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Selected pages (not a complete plan)

Part 1: Project-Specific Quality Plan

Part 2: Quality Manual

Part 3: Submittal Forms

Part 4: @ # 7

Contact:

FirstTimeQuality

410-451-8006

PROJECT-SPECIFIC CONSTRUCTION QUALITY PLAN

TABLE OF CONTENTS

Background Information	7
Customer	7
Project Name	7
Project Number	7
Project Location	7
Overall Project Description	7
[CompanyName] Scope of Work	7
A. [CompanyName] Quality Policy	8
B. Key Elements of the Road Construction Quality Plan	9
Project Quality Assurance/Quality Control Plan Overview	12
C. Project Quality Coordination and Communication	13
D. Project QC Personnel	17
Project QC Job Position Assignments	17
Project QC Organization Chart	18
E. Duties, Responsibilities, and Authority of QC Personnel	19
F. Personnel Qualifications and Technical Certifications	25
Personnel Certification Requirements	26
G. Qualification of Third Party Inspection/Testing Companies and Subcontractors and Suppliers	28
Construction Inspection/Testing Laboratory Qualification Requirements	28
Qualification	28
Purchase Order Approval	29
H. Quality Training	31
I. Road Construction Project Quality Specifications	34
Local construction Codes	34
Compliance with Industry Construction Standards	35
J. Material Inspection Traceability and Quality Controls	37
Identification of Lot Controlled Materials	37
Concrete Placement Traceability	37
Material Receiving and Inspection	37
K. Road Construction Inspection and Test Plan	41
Inspection and Testing Construction Standards	42
Calibration of Inspection, Measuring, and Test Equipment	43
L. Work Task Quality Inspections	46
Identification of Quality Inspected Work Tasks	46

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Required Inspections For Each Work Task	46
Daily Quality Control Report.....	47
M. Control of Corrections and Nonconformances	51
Marking of Nonconformances and Observations.....	51
Control the Continuation of Work.....	51
Recording of Nonconformances	51
Quality Manager Disposition of Nonconformance Reports	52
Corrective Actions	52
Nonconformance Preventive Actions.....	53
N. Project Completion Inspections	55
Punch-Out QC Inspection	55
Pre-Final Customer Inspection	55
Final Acceptance Customer Inspection	56
O. Project Quality Records and Documents.....	59
P. Quality Assurance Surveillance	62
Project Quality Performance Surveillance.....	62
Project Quality Audits.....	62
Project Audit Plan	63
Project Audit Requirements	63
Q. Additional Quality Control Requirements.....	65

Selected Pages

B. KEY ELEMENTS OF THE ROAD CONSTRUCTION QUALITY PLAN

Key elements of the [CompanyName] Quality Assurance/Quality Control Plan include:

Quality Management and Responsibilities. [CompanyName] fully integrates its quality management system into the organizational structure and performance management systems for each project. We:

- Maintain a documented quality system consisting of a quality manual with policies and procedures.
- Tightly control exceptions to the quality system so company standards are applied uniformly to every project
- Systematically maintains quality system documents and records.

Quality Control Personnel. [CompanyName] fully integrates its quality management system into the organizational structure and performance management systems for each project. We:

- Appoint a Quality Manager, Superintendent, and Project Manager to each project, each with well-defined quality responsibilities and the authority to carry them out.
- Have well-defined quality responsibilities for every employee with specific quality responsibilities for key job positions.
- Plan project quality records and documentation that will be maintained.
- Tightly control exceptions to the quality system so company standards are applied uniformly to every project
- Enforce policies that monitor work conditions before and during work so that quality results are assured.

Project Quality Coordination and Communication. [CompanyName] tightly controls the construction process to ensure quality results. We:

- Plan quality communications through meetings, reporting requirements, and points of contact.
- Have a project startup meeting to communicate project goals and expectations.
- Conduct preparatory meetings in advance of each scheduled work task to communicate requirement details and coordinate work activities.

