



Janitorial QA/QC Manual Sample

Selected pages (not a complete plan)

- **Quality Manual**
- **Reporting Forms**
- **Inspection Forms**

Contact:
Ed Caldeira
410-451-8006

[CompanyName]

[CompanyAddress]

Janitorial Services

Quality Manual

Operating Policies of the [CompanyName] Quality System

Effective Date: [Date]

Version	Version notes
[Date]	Initial issue

Approval Signature and Date: _____

President/ Date

Documents provided by Superior Iron, Inc. disclose proprietary information as well as copyright information registered with the U.S. Patent and Trademark Office. Please hold these documents in confidence and do not share them with other organizations, even if you do not charge a fee. Submittal of documents does not transfer copyright ownership.

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	10
1.6. Exceptions.....	10
2. Contract Quality Assurance/Quality Control Plan.....	11
2.1. Overview.....	11
2.2. [CompanyName] Contract License and Qualification Requirements	11
2.3. Contract Personnel and Qualifications	12
2.4. Contract Quality Assurance/Quality Control Plan	13
2.5. Identification of Quality Controlled Work Tasks.....	14
2.6. Contract Quality Inspection and Test Plan	14
2.7. Contract Quality Communications Plan.....	14
2.8. Contract Quality Training Plan	14
2.9. Customer Training On Operation and Maintenance	14
2.10. Contract Records and Documentation Plan	14
2.11. Contract Audit Plan.....	15
3. Contract Specifications.....	16
3.1. Overview.....	16
3.2. Contract Technical Specifications	16
3.3. Contract Submittals	16
3.4. Customer Submittal Approval	18
3.5. Contract Warranty.....	18
3.6. Contract Review and Approval	18
4. Contract-Specific Quality Standards	19
4.1. Overview.....	19
4.2. Regulatory Codes.....	19
4.3. Industry Quality Standards	19
4.4. Material and Equipment Specifications.....	20
4.5. Work Process Specifications	20
4.6. Controlled Material Identification and Traceability	20
4.7. Measuring Device Control and Calibration	21
4.8. [CompanyName] Quality Standards	21
4.9. Application of Multiple Sources of Specifications	21
5. Contract Purchasing	22

5.1. Overview.....	22
5.2. Qualification of Outside Organizations and Company Departments	22
5.3. Quality Responsibilities of Key Subcontractor and Supplier Personnel.....	22
5.4. Requirements for Subcontractor QC Plan	24
5.5. Subcontractor and Supplier Quality Policy	24
5.6. Contract Subcontractor and Supplier List.....	24
5.7. Purchase Order Requirements	25
5.8. Contract Purchase Order Approvals	25
6. Process Controls.....	26
6.1. Overview.....	26
6.2. Contract Startup and Quality Control Coordination Meeting	26
6.3. Preparatory Contract Quality Assurance/Quality Control Plan Planning	26
6.4. Weekly Quality Planning and Coordination Meetings.....	27
6.5. Process Control Standards.....	27
6.6. Daily Quality Control Report.....	29
6.7. Monthly Quality Control Report	29
7. Inspections and Tests	30
7.1. Overview.....	30
7.2. Required Contract Quality Inspections and Tests.....	30
7.3. Material Inspections and Tests.....	30
7.4. Work in Process Inspections.....	31
7.5. Work Task Completion Inspections	31
7.6. Independent Measurement and Tests	32
7.7. Commissioning Functional Acceptance Tests.....	32
7.8. Hold Points for Customer Inspection.....	32
7.9. Quality Inspection and Test Specifications	32
7.10. Inspection and Test Acceptance Criteria	32
7.11. Inspection and Test Status.....	33
7.12. Independent Quality Assurance Inspections	33
7.13. Inspection and Test Records.....	33
8. Nonconformances and Corrective Actions	35
8.1. Overview.....	35
8.2. Nonconformances	35
8.3. Corrective Actions	36
9. Preventive Actions	37
9.1. Overview.....	37
9.2. Identify Preventive Actions for Improvement	37
9.3. Train Preventive Actions for Improvement	37
10. Quality System Audits	39
10.1. Overview.....	39
10.2. Contract Quality System Audit	39
10.3. Company-wide Quality System Audit	39

