

[CompanyName]

Communications & Security Quality Manual

Operating Policies of the [CompanyName] Quality System

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QUALITY MANUAL

TABLE OF CONTENTS

1. Quality System Management and Responsibilities	7
1.1. Overview	7
1.2. [CompanyName] Quality Policy	7
1.3. Quality Duties, Responsibilities, and Authority	7
1.4. Quality System Performance Measures	10
1.5. Customer Satisfaction Performance Measures	
1.6. Exceptions	10
2. Project Quality Assurance/Quality Control Plan	11
2.1. Overview	11
2.2. [CompanyName] Project License and Qualification Requirements	11
2.3. Project Personnel and Qualifications	12
2.4. Project Quality Assurance/Quality Control Plan	14
2.5. Identification of Quality Controlled Work Tasks	14
2.6. Project Quality Inspection and Test Plan	14
2.7. Project Quality Communications Plan	14
2.8. Project Quality Training Plan	14
2.9. Customer Training On Operation and Maintenance	15
2.10. Project Records and Documentation Plan	
2.11. Project Audit Plan	15
3. Contract Specifications	16
3.1. Overview	16
3.2. Contract Technical Specifications	
3.3. Contract Drawings	
3.4. Contract Submittals	
3.5. Customer Submittal Approval	
3.6. Contract Warranty	
3.7. Contract Review and Approval	
4. Design Review and Control	20
4.1. Overview	20
4.2. Design Input Review	20
4.3. Project Design Quality Assurance/Quality Control Plan	20
4.4. Design Progress Reviews	21
4.5. Design Output Verification and Approval	21
5. Project-Specific Quality Standards	22
5.1. Overview	22
5.2. Regulatory Codes	22

	5.3. Industry Quality Standards	22
	5.4. Material and Equipment Specifications	24
	5.5. Work Process Specifications	24
	5.6. Controlled Material Identification and Traceability	24
	5.7. Measuring Device Control and Calibration	
	5.8. [CompanyName] Quality Standards	25
	5.9. Application of Multiple Sources of Specifications	
6.	. Project Purchasing	27
	6.1. Overview	27
	6.2. Qualification of Outside Organizations and Company Departments	27
	6.3. Quality Responsibilities of Key Subcontractor and Supplier Personnel	28
	6.4. Requirements for Subcontractor QC Plan	29
	6.5. Subcontractor and Supplier Quality Policy	29
	6.6. Project Subcontractor and Supplier List	30
	6.7. Purchase Order Requirements	30
	6.8. Project Purchase Order Approvals	30
7.	. Process Controls	31
	7.1. Overview	31
	7.2. Project Startup and Quality Control Coordination Meeting	
	7.3. Preparatory Project Quality Assurance/Quality Control Plan Planning	
	7.4. Weekly Quality Planning and Coordination Meetings	
	7.5. Process Control Standards	
	7.6. Daily Quality Control Report	
	7.7. Monthly Quality Control Report	34
8	. Inspections and Tests	
٠.	8.1. Overview	
	8.2. Required Work Task Quality Inspections and Tests	
	8.3. Material Inspections and Tests	
	8.4. Work in Process Inspections	
	8.5. Work Task Completion Inspections	
	8.6. Inspection of Special Processes	
	8.7. Independent Measurement and Tests	
	8.8. Commissioning Functional Acceptance Tests	
	8.9. Hold Points for Customer Inspection	
	8.10. Quality Inspection and Test Specifications	
	8.11. Inspection and Test Acceptance Criteria	
	8.12. Inspection and Test Status	
	8.13. Independent Quality Assurance Inspections	
	8.14. Inspection and Test Records	
	8.15. Project Completion and Closeout Inspection	40
9.	. Nonconformances and Corrective Actions	42
	9.1. Overview	42

9.2. Nonconformances	42
9.3. Corrective Actions	43
10. Preventive Actions	44
10.1. Overview	44
10.2. Identify Preventive Actions for Improvement	44
10.3. Train Preventive Actions for Improvement	44
11. Quality System Audits	46
11.1. Overview	46
11.2. Project Quality System Audit	46
11.3. Company-wide Quality System Audit	46
12. Record and Document Controls	48
12.1. Overview	48
12.2. Quality System Documents	48
12.3. Document Controls	
12.4. Record Controls	
13. Appendix	51
13.1. Definitions of Terms	51
	54
Soloci	

5. Project-Specific Quality Standards

APPLICABLE REGULATIONS, INDUSTRY, and COMPANY STANDARDS

5.1. OVERVIEW

[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.