Quality Assurance Surveillance. [CompanyName] audits the quality system to assure it is operating effectively. We:

- Audit the operation of the quality system on each project for conformance to the Project Quality Assurance/Quality Control Plan and the [CompanyName] Quality System requirements.
- Conduct annual company-wide audits to evaluate effectiveness of the [CompanyName] Quality System and improve its operation.

Employee Qualifications. [CompanyName] ensures that only knowledgeable, capable employees carry out the planning, execution, and control of our projects. We:

- Identify employee qualification requirements, including licensing requirements, training qualifications, responsibilities, and authority for each job position.
- Train field employees on quality standards and procedures for their job position.
- Validate employee capabilities before they are assigned to carry out quality job responsibilities.

- Review ongoing employee qualifications and evaluate quality practices and performance as part of the employee performance management process.

Qualification of Subcontractors and Suppliers. [CompanyName] purchases only from subcontractors and suppliers that consistently meet [CompanyName] standards for quality. We:

- Clearly define outside organization qualification requirements including licensing requirements, compliance with specific quality standards, quality responsibilities, qualification of personnel and quality improvement processes.
- Validate capabilities to meet project quality requirements at planned production levels.
- Verify ongoing quality performance.

Project-Specific Quality Standards. [CompanyName] clearly defines standards and specifications that apply to each project. We:

- Identify all relevant regulations, codes and industry standards.
- Identify specifications for materials that meet contract as well as regulatory requirements.
- Specify quality and certification requirements for materials and equipment that affect quality.
- Identify special requirements for calibration of quality measuring devices.
- Supplement the contract and published standards with [CompanyName] quality standards as required to reduce quality risks and assure quality results.

Inspections and Test Plan. [CompanyName] quality inspection processes ensure that all work activities comply with the documented standards and specifications. We:

- Identify inspections and tests required by contract specifications and industry standards.
- Record the result of each quality inspection and test.
- Use independent laboratories certified by nationally recognized accreditation agencies

Work Task Quality Inspections. [CompanyName] quality inspection processes ensure that all work activities comply with the documented standards and specifications. We:

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I. ROAD CONSTRUCTION PROJECT QUALITY SPECIFICATIONS

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.

[CompanyName] personnel and subcontractors and suppliers are accountable for compliance to standards-based written specifications.

To achieve expectations reliably and consistently, specifications are clearly spelled out, not only for results but also for processes. Specifications apply to materials, work steps, qualified personnel and subcontractors and suppliers, safe work rules, and environmental work conditions.

Standards ensure that results are specified rather than left to discretionary practices.

All [CompanyName] construction activities comply with generally accepted good workmanship practices and industry standards.

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COMPLIANCE WITH INDUSTRY CONSTRUCTION STANDARDS

Codes that may apply to this project include those listed below.

Regulatory Codes and Industry Standards			
Division	Description	Reference Standard No.	Reference Standard Title
31	Bedding for buried piping	AWWA C600	Installation of Ductile-Iron Water Mains and Their Appurtenances
31	Welding lengths of pipe together for bore holes	AWS D1.1/D1.1M	Structural Welding Code - Steel
31	Geotextile storing and handling	ASTM D 4873	Identification, Storage, and Handling of Geosynthetic Rolls and Samples
31	Shoring installation	EM 385-1-1	Safety and Health Requirements Manual
31	Precast prestressed concrete pile installation	PCI JR-382	Recommended Practice for Design, Manufacture and Installation of Prestressed Concrete Piling

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L. WORK TASK QUALITY INSPECTIONS

[CompanyName] identifies a list of work tasks which will be quality controlled. Each work task is subject to a series of inspections; before, during, and after completion.

Each inspection verifies compliance with full scope of the relevant specifications; not limited to inspection form checkpoints.

The initial work task-ready inspection occurs when work is ready to start and ensures that work begins only when it does not adversely impact quality results.