11. Record and Document Controls.....	41
11.1. Overview.....	41
11.2. Quality System Documents	41
11.3. Document Controls.....	41
11.4. Record Controls	42
12. Appendix.....	44
12.1. Definitions of Terms	44
13. Forms	47

Selected Pages

JANITORIAL SERVICES QUALITY POLICY

[CompanyName] is committed to quality. Our objective is to safely deliver 100 percent complete janitorial services contracts that meet all contract and customer expectations the first time, every time. Our commitment to quality means:

- Every [CompanyName] employee is responsible for fully implementing and complying with all provisions of the [CompanyName] quality system.
- 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 stand behind our work. We inspect every work task to assure conformance to the contract requirements. Should problems be found, we correct them.
- We are always improving. All employees receive regular training to make systematic improvements to remove quality risks and enhance quality performance.

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

President/ Date

CONTRACT QUALITY MANAGEMENT

The President forms a team consisting of a Quality Manager, Contract Manager, and Superintendent.

First, the Quality Manager assembles a set of contract specifications that includes customer specifications and requirements, regulations, industry standards, product instructions, and [CompanyName] quality standards. [CompanyName] operating policies assure compliance to the contract specifications.

The Quality Manager evaluates personnel, subcontractors and suppliers, materials, and suppliers, and ensures that only those that are capable and qualified are included on the contract. Training is provided to ensure that all personnel involved understand their contract work task requirements as well as their quality responsibilities and authorities.

The Quality Manager then details how the quality is controlled throughout the janitorial services process through a listing of all work task inspections and tests that will be performed.

As the contract proceeds and prior to starting each janitorial services work task, the Superintendent coordinates detailed quality requirements and resources, working conditions, and communicates them through a meeting with all interested parties. The Superintendent amends work task inspection checklists with items for heightened awareness based on the concerns of all parties.

The subcontractors and suppliers, Superintendent, and Quality Manager use inspection checklists to monitor conformance of each work task to the contract specifications before, during, and at completion. Laboratory and functional tests are performed to assure performance results.

Should quality nonconformances occur, they are systematically segregated, controlled and corrected. Improvements are made to prevent recurrences.

Throughout the contract, the Quality Manager performs on-site quality audits to ensure that the [CompanyName] Quality System is operating effectively.

6. PROCESS CONTROLS

HOW WORK IS CARRIED OUT

6.1. OVERVIEW

The janitorial services process plan defines how contract work is to be done and approved for the overall contract. The janitorial services process plan is communicated to all key personnel, subcontractors and suppliers in a startup meeting. As the contract 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.

6.2. 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 Assurance/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

6.3. PREPARATORY CONTRACT QUALITY ASSURANCE/QUALITY CONTROL PLAN PLANNING

6.3.1. 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
- 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

6.3.2. 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

6.3.3. CONTRACT PREPARATORY QUALITY PLANNING MEETINGS

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

- Conflicts that need resolution
- Required quality documents and a verification of availability to personnel carrying out, supervising, or inspecting the Contract
- 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
- Contract quality inspection forms

6.4. 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.

6.5. PROCESS CONTROL STANDARDS

6.5.1. 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 contract when they are necessary to assure quality results.

6.5.2. 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 contract when they are necessary to assure quality results.

6.5.3. 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 to maintain so that compliance with contract 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 contract when they are necessary to assure quality results.

6.5.4. 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.

6.5.5. CONTROLLED USE OF MATERIALS

The Contract 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 contract.

Only approved materials are used in the janitorial services 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 janitorial services 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).

6.5.6. CONTROLLED PRODUCT USE AND INSTALLATION

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

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

6.6. 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

6.7. MONTHLY QUALITY CONTROL REPORT

When a monthly quality control report is required by the Contract 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
- Contract status with current contract costs and estimated completion date
- A cost analysis summarizing actual costs to date and estimated future costs
- Contract pictures as appropriate

8. NONCONFORMANCES AND CORRECTIVE ACTIONS

8.1. OVERVIEW

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.

