



USACE-NAVFAC Maintenance Plan Sample

20 selected pages (out of 125)

Part 1: Contract-Specific Quality Plan

Part 2: Quality Manual

Part 3: Submittal Forms

Contact:

First Time Quality

410-451-8006

CONTRACT-SPECIFIC QUALITY PLAN

TABLE OF CONTENTS

The Contract Quality Control Plan contents correspond with USACE / NAVFAC / AFCEA / NASA UFGS-01 45 00.00 20 (November 2011) Construction Quality Control (QC) Plan requirements.

Background Information	6
Customer	6
Contract Name	6
Contract Number.....	6
Contract Location	6
Contract Description.....	6
Contract Scope	6
A. QC Organization	7
B. Names and Qualifications	8
C. Duties, Responsibilities, and Authority of QC Personnel	10
Quality Responsibilities	10
D. Outside Organizations	14
Qualification of Subcontractors and Suppliers	14
Purchase Order Approval	14
E. Appointment Letters	16
F. Submittals Procedures and Submittal Register	21
G. Testing Laboratory Information	22
H. Quality Testing Plan and Log	23
Preparation of Inspection and Test Plan	23
I. Procedures Completion of Rework Items	25
Nonconformance Controls	25
Nonconformance Corrective Actions	26
Nonconformance Preventive Actions.....	27
J. Documentation Procedures	29
K. List of Definable Features	31
L. Procedures for Performing the Three Phases of Control	34
Phase 1: Preparatory Phase.....	34
Phase 2: Initial Phase.....	35
Phase 3: Follow-up Phase.....	36
M. Personnel Matrix	41
N. Procedures for Completion Inspection	42
Punch-Out QC Inspection	42
Pre-Final Customer Inspection	42

Questions? Call First Time Quality 410-451-8006

Final Acceptance Customer Inspection 43

O. Training Procedures and Training Log 46

Contract Quality Training 46

P. Organization and Personnel Certifications 49

Company Qualifications..... 49

Personnel Certifications 49

Q. Design Control 52

R. Quality Assurance Surveillance 53

S. Additional Quality Control Requirements..... 56

Selected Pages

I. PROCEDURES COMPLETION OF REWORK ITEMS

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

Nonconformances and their resolution are recorded on a Nonconformance Report form. A Nonconformance Report form exhibit is included in this subsection.

NONCONFORMANCE CONTROLS

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

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

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 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 feature of work 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

**[CompanyName]
Quality Controlled Work Task List**

Version 20140828

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

	Task Order	Weekly	Monthly	Quarterly	Semi-Annually	Annually
				Quarterly	Semi-Annually	
					Semi-Annually	
				Quarterly		
						Annually
			Monthly	Quarterly	Semi-Annually	Annually
		Weekly	Monthly	Quarterly	Semi-Annually	Annually
		Weekly	Monthly	Quarterly	Semi-Annually	Annually
					Semi-Annually	Annually
					Semi-Annually	Annually
					Semi-Annually	Annually
					Semi-Annually	Annually

Selected Pages

L. PROCEDURES FOR PERFORMING THE THREE PHASES OF CONTROL

Three phases of control and a feature of work 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 L-1.

Table L-1

Control	Form
Phase 1: Preparatory Phase	Preparatory Phase Checklist
Phase 2: Initial Phase	Initial Phase Checklist
Phase 3: Follow-up Phase	Contractor Quality Control Report
Feature of Work Completion Inspection	Feature of Work Inspection Form

Three Phases of Control and FOW Completion Inspection forms exhibits are included as an exhibit in this subsection.

PHASE 1: PREPARATORY PHASE

PREPARATORY FEATURE OF WORK QUALITY CONTROL PLANNING

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

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

[CompanyName] Feature of Work Work Order Form Version 20140828	
Request Date :	Fixed Price :
Company Name:	Location:
Address:	Contract Number: [ProjectNumber]
City State Zip Code:	Contact Person:
Telephone Number:	Email Address:
Fax Number:	Contact Phone Number:
Description of Work and Explanation for Repairs and Parts	
Service Dates:	
Labor Hours:	
Description/Explanation:	
Compliance Verification	<input type="checkbox"/> Compliance with initial job-ready requirements <input type="checkbox"/> Compliance with material inspection and tests <input type="checkbox"/> Compliance with work in process first article inspection requirements <input type="checkbox"/> Compliance with work in process inspection requirements <input type="checkbox"/> Compliance with feature of work completion inspection requirements <input type="checkbox"/> Compliance with inspection and test plan
Verification of Feature of Work Completion (sign and date)	
Supervisor Sign and date*:	Feature of work verified complete to specifications (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 is in compliance with the contract drawings and specifications to the best of my knowledge except as noted in this report.	
Completion of Work Order: To be Signed Off by Customer	
Customer Signature: (Sign and Date)	

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. Contract Quality Control Plan	10
2.1. Overview.....	10
2.2. [CompanyName] Contract License and Qualification Requirements.....	10
2.3. Contract Personnel and Qualifications	11
2.4. Contract Quality Control Plan.....	12
2.5. Identification of Quality Controlled Features of Work	12
2.6. Contract Quality Inspection and Test Plan	12
2.7. Contract Quality Communications Plan.....	12
2.8. Contract Quality Training Plan.....	12
2.9. Customer Training On Operation and Maintenance	13
2.10. Contract Records and Documentation Plan	13
2.11. Contract 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.....	17
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. Contract Design Quality Control Plan	18
4.4. Design Progress Reviews	19
4.5. Design Output Verification and Approval.....	19
5. Contract-Specific Quality Standards	20
5.1. Overview.....	20
5.2. Regulatory Codes.....	20