Incoming material inspections verify that materials are as specified and meet all requirements necessary to assure quality results.

Work-in-process inspections continuously verify that work conforms to project specifications and quality expectations. Work continues only when it does not adversely impact quality results.

At completion of the work task an inspection verifies that work has been completed in accordance with project quality requirements.

Inspection results are recorded and maintained as part of the project files.

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.

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.

Independent quality control audits are conducted to verify that the task quality controls are operating effectively.

IDENTIFICATION OF QUALITY INSPECTED WORK TASKS

A listing of project work tasks is included on the Quality Control work task List and included as an exhibit in this subsection.

REQUIRED INSPECTIONS FOR EACH WORK TASK

Each work task is subject to a series of inspections before, during, and at completion as described below. Results of inspections are recorded.

PREPARATORY SITE INSPECTION

The Superintendent 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

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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.

WORK IN PROCESS QUALITY INSPECTIONS

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.

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.

Selected Pages

QUALITY MANUAL

TABLE OF CONTENTS

1. Quality System Management and Responsibilities	6
1.1. Overview.....	6
1.2. [CompanyName] Quality Policy.....	6
1.3. Quality Duties, Responsibilities, and Authority.....	6
1.4. Quality System Performance Measures.....	9
1.5. Customer Satisfaction Performance Measures.....	9
1.6. Exceptions.....	9
2. Project Quality Assurance/Quality Control Plan	10
2.1. Overview.....	10
2.2. [CompanyName] Project License and Qualification Requirements.....	10
2.3. Project Personnel and Qualifications.....	11
2.4. Project Quality Assurance/Quality Control Plan.....	11
2.5. Identification of Quality Controlled Work Tasks.....	12
2.6. Project Quality Inspection and Test Plan.....	12
2.7. Project Quality Communications Plan.....	12
2.8. Project Quality Training Plan.....	12
2.9. Customer Training On Operation and Maintenance.....	12
2.10. Project Records and Documentation Plan.....	13
2.11. Project Audit Plan.....	13
3. Contract Specifications	14
3.1. Overview.....	14
3.2. Contract Technical Specifications.....	14
3.3. Contract Drawings.....	14
3.4. Contract Submittals.....	14
3.5. Customer Submittal Approval.....	16
3.6. Contract Warranty.....	16
3.7. Contract Review and Approval.....	17
4. Design Review and Control	18
4.1. Overview.....	18
4.2. Design Input Review.....	18
4.3. Project Design Quality Assurance/Quality Control Plan.....	18
4.4. Design Progress Reviews.....	19
4.5. Design Output Verification and Approval.....	19
5. Project-Specific Quality Standards	20
5.1. Overview.....	20
5.2. Regulatory Codes.....	20

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5.3. Industry Quality Standards	20
5.4. Material and Equipment Specifications.....	20
5.5. Work Process Specifications.....	21
5.6. Controlled Material Identification and Traceability	21
5.7. Measuring Device Control and Calibration.....	21
5.8. [CompanyName] Quality Standards	22
5.9. Application of Multiple Sources of Specifications	22
6. Project Purchasing	23
6.1. Overview.....	23
6.2. Qualification of Outside Organizations and Company Departments	23
6.3. Quality Responsibilities of Key Subcontractor and Supplier Personnel.....	24
6.4. Requirements for Subcontractor QC Plan	25
6.5. Subcontractor and Supplier Quality Policy	25
6.6. Project Subcontractor and Supplier List	26
6.7. Purchase Order Requirements	26
6.8. Project Purchase Order Approvals.....	26
7. Process Controls.....	27
7.1. Overview.....	27
7.2. Project Startup and Quality Control Coordination Meeting.....	27
7.3. Preparatory Project Quality Assurance/Quality Control Plan Planning.....	27
7.4. Weekly Quality Planning and Coordination Meetings.....	28
7.5. Process Control Standards.....	28
7.6. Daily Quality Control Report.....	30
7.7. Monthly Quality Control Report.....	30
8. Inspections and Tests	31
8.1. Overview.....	31
8.2. Required Work Task Quality Inspections and Tests.....	31
8.3. Material Inspections and Tests.....	31
8.4. Work in Process Inspections.....	32
8.5. Work Task Completion Inspections	32
8.6. Inspection of Special Processes	33
8.7. Independent Measurement and Tests	33
8.8. Commissioning Functional Acceptance Tests.....	33
8.9. Hold Points for Customer Inspection.....	33
8.10. Quality Inspection and Test Specifications	33
8.11. Inspection and Test Acceptance Criteria	34
8.12. Inspection and Test Status.....	34
8.13. Independent Quality Assurance Inspections	34
8.14. Inspection and Test Records.....	34
8.15. Project Completion and Closeout Inspection	35
9. Nonconformances and Corrective Actions	37
9.1. Overview.....	37