8.2. NONCONFORMANCES

8.2.1. 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.

8.2.2. 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.

8.2.3. NONCONFORMANCE REPORT

8.2.3.1. 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.

8.2.3.2. QUALITY MANAGER DISPOSITION OF NONCONFORMANCE REPORTS

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

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

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

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

standards that apply to the completion of rework. Rework nonconformances must be approved by the customer.

USE AS-IS: When the nonconforming item is satisfactory for its intended use. Any use as-is items that do not meet all specification requirements must be approved by the customer.

8.2.4. CORRECTION OF NONCONFORMANCES

The Superintendent verifies that corrective actions eliminate the nonconformance to the requirements of the original specifications or as instructed by the disposition of the nonconformance report, and then removes, obliterates, or covers the nonconformance marker.

Furthermore, the Superintendent ensures that previously completed work is reinspected for similar nonconformances and corrective actions are taken to avert future occurrences.

8.3. CORRECTIVE ACTIONS

8.3.1. CONTROL OF CORRECTIVE ACTIONS

When a nonconformance is found, the Superintendent ensures that:

- Previously completed work is reinspected for similar nonconformances
- Corrective actions are taken to avert future occurrences

The Quality Manager identifies requirements for corrective actions with respect to frequency, severity, and detectability of quality nonconformances items found during and after completion of work activities.

When a solution requires changes to [CompanyName] quality standards, the Quality Manager makes modifications as necessary by making changes to:

- Material specifications
- Personnel qualifications
- Subcontractor and Supplier qualifications
- Company standards
- Inspection processes

8.3.2. CORRECTIVE ACTION TRAINING

The Superintendent initiates corrective action training to address quality nonconformances. Personnel and subcontractors and suppliers performing or inspecting work participate in the training.

Heightened awareness during quality inspections verifies and documents compliance with the corrective action improvement items. A qualified Superintendent inspects corrective actions during regular quality inspections and records observations on the quality inspection form.

The Superintendent notifies affected subcontractors and suppliers of selected preventive action training requirements.

The Superintendent evaluates the effectiveness of the improvements. The Quality Manager reviews improvement results recorded on quality inspection records and monthly field reviews. When the Quality Manager determines that the improvement actions are effective, the item is no longer treated as a preventive action.

9. PREVENTIVE ACTIONS

PREVENT NONCONFORMANCES

9.1. OVERVIEW

Fixing problems found during quality inspections is not sufficient. Systematic prevention of recurrences is essential for improving quality.

[CompanyName] makes changes to solve the problem. Solutions may involve a combination of enhanced process controls, training, upgrade personnel qualifications, improved processes, or use of higher-grade materials.

Follow-up ensures that a problem is completely resolved. If problems remain, the process is repeated.

9.2. IDENTIFY PREVENTIVE ACTIONS FOR IMPROVEMENT

The Quality Manager identifies preventive action improvement priorities with respect to frequency, severity, and detectability of quality correction items found during and after completion of work activities. The Quality Manager also reviews company quality performance and customer feedback.

More specifically, the Quality Manager assesses:

- Customer corrective items
- Superintendent quality inspection results
- Code official inspection results
- Post-janitorial services service
- Management field reviews
- Annual system review
- Customer satisfaction surveys

The Quality Manager documents quality items requiring preventive action improvement.

The Quality Manager leads the company in finding solutions to address the causes of problems.

When a solution requires changes to [CompanyName] quality standards, the Quality Manager makes modifications as necessary by making changes to:

- Material specifications
- Personnel qualifications
- Subcontractor and Supplier qualifications
- Company standards
- Inspection processes

9.3. TRAIN PREVENTIVE ACTIONS FOR IMPROVEMENT

The Quality Manager initiates preventive action training to address quality improvement items. Personnel and subcontractors and suppliers performing or inspecting work participate in the training.

