



## Paint & Wallcoverings Quality Manual Sample

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Contact:  
First Time Quality  
410-451-8006

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# **[CompanyName][CompanySuffix]**

## **Paint and Wallcovering**

### **Quality Manual**

#### **Operating Policies of the [CompanyName] Quality System**

Management acceptance

This quality manual has been reviewed and excepted

Endorsed By: (Name / Title)	[PresidentName], President		
Signature:		Date:	

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DATE	REVISION NO.	COMMENTS	APPROVED BY
	0	Original Issue	[PresidentName]

Selected Pages

# QUALITY MANUAL

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## 3. CONTRACT SPECIFICATIONS

### DEFINE CUSTOMER QUALITY EXPECTATIONS

#### 3.1. OVERVIEW

Fulfilling customer contract expectations is a primary objective of the [CompanyName] Quality System. To ensure that customer expectations will be fulfilled, [CompanyName] clearly defines the requirements for each contract before it is approved.

The Quality Manager ensures that the information in customer contracts clearly defines customer expectations and that the necessary details are provided to set requirements for Paint and Wallcovering.

#### 3.2. CONTRACT TECHNICAL SPECIFICATIONS

The Quality Manager obtains contract technical specifications from the customer.

For each specific contract, the Quality Manager identifies supplemental technical specifications on the Project Quality Management System when they are not otherwise specified by the contract or the approved drawings. Superintendents have jobsite access to contract technical specifications for the Paint and Wallcovering activities they supervise.

All [CompanyName] activities comply with the contract technical specifications.

##### 3.2.1. PAINT AND WALLCOVERING TECHNICAL SPECIFICATIONS

Paint and Wallcovering technical specifications must include:

- Location
- Square feet of coverage (nominal)
- Description of type of paint and wallcovering
- Specific manufacturer, model, color if required by the contract

#### 3.3. CONTRACT DRAWINGS

The Quality Manager obtains customer supplied drawings that have been approved by local government regulators. Superintendents have jobsite access to approved architectural drawings for the Paint and Wallcovering they supervise.

All [CompanyName] activities comply with the drawing details and specifications cited in the drawings.

##### 3.3.1.1. AS-BUILT RED-LINE DRAWINGS

As the project progresses, the Superintendent will mark the original design drawings to indicate as-built conditions including changes to specified materials, dimensions, locations, or other features.

#### 3.4. CONTRACT SUBMITTALS

The Quality Manager identifies all quality-related submittals required for the project including submittals prepared by subcontractors, suppliers, and third-party engineers and testing agencies.

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The Quality Manager must review all submittals for compliance with the requirements of the [CompanyName] Quality System. The Quality Manager must sign approval of each contract submittal.

[CompanyName] extends compliance to contract specifications to all customer-approved submittals. All [CompanyName] activities comply with customer-approved submittals.

### 3.4.1. CONTRACT SUBMITTAL SCHEDULE

The Quality Manager identifies submittals that apply to a specific contract and when they should be submitted, including:

- Contract requirement reference (if applicable)
- Submittal type: Sample color mock-up, shop drawing, product data, quality inspection and test plan, request for information, or allowances and unit prices
- Description
- Due date for submission to customer by [CompanyName]
- Due date for approval by the customer. Due dates may be a number of days after a project plan milestone.
- Approval date

### 3.4.2. PRODUCT DATA SUBMITTALS

The Quality Manager prepares product data submittals that consist of the manufacturer's product information. The information included in this submittal is:

- Manufacturer, trade name, model or type number
- Description
- Intended use for painting or painting area
- Finish and color characteristics
- Product manufacturer's installation instructions, when applicable
- Additional requirements as specified in the contract, contract technical requirements, or contract drawings.

### 3.4.3. ALLOWANCES AND UNIT PRICES SUBMITTALS

When customer contracts specify allowances and unit prices that the customer will select after the contract is awarded, the Project Manager prepares an allowance and unit price submittal for customer approval.