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9.2. Nonconformances	37
9.3. Corrective Actions	38
10. Preventive Actions	40
10.1. Overview	40
10.2. Identify Preventive Actions for Improvement	40
10.3. Train Preventive Actions for Improvement	40
11. Quality System Audits	42
11.1. Overview	42
11.2. Project Quality System Audit	42
11.3. Company-wide Quality System Audit	42
12. Record and Document Controls.....	43
12.1. Overview	43
12.2. Quality System Documents	43
12.3. Document Controls.....	43
12.4. Record Controls	44
13. Appendix.....	45
13.1. Definitions of Terms	45

Selected Pages

7. PROCESS CONTROLS

HOW WORK IS CARRIED OUT

7.1. OVERVIEW

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

7.2. PROJECT STARTUP AND QUALITY CONTROL COORDINATION MEETING

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

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

7.3. PREPARATORY PROJECT QUALITY ASSURANCE/QUALITY CONTROL PLAN PLANNING

7.3.1. WORK TASK REQUIREMENTS REVIEW

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

- Objectives and acceptance criteria of the work task
- Quality standards that apply to the work task
- Work instructions, process steps, and product installation instructions that apply to the work task
- Shop drawings
- Submittals
- Tools and equipment necessary to perform the work
- License, certification, or other qualification requirements of personnel assigned to work
- Required records of the process and resulting product
- The subcontractor contracted to perform the work, if applicable
- Customer contract requirements
- Required quality inspections and tests
- Method for clearly marking nonconformances to prevent inadvertent use
- Location of quality system records and documents
- Personnel training

7.3.2. PREPARATORY SITE INSPECTION

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

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

7.3.3. WORK TASK PREPARATORY QUALITY PLANNING MEETINGS

Prior to the start of a work task, the Superintendent conducts a meeting with key company, subcontractor personnel responsible for carrying out, supervising, or inspecting the work, and interested customer representatives.

During the meeting, the Superintendent communicates the work task quality requirements and reinforces heightened awareness for critical requirements. Topics for a work task quality plan meeting include:

- Conflicts that need resolution
- Required quality documents and a verification of availability to personnel carrying out, supervising, or inspecting the work task
- Record keeping requirements and the availability of necessary forms
- Review methods and sequences of installation
- Special details and conditions
- Standards of workmanship
- Heightened awareness of critical quality requirements
- Quality risks
- Work tasks quality inspection form

Selected Pages

9. NONCONFORMANCES AND CORRECTIVE ACTIONS

9.1. OVERVIEW

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

A nonconformance is any item that does not meet project specifications or [CompanyName] Quality System requirements.

9.2. NONCONFORMANCES

9.2.1. MARKING OF NONCONFORMANCES AND OBSERVATIONS

When the Quality Manager, Superintendent, inspector, or customer identifies a nonconformance or an observation, the item is quickly and clearly marked by tape, tag, or other easily observable signal to prevent inadvertent cover-up.