Heightened awareness during quality inspections verifies and documents compliance with the preventive action improvement items. A qualified Superintendent inspects hotspots during regular quality inspections and records observations on the quality inspection form.

Questions? Call First Time Quality 410-451-8006

The Quality Manager notifies affected subcontractors and suppliers of selected preventive action training requirements.

The Quality Manager evaluates the effectiveness of the improvements. The Quality Manager reviews improvement results recorded on quality inspection records and monthly field reviews. When the Quality Manager determines that the improvement actions are effective, the item is no longer treated as a preventive action.

Selected Pages

10. QUALITY SYSTEM AUDITS

AUDITS and IMPROVEMENT

10.1. OVERVIEW

Audits ensure that the elements of the [CompanyName] Quality System are functioning as intended.

10.2. CONTRACT QUALITY SYSTEM AUDIT

The Quality Manager conducts monthly Contract Quality System audits that verify proper operation of the Quality System on a contract. At least monthly, the Quality Manager audits:

- Quality system framework
- Quality system management and responsibilities
- Customer contract specifications
- Design control
- Contract-specific quality standards
- Contract purchasing
- Process control plans
- Inspections and tests
- Nonconformances and corrective actions
- Preventive actions
- Quality records and documents

The Quality Manager takes corrective actions to ensure compliance with Quality System requirements. The effectiveness of changes is then evaluated and documented.

Requirements for managing audit nonconformances are addressed in section 8.2 Nonconformances.

10.3. COMPANY-WIDE QUALITY SYSTEM AUDIT

At least annually, the Quality Manager audits the suitability and effectiveness of the [CompanyName] Quality System.

The audit assesses:

- [CompanyName] quality improvement activities
- Customer performance evaluations and satisfaction measurement results
- Customer feedback including communications, complaints, and corrective action requests
- Effectiveness of channels of communication
- Results of internal and external audits
- Quality performance measures
- Monthly field reviews
- Internal and external Quality Audit results
- Process performance and product conformance results
- Preventive and corrective action status
- Follow up on actions from previous Management Reviews
- Other changes (i.e. business climate, scope of work changes, etc.) that could affect the Quality System

The audit assesses the need for improvements including:

Questions? Call First Time Quality 410-451-8006

- Improvements of the effectiveness of the [CompanyName] Quality System
- Improvements in product quality
- Resource needs

Changes are initiated to improve Quality System performance. The Quality Manager documents Quality System changes in the [CompanyName] Quality Assurance Manual, initiates needed improvements, and assesses their effectiveness.

Selected Pages

11. RECORD AND DOCUMENT CONTROLS

11.1. OVERVIEW

[CompanyName] ensures that quality related documents and records are created, current versions are in use, complete, identifiable, and stored properly.

11.2. QUALITY SYSTEM DOCUMENTS

11.2.1. QUALITY MANUAL

The Quality Manager maintains the [CompanyName] Quality Manual that documents [CompanyName] quality policies. Each policy identifies the titles of personnel responsible.

The Quality Manager ensures that the Quality Manual and documents related to a work task are accessible to personnel performing the work.

The Quality Manager maintains, improves, and updates the manual as necessary. At least annually, the Quality Manager determines if updated versions of standards and product installation instructions are available. If so, the Quality Manager updates the Quality System documentation accordingly.

The President approves revisions to the Quality Manual, then signs and dates the cover.

The President approves revisions to the Quality Manual, then signs and dates the cover.

11.3. DOCUMENT CONTROLS

The Quality Manager assigns a new version number to each version of quality system documents, including the Quality Manual.