When a customer selects or approves an allowances and unit prices, the customer indicates the allowance and unit price selection on the signed submission return.

[CompanyName] extends compliance to contract specifications to customer approved allowances and unit prices.

### 3.4.4. REQUEST FOR INFORMATION (RFI) SUBMITTALS

The Quality Manager submits a request for additional information to the customer when errors are found or when required information is not contained in the contract, contract technical specifications, or contract drawings.

Should any number of contract technical specifications or contract drawings result in conflicting requirements, the Quality Manager submits a request for information to the customer to select the standard that applies.



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[CompanyName] extends compliance to contract specifications to customer requests for information.

### 3.4.5. CHANGE ORDER SUBMITTALS

Contract requirements or contract technical specifications may require a change after the contract is awarded. The Project Manager submits the change order to the customer for approval, including any contract price adjustments.

When a customer approves a change order, the customer signs the submission return.

[CompanyName] extends contract specifications to include customer approved change orders.

### 3.4.6. MOCK-UP SUBMITTALS

[CompanyName] prepares mock-up submittals as required by contract. Additionally, the Quality Manager specifies mock-up requirements when they are necessary to ensure customer expectations are clearly identified.

The Quality Manager ensures that each mock-up demonstrates specific elements of color, surface characteristics, form and/or function, and that they are specified in the submittal documents.

[CompanyName] extends contract specifications to include customer approved mock-up submittals.

### 3.5. CUSTOMER SUBMITTAL APPROVAL

The Quality Manager obtains a record of customer acceptance and approval by an authorized customer representative.

[CompanyName] extends compliance to contract specifications to customer-approved submittals.

Work in the affected area of a pending submittal requirement does not start until the customer approves the submittal.

### 3.6. CONTRACT WARRANTY

The Quality Manager ensures that customer contracts clearly specify warranty coverage including:

- Scope
- Starting date
- Duration

The Quality Manager ensures that customer contracts also clearly specify owner responsibility for:

- Restrictions of use
- Maintenance requirements
- Exclusions for customer supplied materials or equipment
- Timely notification of problems

### 3.7. CONTRACT REVIEW AND APPROVAL

The President conducts customer contract reviews to ensure that:

- Customer requirements and specifications are complete
- Customer requirements and specifications are compatible with the relevant regulations, [CompanyName] quality standards, and Quality System requirements
- [CompanyName] has the capability to deliver the completed project in the time allotted

## 4. PROJECT-SPECIFIC QUALITY STANDARDS

### *APPLICABLE REGULATIONS, INDUSTRY, and COMPANY STANDARDS*

#### 4.1. 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.

#### 4.2. REGULATORY CODES

All [CompanyName] Paint and Wallcovering 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
- Additional regulations specified by the customer contract

The Quality Manager identifies regulatory requirements that apply to a specific project on the Project Quality Management System.

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

#### 4.3. INDUSTRY QUALITY STANDARDS

All [CompanyName] Paint and Wallcovering 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 Management System when it is not otherwise specified by the contract, contract technical specifications, or approved drawings.

Description	Reference Standard No.	Reference Standard Title
Finishing Contractor Association	September 2015	The Interior Systems Guide: A comprehensive guide to finishing and decorating interior gypsum board surfaces
Painting and Decorating Contractors of America	PDCA P4	Responsibility for Inspection and Acceptance of Surfaces Prior to Painting and Decorating
Painting and Decorating Contractors of America	PDCA P6	Acceptance of Completed Wallcovering
Painting and Decorating Contractors of America	PDCA P8	Owner's Responsibility for Maintenance of Paints and Coatings
Painting and Decorating Contractors of America	PDCA P11	Painter's Caulk, Implied Requirements

### 4.4. PAINT AND WALLCOVERING MATERIAL 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 materials 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 5.7 Purchase Order Requirements.

Only approved materials are used in the paint and wallcovering process.