5.2. REGULATORY CODES

All [CompanyName] construction activities comply with the relevant regulations. The Quality Manager identifies regulatory requirements applicable to the jurisdictions served, including:

- Applicable Federal regulations
- Applicable State regulations
- Applicable building codes and local addenda to building codes
- Applicable Fire Code
- Applicable Fuel and Gas Code
- Applicable Mechanical Code
- Applicable Plumbing Code
- Additional regulations specified by the customer contract

The Quality Manager identifies regulatory requirements that apply to a specific project on the Project Quality Assurance/Quality Control Plan.

The Superintendent had jobsite access to relevant codes and government regulations.

5.3. Industry Quality Standards

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

The Quality Manager identifies supplemental requirements for industry standards that apply to a specific project on the Project Quality Assurance/Quality Control Plan when it is not otherwise specified by the contract, contract technical specifications, or approved drawings.

Regulatory Codes and Industry Standards									
Division	Description	Reference Standard No.	Reference Standard Title						
26	Splicing and general conductor installation	NFPA 70	National Electrical Code						
26	Mounting height of wall-mounted outlet and switch boxes	ICC/ANSI A117.1	Accessible and Usable Buildings and Facilities						
26	Install Control devices and protective devices	NFPA 70	National Electrical Code						
26,27,28	Grounding and bonding requirements	NFPA 70	National Electrical Code						
26	Workmanship	NFPA 70	National Electrical Code						
26	Telecommunications grounding	TIA-569	Commercial Building Standard for Telecommunications Pathways and Spaces						
26	Telecommunications pathways	TIA J-STD-607	Commercial Building Grounding (Earthing) and Bonding Requirements for Telecommunications						
26	Warning Sign placement	NFPA 70E	Standard for Electrical Safety in the Workplace						
26	Lightning Protection installation	NFPA 780	Standard for the Installation of Lightning Protection Systems						
27	Grounding of systems	IEEE 142	Recommended Practice for Grounding of Industrial and Commercial Power Systems						
27	System electrical installation	NFPA 70	National Electrical Code						
27	Cables not installed in conduit or wireways	NFPA 70	National Electrical Code						
27	Cable tray installation	NEMA VE 2	Cable Tray Installation Guidelines						
27	Preparation of record drawings including documentation on cables and termination hardware	TIA/EIA-606	Administration Standard for the Telecommunications Infrastructure						
27	Installation of telecommunications cabling and pathway systems	TIA-568-C.1	Commercial Building Telecommunications Cabling Standard						
27	Termination of UTP cables	TIA-568-C.1	Commercial Building Telecommunications Cabling Standard						
27	Telecommunication system labeling	TIA/EIA-606	Administration Standard for the Telecommunications Infrastructure						
27	Installation of equipment support frames	TIA-569	Commercial Building Standard for Telecommunications Pathways and Spaces						
27	Telecommunication system grounding and bonding	TIA J-STD-607	Commercial Building Grounding (Earthing) and Bonding Requirements for Telecommunications						
27	Underground fiber optic cabling installation	TIA-590	Standard for Physical Location and Protection of Below Ground Fiber Optic Cable Plant						
27	Installation of signal and control circuits	NFPA 70	National Electrical Code						
28	Conduit installation	NFPA 70	National Electrical Code						

28	Installation of fire alarm and signaling systems	NFPA 72	National Fire Alarm and Signaling Code
28	Location of manual fire alarm stations	NFPA 101	Life Safety Code
28	Modification of an existing fire alarm system	NFPA 241	Standard for Safeguarding Construction, Alteration, and Demolition Operations
28	Installation of control panel	UL 864	Standard for Control Units and Accessories for Fire Alarm Systems

5.4. MATERIAL AND EQUIPMENT SPECIFICATIONS

The Quality Manager ensures that all types of materials and equipment that affect quality are identified and controlled.

The Quality Manager evaluates the expected use of materials and equipment and identifies types of materials and equipment that may affect project quality. For each item, the Quality Manager sets specifications for their intended use, including:

- Compliance to contract requirements
- Compliance to code and industry standards and listing requirements
- Structural integrity
- Performance
- Durability
- Appearance
- Product identification for traceability.

The Quality Manager identifies controlled material and equipment that apply to the project.

The Quality Manager ensures that purchase orders for listed materials and equipment include the relevant specifications as specified in section 6.7 Purchase Order Requirements.

Only approved materials are used in the construction process.

5.5. WORK PROCESS SPECIFICATIONS

The Quality Manager ensures that work processes are controlled to ensure that the specified requirements are met. When appropriate, the Quality Manager will specify project quality standards for work processes that may include:

- References to documented procedures such as manufacturer's installation instructions
- Procedures for carrying out process steps
- Methods to monitor and control processes and characteristics
- Acceptability criteria for workmanship
- Tools, techniques and methods to be used to achieve the specified requirements.

