4.6.6 Change Order), or otherwise clearly documented.

Selected Pages

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 Assurance/Quality Control 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

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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

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

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- 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.

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 ensures 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

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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.

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.

7. PROJECT PURCHASING

SPECIFY and VERIFY Subcontractor and Supplier QUALITY CAPABILITIES

7.1. OVERVIEW

[CompanyName] verifies the qualifications of subcontractors and suppliers to ensure that they are capable of completely carrying out their assigned responsibilities and do not adversely affect the company's ability to constantly deliver the project. Quality requirements are defined, verified, and documented before they are approved for a project.

7.2. QUALIFICATION OF OUTSIDE ORGANIZATIONS AND COMPANY DEPARTMENTS

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 if it meets [CompanyName] Quality System requirements.

7.2.1.1. REQUIRED CREDENTIALS

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

7.2.1.1.1. INDEPENDENT LABORATORY CREDENTIAL REQUIREMENTS

Independent laboratories performing tests or quality inspections have additional requirements for certification by a nationally recognized testing accreditation organization as appropriate for the scope of the inspection or test:

- NRTL: A nationally recognized testing laboratory according to 29 CFR 1910.7.
- NVLAP: A testing agency accredited according to NIST's National Voluntary Laboratory Accreditation Program.
- The American Association of State Highway and Transportation Officials (AASHTO)
- International Accreditation Services, Inc. (IAS)
- U. S. Army Corps of Engineers Materials Testing Center (MTC)
- American Association for Laboratory Accreditation (A2LA) program

7.2.1.2. REQUIRED CAPABILITIES

- 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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- Equipment availability
- Production capacity
- Demonstrated results

For critical components, the Quality Manager determines if a source quality inspection is necessary to validate supplier quality and delivery capabilities.

7.2.1.3. SUBCONTRACTORS AND SUPPLIERS AND COMPANY DEPARTMENT QUALIFICATION ASSESSMENTS

When the qualification assessment identifies minor nonconformances to the subcontract requirements, the Quality Manager may approve a provisional subcontract. The provisional subcontract supplements the subcontract with requirements for actions that address correction of the nonconformances. All nonconformances must be corrected before work in the affected area begins.

7.3. QUALITY RESPONSIBILITIES OF KEY SUBCONTRACTOR AND SUPPLIER PERSONNEL

A subcontractor senior officer is required to appoint a Subcontractor QC Manager and Superintendent to the project with specific quality responsibilities and authorities.

7.3.1. SUBCONTRACTOR QC MANAGER: QUALITY DUTIES, RESPONSIBILITIES, AND AUTHORITY

The Subcontractor QC Manager is responsible for ensuring effectiveness of the Subcontractor QC Plan for the project. Regardless of other duties, the Subcontractor QC Manager is responsible for:

- Planning and fully implementing project quality controls required by the [CompanyName] quality systems and contract requirements
- Manage the operation of the Subcontractor QC Plan on the project.
- Implement and manage all phases of quality control
- Communicating project-specific quality requirements to all affected departments, subcontractors and suppliers and [CompanyName]
- Ensuring that the Subcontractor QC Plan is established and implemented by persons doing work that impacts quality
- Monitoring progress of activities
- Acting as the project quality liaison [CompanyName] on matters relating to quality
- Review and approval of all project Quality System records
- Review and approval of project quality-related contract submittals
- Managing all project inspection and quality control activities
- Controlling corrective actions
- Resolving quality nonconformances

The Subcontractor QC Manager has the authority to:

- Stop work when continuing work may adversely affect quality or cover up a defect
- Prevent the use of equipment or materials that may adversely affect quality or cover up a defect
- To direct the removal and replacement of any non-conforming work.
- Suspend work and/or supply of materials by any staff member, subcontractor personnel, or supplier as deemed necessary to assure quality results.

Alternate Subcontractor QC Managers acting in the role of the project Subcontractor QC Manager has the same quality duties, responsibilities and authority as the project Subcontractor QC Manager.

7.3.2. SUPERINTENDENT: QUALITY DUTIES, RESPONSIBILITIES, AND AUTHORITY

A Superintendent verifies that work conforms to [CompanyName] quality standards. President appoints one or more Superintendents for each project.

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A Superintendent has specific responsibilities for:

- Ensuring that work meets government regulatory and code requirements, customer requirements, contract requirements, contract technical specifications, contract drawings, approved contract submittals, and company quality standards and specifications
- Ensuring that subcontractors and suppliers begin work in accordance with [CompanyName] start-work policies
- Ensuring that subcontractors and suppliers receive a notice to work only when conditions will not adversely affect quality results
- Conducting quality inspections, tests, and recording findings
- Accurately assessing subcontractor quality and on-time performance
- Ensuring that quality standards are achieved before approving subcontractor or work crew completion of work

The Superintendent has the authority to:

- Stop work when continuing work may adversely affect quality or cover up a defect
- Prevent the use of equipment or materials that may adversely affect quality
- Direct the removal or replacement of any non-conforming work, equipment, or material
- Suspend work and/or supply of materials as deemed necessary to assure quality results

Alternate Superintendent has the same quality duties, responsibilities and authority as the Superintendent.

Multiple Superintendents may be assigned to the project.