#### 4.4.1. CONTROLLED PAINT AND WALLCOVERING MATERIALS

Controlled paint and wallcovering materials include:

- Interior Paint, Sealers, and Primers
- Exterior Paint, Sealers, and Primers
- Wallcoverings
- Fillers, Caulks and Sealants

### 4.5. PAINT AND WALLCOVERING EQUIPMENT SPECIFICATIONS

The selection and use of equipment are controlled to assure the use of only correct and acceptable equipment on the project.

The Quality Manager determines specifications of required equipment that affect quality and the specifications of quality-controlled equipment.

When equipment is received, the Superintendent verifies that equipment is as specified.

#### 4.5.1. CONTROLLED PAINT AND WALLCOVERING EQUIPMENT

Controlled paint and wallcovering equipment includes:

- Spray guns and systems
- Compressors
- Application hand tools including brushes, rollers, and squeegees
- Wet painting measuring devices
- Dry painting measuring devices

### 4.6. WORK PROCESS SPECIFICATIONS

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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.

### 4.7. 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.

#### 4.7.1. PAINT AND WALLCOVERING MATERIAL LOT TRACEABILITY

The use of paint and wallcovering system materials is recorded including:

- Product information (manufacturer, model, color)
- Quantity
- Application area

### 4.8. 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.

## 7. INSPECTIONS AND TESTS

### ASSURE COMPLIANCE

#### 7.1. OVERVIEW

Inspections are necessary to verify that work processes and results conform to both contract requirements and [CompanyName] quality standards.

Qualified personnel inspect every project throughout the Paint and Wallcovering process. Additional reviews validate the accuracy of the field quality inspections and ensure that the quality standards apply uniformly.

The project-specific inspection and test plan defines the quality inspections, tests, and the records of inspections and tests required for a specific project.

Personnel may only inspect work activities for which they have been qualified by the Quality Manager.

#### 7.2. REQUIRED WORK TASK QUALITY INSPECTIONS AND TESTS

The Quality Manager identifies each Task that is a phase of design, fabrication, and installation that requires quality controls to assure quality results. Each Task triggers a set of requirements for quality control inspections before, during and after work tasks.

##### 7.2.1. PAINT AND PAINTING INSPECTIONS AND TESTS

Paint and coating inspections requirements are determined by the type of paint and wallcovering including:

- Conduct a series of quality inspections for each paint and wallcovering task.
- Inspect each step of interior painting including:
  - Interior Pre-Paint Readiness Inspection
  - Interior Paint First Pass
  - Interior Paint Second Pass
  - Interior Paint Final Completion Inspection
- Inspect each step of exterior painting including:
  - Exterior Pre-Paint Readiness Inspection
  - Exterior paint First Pass
  - Exterior paint Second Pass
  - Exterior paint Final Completion Inspection
- Inspect each step of Wallcovering installation including:
  - Wallcovering Readiness Inspection
  - Wallcovering Primer Application
  - Wallcovering Installation Inspection
  - Wallcovering Final Project Completion Inspection
- Inspect all materials before use.
- Record the result of each inspection.

## 7.3. REQUIRED MATERIAL INSPECTIONS AND TESTS

Material quality inspections and tests ensure that purchased materials meet purchase contract quantity and quality requirements.

### 7.3.1. MATERIAL RECEIVING INSPECTION

The Quality Manager inspects or ensures that a qualified inspector inspects materials prior to use for conformance to project quality requirements. The receiving inspection includes a verification that the

- Correct material has been received
- The material is identified and meets the traceability requirements for the material
- Material certifications and/or test reports meet the specified requirements
- Materials are tested and approved for the specific application

The Quality Manager ensures that each work task that uses the source-inspected materials precede only after the material has been accepted by the material quality inspection or test.

### 7.3.2. SOURCE INSPECTIONS

Source quality inspections are required when quality characteristics cannot or will not be verified during subsequent processing. The Quality Manager determines if a source inspection is necessary to validate supplier quality before materials are delivered to the project jobsite.

The Quality Manager ensures that each work task that uses the source inspected materials proceed only when the material has been accepted by the source inspection.