The Quality Manager and President control all company-wide quality system documents including:

- Approval of all quality system documents and for adequacy prior to issue or reissue.
- Ensures that applicable documents are available and usable at points of use
- Prevents unintended use of obsolete documents

The Quality Manager controls contract-specific quality system documents including:

- Approval of all contract quality documents and for adequacy prior to issue or reissue.
- Ensures that applicable documents are available and usable at points of use
- Prevents unintended use of obsolete documents

11.3.1. CONTROL OF SYSTEM DOCUMENTS

The Quality Manager controls documents related to the [CompanyName] Quality System including:

- Quality System Manual
- Quality System Procedures
- Contract Management Procedures (including interface and coordination with customers and regulatory agencies with jurisdiction over jobsites)
- Government regulations
- Industry standards
- Procurement specifications

The Quality Manager ensures that records of the distribution of Quality System documents are kept. When new versions are distributed, obsolete versions are destroyed or controlled to prevent inadvertent use.

11.3.2. CONTROL OF CONTRACT DOCUMENTS

The Contract Manager controls documents related to specific customer contracts including:

- Customer contracts
- Contract technical specifications
- Contract drawings
- Shop drawing submittals and approvals
- Product data submittals and approvals
- Allowances and unit price submittals and approvals
- Requests for information and customer responses
- Subcontracts
- Inspection and test plans

The Quality Manager ensures that records of the distribution of contract documents are kept. When new versions are distributed, obsolete versions are destroyed or controlled to prevent inadvertent use.

11.4. RECORD CONTROLS

The Quality Manager verifies records for conformance to the Quality System Requirements and approves all Quality System records.

Records demonstrating conformance with and operation of the Quality System are retrievable for at least five years. The Quality Manager verifies records for conformance to the Quality System Requirements.

11.4.1. QUALITY SYSTEM RECORDS CONTROL

The Quality Manager verifies the completeness, accuracy, and retention of contract-specific Quality System records including:

- Annual reviews
- Quality improvement records

11.4.2. CONTRACT RECORDS CONTROL

The Quality Manager verifies the completeness, accuracy, and retention of contract-specific Quality System records including:

- Inspection and test records
- Quality submittals to the customer
- Contract quality system audits
- Field reviews
- Calibration certificates
- Daily log reports
- Incident reports
- Redline drawings
- Qualified personnel approvals
- Qualified subcontractor approvals
- Quality improvement records
- Contract Quality records specified by customer contract, or contract technical specifications

Questions? Call First Time Quality 410-451-8006

The Quality Manager assigns record control responsibilities and document location that apply to a specific contract.

Contract Quality Records will be maintained for a minimum of five years or more as specified by contract specifications, or by the Quality Manager for a specific contract. Contract Quality Records will be filed in the project office during the project. After the contract is complete, contract records will be stored in file storage area of the main office.

Selected Pages

13. FORMS

[CompanyName] Point of Contact List	48
[CompanyName] Contract Quality Communications Plan	49
[CompanyName] Contract Subcontractor and Supplier List	51
[CompanyName] Quality Inspection and Test Plan	52
[CompanyName] Quality Controlled Work Task List	53
[CompanyName] Quality Controlled Work Task List	54
[CompanyName] Daily Production Report	55
[CompanyName] Work Task Work Order Form	56
[CompanyName] Periodic Janitorial Services Record	57
[CompanyName] Work Task Inspection Form	1
[CompanyName] Punch List	2
[CompanyName] Nonconformance Report	3
[CompanyName] Controlled Materials Form	4
[CompanyName] Material Inspection and Receiving Report	5
[CompanyName] Contract Quality System Audit Form	6

Selected Pages

[CompanyName] Contract Quality Communications Plan			
Contract ID	Contract Name	Preparer	Date
[ProjectNumber]	[ProjectName]		
Distribution of contract organization chart and assigned responsibility and authority of the Contract Manager, Quality Manager, and Superintendent:			
Points of contact list distribution:			
Contract startup meeting participants, date, location:			
Work task quality plan meeting participants, nominal location:			
Weekly contract communication meeting participants, and nominal day of week, time, and location:			
Daily quality report distribution, frequency, and due date:			
Monthly contract quality status report distribution and due date:			
Distribution of quality inspection and test records, and due date:			
Nonconformance report distribution and customer approval authority:			

Location of contract quality records storage and point of contact for records access:
Nominal frequency of contract quality audits and the job position that will conduct the audits:
Warehousing of customer supplied materials/equipment location, security, damage prevention.