9.2.2. CONTROL THE CONTINUATION OF WORK

After the item is marked, the Superintendent determines if work can continue in the affected area:

CONTINUE WORK: When continuing work does not adversely affect quality or hide the defect, work may continue in the affected area while the disposition of the item is resolved. The Superintendent may place limitations on the continuation of work.

STOP WORK ORDER: When continuing work can adversely affect quality or hide the defect, work must stop in the affected area until the disposition of the item resolved. The Superintendent identifies the limits of the affected area. The Superintendent quickly and clearly identifies the boundaries of the stop work area.

9.2.3. NONCONFORMANCE REPORT

9.2.3.1. RECORDING OF NONCONFORMANCES

If nonconformances or observed items exist by the work task completion inspection, the Superintendent or inspector records the nonconformances on a nonconformance report.

The Superintendent sends the nonconformance report to the Quality Manager.

9.2.3.2. QUALITY MANAGER DISPOSITION OF NONCONFORMANCE REPORTS

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

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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: _____	

Selected Pages

LIST OF INCLUDED INSPECTION FORMS FOR ROAD CONSTRUCTION

EARTHWORK

- Bored Piles
- Caissons
- Clearing and Grubbing
- Driven Piles
- Excavation and Fill
- Grading

UTILITIES

- Culverts
- Public Water Utility Distribution Piping
- Sanitary Utility Sewerage Force Mains
- Sanitary Utility Sewerage Piping
- Storm Drainage Structures
- Storm Utility Water Drains
- Subdrainage
- Water Utility Distribution Equipment

EXTERIOR IMPROVEMENTS

- Base Courses
- Curbs// Gutters// Sidewalks// and Driveways
- Fences and Gates
- Flexible Paving
- Irrigation
- Planting
- Retaining Walls
- Rigid Paving

Earthwork - Bored Piles 31.63.00

Project:	Phase:	Contract#:	Subcontractor:	Crew:
----------	--------	------------	----------------	-------

Compliance Verification

- Compliance with initial job-ready requirements
- Compliance with material inspection and tests
- Compliance with work in process first article inspection requirements
- Compliance with work in process inspection requirements
- Compliance with Task completion inspection requirements
- Compliance with inspection and test plan
- Compliance with safety policies and procedures

Reported Nonconformances and incomplete items:

FTQ 2TQ Heightened Awareness Checkpoints

- Locate and mark Overhead Utility Crossings in work area and along travel routes
- Locate and mark Underground Facilities
- Prevent damage to Underground Facilities in equipment traffic areas
- Properly support and do not excessively stack stored piles / caissons / piers
- Same equipment is utilized for placement of test and production piles
- Do not place concrete near active pile placement to prevent aggregate segregation
- Limit concrete placement rate and properly vibrate fill to prevent void formation
- Prevent "flashes" caused by ignition of volatile gas buildup within hollow piles
- Verify placement / stability / protection of construction benchmark
- Observe adjacent ground / structures for heave during pressure-injection operations

FTQ Scores and Completion Sign-off

Field Mgmt.-91.45.01

Quality 5 4 3 2 1 *Notes:*

On-Time 5 4 3 2 1 *Notes:*

Safety 5 4 3 2 1 *Notes:*

Sign and date*: Cell # / ID #: _____ Signed: _____ Date: _____

Task has been has been verified complete and in compliance with contract drawings and specifications except for non-conformances a n d incomplete items reported above.

<u>Quality Score</u>	5 = 100% NO problems	4 = 1 minor problems	3 = Hotspot or 2-3 minor	2 = 6+ or major problems	1 = Excessive problems
<u>On-Time Score</u>	5 = On Time	4 = Late	3 = Late by 1 day	2 = Late by 2 days	1 = Late more than 2 days
<u>Safety Score</u>	5 = 100% NO problems	4 = 1 minor problem	3 = Hotspot or 2-3 minor	2 = 4+ or major problem	1 = Injury



**For More Information:
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