## 7.4. REQUIRED WORK IN PROCESS INSPECTIONS

Work in process quality inspections continuously verify compliance project quality standards beginning at the start of a work task, as work is conducted, and continues until the work task is complete.

### 7.4.1. INITIAL WORK IN PROCESS INSPECTION

For each work task, the Quality Manager or a qualified inspector performs an initial work in process inspection when the first representative portion of a work activity is completed.

### 7.4.2. INITIAL JOB-READY INSPECTIONS

For each work task, the Quality Manager 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.

### 7.4.3. WORK IN PROCESS INSPECTIONS

The Quality Manager or a qualified inspector performs ongoing work in process quality inspections to ensure that work activities continue to conform to project quality requirements. Punch Items

If the inspector observes an item for correction prior to a work task completion inspection, the item is identified for correction. During the work task completion inspection each punch item correction is verified.

Any outstanding punch items remaining after the work task completion inspection is deemed a nonconformance.

### **7.5. WORK TASK COMPLETION INSPECTIONS**

For each work task, the Quality Manager or a qualified inspector inspects the completion of each work task to verify that work conforms to project quality requirements.

Completion quality inspections are performed for each work task. Completion quality inspections are conducted before starting other work activities that may interfere with an inspection.

Any outstanding punch items remaining after the work task completion inspection is deemed a nonconformance.

### **7.6. HOLD POINTS FOR CUSTOMER INSPECTION**

The Quality Manager stops work when reaching a hold point specified on the inspection and test plan. The Quality Manager ensures that work proceeds only with customer approval.

### **7.7. QUALITY INSPECTION AND TEST SPECIFICATIONS**

Specifications for each inspection or test are clearly understood before the inspection or test is performed including:

- Items to be inspected/tested
- Inspections/tests to be performed
- Testing schedule frequency
- Specification references including Reference standards, contract drawing identification number and version, if applicable, and/or contract technical specification number and version, if applicable
- Performing party
- Witness parties
- Certificates required
- Checklists/procedures

### **7.8. INSPECTION AND TEST ACCEPTANCE CRITERIA**

Inspections assess conformance of materials or work for each work task to project quality requirements, including applicable:

- Contract technical specification
- Contract drawings
- Approved shop drawings
- Approved product submittals
- Approved allowances and unit prices
- Product identification requirements
- Approved submittals
- [CompanyName] quality standards

The material or completed work task is accepted only when it meets all project quality requirements.

### **7.9. INSPECTION AND TEST STATUS**

The status of each quality control inspection or test is clearly marked by tape, tag, or other easily observable signal to ensure that only items that pass quality inspections is accepted.

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For each quality-controlled work task, the Quality Manager determines the appropriate method of identification to show inspection and test status.

For each quality-controlled material, the Quality Manager determines the appropriate method for identifying quality inspection and test status.

### 7.10. INDEPENDENT QUALITY ASSURANCE SURVEILLANCE INSPECTIONS

The Quality Manager or qualified inspectors perform independent quality assurance inspections that verify that task quality controls are operating effectively.

The Quality Manager selects a representative portion of task completion inspections. Those tasks are independently inspected by the Quality Manager and/or qualified inspectors other than the original inspector. The Quality Manager compares the findings and addresses any deviations by corrective actions and preventive actions as necessary.

### 7.11. INSPECTION AND TEST RECORDS

#### 7.11.1. INSPECTION RECORDS

The Quality Manager prepares an inspection form for each work task that may be inspected on one or more projects. The Quality Manager lists on the form checkpoints for heightened awareness including:

- Initial job-ready inspection requirements
- Inspection and tests
- Work in process inspection requirements
- Completion quality inspections
- Other quality requirements as necessary to reduce quality risks

When an inspection record is required, the person responsible for the inspection records inspection results on the work task inspection form. Required inspection records are project-specific and are specified on the project-specific inspection and test plan.