5.3. Industry Quality Standards 20

5.4. Material Specifications 20

5.5. Equipment Specifications 21

5.6. Work Process Specifications 21

5.7. Controlled Material Identification and Traceability 21

5.8. Measuring Device Control and Calibration 22

5.9. [CompanyName] Quality Standards 22

5.10. Application of Multiple Sources of Specifications 22

6. Contract Purchasing..... 24

6.1. Overview 24

6.2. Qualification of Outside Organizations and Company Departments 24

6.3. Quality Responsibilities of Key Subcontractor and Supplier Personnel 25

6.4. Requirements for Subcontractor QC Plan 26

6.5. Subcontractor and Supplier Quality Policy 26

6.6. Contract Subcontractor and Supplier List 27

6.7. Purchase Order Requirements 27

6.8. Contract Purchase Order Approvals 27

7. Process Controls 28

7.1. Overview 28

7.2. Contract Startup and Quality Control Coordination Meeting 28

7.3. Preparatory Contract Quality Control Plan Planning 28

7.4. Weekly Quality Planning and Coordination Meetings 29

7.5. Process Control Standards 29

7.6. Daily Quality Control Report 31

7.7. Monthly Quality Control Report 31

8. Inspections and Tests..... 32

8.1. Overview 32

8.2. Required Feature of Work Quality Inspections and Tests 32

8.3. Material Inspections and Tests 32

8.4. Work in Process Inspections 33

8.5. Feature of Work Completion Inspections 33

8.6. Inspection of Special Processes 34

8.7. Independent Measurement and Tests 34

8.8. Commissioning Functional Acceptance Tests 34

8.9. Hold Points for Customer Inspection 34

8.10. Quality Inspection and Test Specifications 34

8.11. Inspection and Test Acceptance Criteria 35

8.12. Inspection and Test Status 35

8.13. Independent Quality Assurance Inspections 35

8.14. Inspection and Test Records 35

8.15. Contract Completion and Closeout Inspection 36

9. Nonconformances and Corrective Actions..... 38

Questions? Call First Time Quality 410-451-8006

9.1. Overview..... 38

9.2. Nonconformances 38

9.3. Corrective Actions 39

10. Preventive Actions..... 41

10.1. Overview..... 41

10.2. Identify Preventive Actions for Improvement 41

10.3. Train Preventive Actions for Improvement 41

11. Quality System Audits..... 43

11.1. Overview..... 43

11.2. Contract Quality System Audit 43

11.3. Company-wide Quality System Audit 43

12. Record and Document Controls..... 45

12.1. Overview..... 45

12.2. Quality System Documents 45

12.3. Document Controls..... 45

12.4. Record Controls 46

13. Appendix 48

13.1. Definitions of Terms 48

Selected Pages

7. PROCESS CONTROLS

HOW WORK IS CARRIED OUT

7.1. OVERVIEW

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

7.2. CONTRACT STARTUP AND QUALITY CONTROL COORDINATION MEETING

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

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

7.3. PREPARATORY CONTRACT QUALITY CONTROL PLAN PLANNING

7.3.1. FEATURE OF WORK REQUIREMENTS REVIEW

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

- Objectives and acceptance criteria of the feature of work
- Quality standards that apply to the feature of work
- Work instructions, process steps, and product installation instructions that apply to the feature of work
- 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 feature of work to begin
- Identifies potential problems

7.3.3. FEATURE OF WORK PREPARATORY QUALITY PLANNING MEETINGS

Prior to the start of a feature of work, 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 feature of work quality requirements and reinforces heightened awareness for critical requirements. Topics for a feature of work quality plan meeting include:

Selected Pages

List of Included Forms

Military Forms:

- Preparatory Phase Checklist
- Initial Phase Checklist Form
- Contractor Quality Control Report

Standard Forms:

- Contract Organization Chart
- Quality Manager Appointment Letter
- Alternate Quality Manager Appointment Letter
- Contract Manager Appointment Letter
- Superintendent Appointment Letter
- Personnel Certifications and Licenses
- Contract Personnel Resumes
- Contract Subcontractor and Supplier List
- Training Plan
- Training Log
- Quality Inspection and Test Plan
- Quality Controlled Work Task List
- Nonconformance Report
- Punch List
- Contract Completion Inspection Form
- Contract Quality System Audit Form
- Quality Controlled Feature of Work
- Feature of Work Work Order Form
- Feature of Work Inspection Form
- Contract Licenses and Qualifications

**[CompanyName]
Contract Subcontractor and Supplier List**

Version 20140828

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

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

Selected Pages

[CompanyName] Contract License and Qualifications <small>Version 20140828</small>			
Contract ID	Contract Name	Approval	Approved By
[ProjectNumber]	[ProjectName]	<input type="checkbox"/> Yes <input type="checkbox"/> Conditional <input type="checkbox"/> No	
Review Topics	Contract quality-related credential requirements		
	Licenses required:	License and expiration dates:	
	Certification required:	Certifications and expiration dates:	
	Training required:	Training completed and expiration date:	
	Type and length of experience required:	Certifications and expiration dates:	
	Personnel license, certification, and training required:	List each person's credentials on the Subcontractor and Supplier Certifications and Licenses form.	
	Qualifications		
	QUALIFICATION NOTES:		

Selected Pages



**For More Information:
Contact: FirstTimeQuality**

410-451-8006

www.FirstTimeQuality.com

EdC@FirstTimeQuality.com