7.4. REQUIREMENTS FOR SUBCONTRACTOR QC PLAN

The Subcontractor QC Plan extends the [CompanyName] Quality Assurance/Quality Control Plan into the subcontractor operations. The Quality Manager identifies key subcontractors and suppliers that require a Subcontractor QC Plan.

The Quality Manager must approve the Subcontractor QC Plan before the subcontractor can begin work.

Subcontractors and suppliers that do not require a Subcontractor QC Plan work under the [CompanyName] Subcontractor QC Plan.

7.5. SUBCONTRACTOR AND SUPPLIER QUALITY POLICY

The Quality Manager ensures that key subcontractors and suppliers adopt a quality policy that includes the following items:

Our objective is to safely deliver 100 percent complete construction work that meet all contract and [CompanyName] Quality Assurance/Quality Control Plan requirements the first time, every time. Our commitment to quality means:

- Compliance with [CompanyName] Quality Assurance/Quality Control Plan requirements.
- Compliance for fully implementing and complying with all provisions of this Subcontractor QC Plan.
- Our quality standards meet or exceed all applicable regulations, codes, industry standards, and manufacturer specifications as well as with our customers' contract and individual requirements.
- We ensure that only knowledgeable, capable, and qualified employees carry out the planning, execution, and control of our work.
- We stand behind our work. We conduct a series of quality inspections for each work task: before work begins, at first article completion, while work is in process, and at completion.

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- We inspect all materials before use.
- Should problems be found, we prevent them from cover-up, inadvertent use, and then quickly correct them.
- We are always improving. We make systematic improvements to remove quality risks and enhance quality performance.

We conduct our work with dignity and respect for the customer, our subcontractor partners, and ourselves.

7.6. PURCHASE ORDER REQUIREMENTS

The Project Manager ensures that materials, equipment and services are purchased only from the supplier listed on the Project Subcontractor And Supplier List form (see section 3.10 Project Subcontractor And Suppliers.)

The Project Manager holds outside organizations to the same quality requirements that must be met by [CompanyName]. The Project Manager ensures that subcontracts and purchase orders clearly specify quality requirement expectations including:

- Conformance to the [CompanyName] Quality System or the subcontractor's own quality program if it meets [CompanyName] Quality System requirements.
- Conformance to contract specifications (Section 4 Contract Specifications)
- Conformance to project quality standards (Section 6 Project-Specific Quality Standards)
- Quality Management practices including
 - Performance of self-inspections.
 - Control of quality non-conformances and responsive corrections
 - Prevention of non-conformances
 - Controls that ensure completion of post-construction service work
 - Participation in quality training
- Competence, qualification, and credentials of personnel
- Preparation of submittals
- Participation in project planning meetings
- Participation in communications and work task planning meetings
- Handling, storage, packaging, and delivery, as applicable
- Product or material identification for traceability

7.7. PROJECT PURCHASE ORDER APPROVALS

The Project Manager ensures that contracts and purchase orders are issued only to qualified outside organizations. The Project Manager must review, approve, and sign each purchase order.

The outside organization must agree to the purchase order terms and specifications, and then sign the contract or purchase order.

15. FORMS

[CompanyName] Point of Contact List	56
[CompanyName] Project Quality Communications Plan	57
[CompanyName] Project Subcontractor and Supplier List	59
[CompanyName] Quality Inspection and Test Plan	60
[CompanyName] Quality Controlled Work Task List	61
[CompanyName] Daily Production Report	62
[CompanyName] Work Task Work Order Form	63
[CompanyName] Work Task Inspection Form	1
[CompanyName] Project Completion Inspection Form	2
[CompanyName] Punch List	3
[CompanyName] Nonconformance Report	4
[CompanyName] Controlled Materials Form	5
[CompanyName] Material Inspection and Receiving Report	6
[CompanyName] Project Quality System Audit Form	1

Selected Pages

[CompanyName] Project Completion Inspection Form			
Project: ID:	Project Name:	Location/Area:	
[ProjectNumber]	[ProjectName]		
Compliance Verification <input type="checkbox"/> Compliance with material inspection and tests <input type="checkbox"/> Compliance with inspection requirements <input type="checkbox"/> Compliance with functional tests if required <input type="checkbox"/> Compliance with inspection and test plan <input type="checkbox"/> Punch lists corrections complete		Heightened Awareness Checkpoints <input type="checkbox"/> [Insert items identified at project startup, preparatory and status meetings] <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Notes:			
Reported Nonconformances:			
Verification of Project Completion (sign and date)			
Project Superintendent verified complete to specifications (sign and date)		Sign and date*:	
Quality Manager verified complete to specifications (sign and date)		Sign and date*:	
* 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 complies with the contract drawings and specifications to the best of my knowledge except as noted in this report.			

[CompanyName] Punch List						
Project ID		Project Name		Punch List Type		
[ProjectNumber]		[ProjectName]		<input type="checkbox"/> Work Task: _____ <input type="checkbox"/> Supervisor Punch List <input type="checkbox"/> Pre-Final Customer Inspection <input type="checkbox"/> Final Acceptance Inspection		
Inspection Date		Preparer				
Item	Location	Description	Due Date	Compl. Date	Item Completion Verification	
					Super Initial	QA Initial
Punch List Completion Date		Final QA Sign-off		Remaining Nonconformances Reported ID # and Description		

Selected Pages

[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
- Project 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



For More Information:

Visit our Online Store at:

www.firsttimequalityplans.com

or

Contact: First Time Quality

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