5.6. CONTROLLED MATERIAL IDENTIFICATION AND TRACEABILITY

The Quality Manager determines types of project materials that require quality controls.

For each type of quality controlled material, the Quality Manager determines lot control traceability requirements, if any, and specifies the means of lot identification. Identification methods may include physical labels, tags, markings and/or attached certification documents.

When lot controlled materials are received, the Superintendent verifies that materials have the specified lot identifications.

The Superintendent maintains lot identification at all production phases from receipt, through production, installation, or assembly, to final completion. Acceptable methods for preserving lot identification include physically preserving observable lot identifications, recording the lot identification on a work task quality inspection form or other work record, or collecting the physical lot identifier as a record along with supplemented with location.

If lot controlled materials are without lot identification, the Superintendent deems the materials as nonconforming and segregates them and/or clearly marks them to prevent inadvertent use. The Superintendent treats the material according to the company policy for nonconformances. Only the Quality Manager can re-identify or re-certify the materials.

5.7. Measuring Device Control and Calibration

The Quality Manager evaluates the project requirements and determines if there are measuring devices that require controls to assure quality results.

For each type of device the Quality Manager identifies:

- Restrictions for selection
- Limitations on use.
- Calibration requirements including the frequency of calibration. All calibrations must be traceable to national measurement standards.

When a measurement device is found not to conform to operating tolerances, the Quality Manager validates the accuracy of previous measurements.

5.8. [COMPANYNAME] QUALITY STANDARDS

[CompanyName] quality standards supplement contract requirements when they are necessary to ensure quality.

The Quality Manager identifies supplemental requirements for [CompanyName] Quality standards that apply to a specific project on the Project Quality Assurance/Quality Control Plan.

When [CompanyName] quality standards differ from industry standards or product manufacturer instructions, the Quality Manager justifies that the standard reliably achieves quality results and then documents the justification.

All [CompanyName] construction activities conform to the company quality standards.

5.9. Application of Multiple Sources of Specifications

Should multiple sources of specifications apply to a work task, the higher level of specification applies. When there are equal levels of specifications that conflict, the specifications are applied in this order:

- Submittals approved by the customer
- Contract technical specifications
- Contract drawings
- Government regulations that exceed requirements of items below
- [CompanyName] quality specifications, including subcontract specifications
- [CompanyName] Quality Manual

- Product installation instructions
- Industry standards
- Generally accepted practices

Should multiple sources of conflicting specifications apply to a project, the Quality Manager defines the standards that apply to the specific project on the Project Quality Assurance/Quality Control Plan.



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

7.4. WEEKLY QUALITY PLANNING AND COORDINATION MEETINGS

The Superintendent conducts a meeting with key company, subcontractor and supplier personnel responsible for carrying out, supervising, or inspecting the work, and interested customer representatives.

The meeting is held on a nominal weekly schedule. During the meeting, the Superintendent facilitates coordination among the participants, communication among the participants, and reinforces heightened awareness for critical requirements.

The Superintendent maintains a record of the meeting event on the Daily Quality Control Report.

7.5. PROCESS CONTROL STANDARDS

7.5.1. JOB-READY START WORK STANDARDS

Work on a work task starts only when conditions do not adversely impact quality, comply with government regulations, contract technical specifications, industry standards, or product installation instructions.

The Quality Manager identifies supplemental start-work requirements that apply to a specific project when they are necessary to assure quality results.

7.5.2. WORK IN PROCESS STANDARDS

Work is conducted only when conditions do not adversely impact quality; comply with government regulations, contract technical specifications, industry standards, or product installation instructions.

The Quality Manager identifies supplemental work in process requirements that apply to a specific project when they are necessary to assure quality results.

7.5.3. PROTECTION OF COMPLETED WORK STANDARDS

[CompanyName] will preserve and protect work in process, completed work, component parts, materials, and when applicable, delivery to the destination so as to maintain so that compliance with project requirements and standards. This includes handling, storage, protection from natural elements, and reducing risks of damage.

Completed work is protected from damage as specified by government regulations, contract technical specifications, industry standards, or product installation instructions.

The Quality Manager identifies supplemental protection requirements that apply to a specific project when they are necessary to assure quality results.

7.5.4. MATERIAL STORAGE

The Superintendent ensures all materials will be delivered, stored and handled in a manner that protects them from damage, moisture, dirt and intrusion of foreign materials.

Delivery of materials will be planned according to the work progress to minimize storage on site, where there are higher possibilities of damages and deterioration of materials.