Selected Pages

[CompanyName] Quality Controlled Work Task List			
Contract ID	Contract Name	Preparer	Date
[ProjectNumber]	[ProjectName]		

Task Name	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

[CompanyName] Periodic Janitorial Services Record																																																
Facility																																																
Equipment and/or Handbook Reference	JAN				FEB				MAR				APR				MAY				JUN				JUL				AUG				SEP				OCT				NOV				DEC			
1xWeekly																																																
Entrance Glass																																																
Sweeping, Damp Mopping																																																
Vacuum Carpet																																																
Cleaning of Mats																																																
Damp Mopping																																																
2x Weekly																																																
Restroom Supplies																																																
Trash Men's Area																																																

Questions? Call First Time Quality 410-451-8006

Equipment and/or Handbook Reference	JAN				FEB				MAR				APR				MAY				JUN				JUL				AUG				SEP				OCT				NOV				DEC			
Trash Exercise Area																																																
1 x Monthly																																																
Buffing Low Area																																																
2 x Monthly																																																
Debris Removal																																																
Empty Waste																																																
Quarterly																																																
	Scheduled								Completed								Scheduled								Completed																							

Questions? Call First Time Quality 410-451-8006

Equipment and/or Handbook Reference	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Strip Wax												
Carpet												
Window												
Window Blinds												
Total Tasks Required												
Total Tasks Accomplished												

[CompanyName] Work Task Inspection Form		
Work Task :		
Project: Id# [ProjectNumber]	Contract Name: [ProjectName]	Subcontractor and Supplier Company ID/Name:
Location/Area:		Crew ID/Name
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 work task completion inspection requirements <input type="checkbox"/> Compliance with inspection and test plan	Heightened Awareness Checkpoints <input type="checkbox"/> [Insert items identified at contract startup and preparatory meetings] <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Production Notes:		
Reported Nonconformances:		
Verification of Work Task Completion (sign and date)		
Subcontractor and Supplier Sign and date*: Work task verified complete to specifications (sign and date)		
Contract Superintendent Sign and date*: Work task verified complete to specifications (sign and date)		
Contract Superintendent score subcontractor/crew performance and feedback notes	Quality: 5 4 3 2 1 Safety: 5 4 3 2 1	
Quality Manager Sign and date*: Work task verified complete to specifications (sign and date)		
Quality Manager score quality performance and feedback notes	Quality: 5 4 3 2 1	
<small>* 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.</small>		

[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		

[CompanyName] Contract Quality System Audit Form			
Contract ID	Contract Name	Auditor	Date
[ProjectNumber]	[ProjectName]		
Review Topics: (Place check mark next to each item audited)			
	<div> <input type="checkbox"/> Customer satisfaction <input type="checkbox"/> On-time task completion <input type="checkbox"/> Contract administration <input type="checkbox"/> Safety compliance <input type="checkbox"/> Quality risk planning and mitigation <input type="checkbox"/> Performance improvement results <input type="checkbox"/> Action plan for improvements </div> <div> Quality Plan Conformance: <input type="checkbox"/> Contract QC Personnel <input type="checkbox"/> Project Quality Coordination and Communication <input type="checkbox"/> Employee Qualifications <input type="checkbox"/> Qualification of subcontractors and suppliers <input type="checkbox"/> Contract Quality Specifications <input type="checkbox"/> Testing Plan <input type="checkbox"/> Test Reports <input type="checkbox"/> Work Task Quality Inspections <input type="checkbox"/> Daily Quality Control Report <input type="checkbox"/> Control of Punch Items and Nonconformances <input type="checkbox"/> Contract Records and Documents </div>		
Nonconformance Notes and observations			
Action plan for improvement			
Follow-up results and date			

Questions? Call First Time Quality 410-451-8006



**For More Information:
Contact: FirstTimeQuality**

410-451-8006

www.FirstTimeQuality.com

EdC@FirstTimeQuality.com