Stored materials will be segregated to prevent cross contamination and limit losses should a delivery be rejected.

The Superintendent surveys stored materials during daily jobsite reviews and identifies any material that have incurred damage or otherwise become defective and therefore unfit for use.

7.5.5. CONTROLLED USE OF MATERIALS

The Project Manager ensures that contracts and purchase orders are awarded only to outside organizations qualified to perform the work task and/or supply materials as required for the specific project.

Only approved materials are used in the construction process. Only approved materials are specified in purchase and/or subcontracts.

Materials that are defective, deteriorated, damaged, or not approved are not used. The Superintendent clearly marks such materials for non-use or otherwise holds them aside.

When customer-supplied materials are lost, damaged, or otherwise found unsuitable for use, the Superintendent reports such findings to the customer.

When subcontractor–supplied materials are damaged or otherwise found unsuitable for use, the Superintendent reports such findings to the subcontractor.

The Superintendent ensures that construction uses only materials specified in the contract technical specifications, contract drawings, and approved submittals. Substitutions are made only by agreement of the customer and documented by a change order (see section 2.1.3.6).

7.5.6. CONTROLLED PRODUCT USE AND INSTALLATION

[CompanyName] construction activities conform to manufacturers' product use and installation instructions that apply to the construction process.

When installing a product, the Superintendent has access to all applicable product installation instructions.

7.6. Daily Quality Control Report

The Superintendent records a summary of daily work activities. The report will include:

- Schedule Activities Completed
- General description of work activities in progress.
- Problems encountered, actions taken, problems, and delays
- Meetings held, participants, and decisions made
- Subcontractor and Supplier and Company Crews on site
- Visitors and purpose
- General Remarks
- Improvement Ideas
- Weather conditions

7.7. MONTHLY QUALITY CONTROL REPORT

When a monthly quality control report is required by the Project Quality Plan, the Superintendent records a monthly status report. The report includes:

- A summary of work completed and work in progress
- Outstanding issues
- Issues resolved during the reporting period
- Outstanding potential change orders
- Project status with current project costs and estimated completion date
- A cost analysis summarizing actual costs to date and estimated future costs
- Project pictures as appropriate

14. FORMS

[CompanyName] Controlled Materials Form	55
[CompanyName] Material Inspection and Receiving Report	56
[CompanyName] Daily Production Report	57
[CompanyName] Work Task Inspection Form	58
[CompanyName] Nonconformance Report	59



[CompanyName] Material Inspection and Receiving Report									
Version 20150126									
Contract ID	Contrac	t Name	Purchase Order No.		Supplier		Bill of L	Date	
[ProjectNumber]	[Project	tName]							
	Stock/Part			Quantity				Conditional	
Item No.	No.	D	escription	Received	Condition	Marking	Accept	Use	Reject
					7				
			Receiv	ing Quality Co	ntrol				
ACCEPTANCE Listed items have been accepted by me or under my supervision Conform to contract specifications EXCEPT as noted herein or on supporting documents. Received in apparent good condition EXCEPT as noted Signature of authorized person and date:									
EXCEPTIONS:									

LIST OF INCLUDED INSPECTION FORMS

COMMUNICATIONS

- Cable Trays for Communications Systems
- Structured Cabling
- Communications Equipment
 Room Fittings
- Communications Backbone
 Cabling
- Audio-Video Communications

ELECTRONIC SAFETY AND SECURITY

- Commissioning of Electronic Safety and Security
- Conductors and Cables for Electronic Safety and Security
- Electronic Access Control and Intrusion Detection
- Electronic Surveillance
- Fire Detection and Alarm
- Mass Notification Systems
- Pathways for Electronic Safety and Security

ELECTRICAL

- Conduit for Electrical Systems
- Electrical and Cathodic
 Protection
- Enclosed Bus Assemblies
- Exterior Lighting
- Grounding and Bonding for Electrical Systems
- Identification for Electrical Systems
- Interior Lighting
- Low-Voltage Circuit Protective Devices
- Low-Voltage Controllers
- Low-Voltage Electrical Power Conductors and Cables (<600V)
- Low-Voltage Electrical Service Entrance
- Low-Voltage Switchgear
- Low-Voltage Transformers
- Raceway and Boxes for Electrical Systems
- Switchboards and Panelboards

roject: Phase:	Contr	ract#:	Subcontractor:	Crew:	
Compliance Verification ☐ Compliance with initial jobready requirements	FTQ	☐ Cable Tray free of swa			
 □ Compliance with material inspection □ Compliance with work in process firs article inspection requirements □ Compliance with work in process inspection requirements □ Compliance with Task completion in requirements □ Compliance with inspection and test □ Compliance with safety policies and Reported Nonconformances and incomplete 	nspection plan procedures	 □ Minimum of Metal Cable □ Cables sector □ Cable Tray expansion □ Firestops in fire walls// □ Burrs and □ Dropouts// excessive □ Cable Tray 	Trays run level and plumb Im clearances observed Cable Trays grounded and bonded Is secured within Tray system Tray expansion joints installed where building sion joints are traversed ups installed at penetrations through fire partitions// or floors and sharp edges removed Its// conduit connectors// etc. do not impose sive loads on Cable Trays Tray routing and support locations documented on di Drawings		
Field Mgmt91.45.01 Quality 5 4 3 2 1 Notes: On-Time 5 4 3 2 1 Notes: Safety 5 4 3 2 1 Notes:	TQ Scores and C	Completion Sign	1-off		
Sign and date*: Cell # / ID #::ask has been has been verified complete and in compliance with contributions.			Date:		
On-Time Score	4 = Late	3 = Hotspot or 2-3 minor 3 = Late by 1 day 3 = Hotspot or 2-3 minor	2 = 6+ or major problems 2 = Late by 2 days 2= 4+ or major problem	I = Excessive problems I = Late more than 2 days I = Injury Copyright 2012 First Time Quality	

Electrical - Conduit fo	or Electrical Sy			stems 26.05.3	3.13	
Project: Phase:	Contra	ict#:		Subcontractor:	Crew:	
Compliance Verification ☐ Compliance with initial jobready requirements ☐ Compliance with material inspection and tests ☐ Compliance with work in process first article inspection requirements ☐ Compliance with work in process	FTQ	2TQ	Cuts for Cor ENGINEER Firestops ins fire walls// s Penetrations and made w Excess wirin Conduits	stalled at penetrations to moke partitions// or floors through floor// exterio	through fire partitions// ors r wall and roof sealed c. removed from	
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:	□ □ Remaining snake lines labeled at both ends □ □ Conduit bends do not exceed minimum for size of Corused and are even □ □ Metal Conduits bonded and grounded □ □ Conduits are mechanically continuous □ □ Flexible connections to equipment subject to vibrations				mum for size of Conduit ded ous	
FTQ Scores a Field Mgmt91.45.01 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 #:: Task has been has been verified complete and in compliance with contract drawings and specification.	Signee	 				
	3	= Late	oot or 2-3 minor by 1 day oot or 2-3 minor	2 = 6+ or major problems 2 = Late by 2 days 2= 4+ or major problem	I = Excessive problems I = Late more than 2 days I = Injury Copyright 2012 First Time Quality	

Electronic Safety and Security - Commissioning of Electronic Safety and Security 28.08.00

D : .	In:	0		1	Note a series of an				
Project:	Phase:	Contract#:			Subcontractor:		Crew:		
Compliance Verification		FTQ	2TQ	Heightened	Awareness Checkpoints	_			
☐ Compliance with initial jo	ob-			All compone	ents installed and ready	for fund	ctional testing		
ready requirements				Start-up sec	quence verified with EN	GINEEF	र		
☐ Compliance with materia	al inspection and tests		□ □ System Operations free of electromagnetic and rafrequency interference						
☐ Compliance with work in	process first			CCTV syste	m operational over enti	re expe	cted light range		
article inspection require				Sensor outp	out verified under all ope	rationa	l scenarios		
☐ Compliance with work in					ting locations verified w ng and connection	ith OW	NER prior to		
inspection requirements	;				ss connection (fire// elev	/ator// d	loor / window//		
☐ Compliance with Task co	ompletion inspection			lighting// ele	ectrical// water// sewer//	etc.) sig	gnals functional		
requirements					nd Software compatible	across	the System		
☐ Compliance with inspect	tion and test plan			-	cess Settings enabled				
☐ Compliance with safety policies and procedures ☐ Password and Access Codes documented are the OWNER					l and provided to				
Reported Nonconformances and incomplete items:									
	FTQ Scores a	nd C	omp	letion Sign	-off				
Field Mgmt <u>91.45.01</u> 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 #::		_Signe	d: _		Date:				
Task has been has been verified complete and in	compliance with contract drawings and specification			-conformances a n d					
Quality Score 5 = 100% NO On-Time Score 5 = On Time Safety Score 5 = 100% NO	4 = Late	3	= Late l	ot or 2-3 minor by 1 day ot or 2-3 minor	2 = 6+ or major problems 2 = Late by 2 days 2= 4+ or major problem	l = La $l = Inja$	accessive problems ate more than 2 days ury 2012 First Time Quality		



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