#### 7.11.2. TEST RECORDS

The Quality Manager prepares a test record form for each test that may be conducted on a project. The test record includes as appropriate:

- Reference to the inspection and test plan item
- Description or title of the inspection activity
- Drawing identification number and version, if applicable
- Technical specification number and version, if applicable
- Location of the inspection activity
- Acceptance criteria
- Nonconformances
- Validation that nonconformances are corrected, reinspected or retested, and confirmed to meet Quality System requirements.
- Any open items to be completed at a later date.
- Inspector's name and signature indicating compliance with all requirements of the Quality System
- Quality rating scores as appropriate
- Date of inspection or test
- Certificate, if applicable



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- Conspicuous statement of final result as either “PASS” or “FAIL”

Required test records are project-specific and are specified on the project-specific inspection and test plan.

### 7.12. PROJECT COMPLETION AND CLOSEOUT INSPECTION

#### 7.12.1. PRE-FINAL [COMPANYNAME] INSPECTION

Near the end of the project, or a milestone established in the Project Quality Inspection and Test Plan, the Quality Manager will inspect the completed project and verify conformance to contract specifications.

The Quality Manager records nonconforming items.

The Superintendent assigns a planned date by which the deficiencies will be corrected. The date may be assigned for all items or individual items as necessary. After corrections have been made, the Superintendent verifies the completion of each item.

Then the Quality Manager conducts a follow-up inspection and verifies that all nonconforming items have been corrected to meet contract specifications. Any remaining deficiencies are recorded and managed as nonconformances.

When the pre-final [CompanyName] inspection process is complete, the Quality Manager then notifies the customer that the project is ready for the customer’s final inspection. The customer is also notified of any remaining nonconformances and their planned resolution.

#### 7.12.2. PRE-FINAL CUSTOMER INSPECTION

If the customer performs a pre-final inspection, the Quality Manager records nonconforming items and assigns a planned date by which the deficiencies will be corrected.

The Superintendent assigns a planned date by which the deficiencies will be corrected. The date may be assigned for all items or individual items as necessary. After corrections have been made, the Superintendent verifies the completion of each item.

After corrections have been made, the Quality Manager will conduct a follow-up inspection and verify that all nonconforming items have been corrected to meet contract specifications. Any remaining deficiencies are recorded and then managed as nonconformances.

When the pre-final customer inspection process is complete, the Quality Manager then notifies the customer that the project is ready for the customer’s Final inspection. The customer is also notified of any remaining nonconformances and their planned resolution.

#### 7.12.3. FINAL ACCEPTANCE CUSTOMER INSPECTION

If the customer performs a final inspection, the Quality Control Manager, Superintendent, and Project Manager will participate in the inspection. The Quality Manager records nonconforming items and assigns a planned date by which the deficiencies will be corrected. The date may be assigned for all items or individual items as necessary. After corrections have been made, the Superintendent verifies the completion of each item.

After corrections have been made, the Quality Manager will conduct a follow-up inspection and verify that all nonconforming items have been corrected to meet contract specifications. Any remaining deficiencies are recorded managed as nonconformances.

## 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 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.

### 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 makes an assessment of 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.

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**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 (see section 8.3 Corrective Actions).

## **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

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Selected Pages

<b>[CompanyName][CompanySuffix] Material Inspection and Receiving Report</b>								
Contract ID	Contract Name	Purchase Order No.	Supplier			Bill of Lading No.	Date	
[ProjectNumber]	[ProjectName]							
Item No.	Stock/Part No.	Description	Quantity Received	Condition	Marking	Accept	Conditional Use	Reject
						<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
						<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
						<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
						<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
						<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
						<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Receiving Quality Control								
<p>ACCEPTANCE</p> <p>Listed items have been accepted by me or under my supervision</p> <p><input type="checkbox"/> Conform to contract specifications EXCEPT as noted herein or on supporting documents.</p> <p><input type="checkbox"/> Received in apparent good condition EXCEPT as noted</p> <p>Signature of authorized person and date: _____</p>								
<p>EXCEPTIONS:</p>								

**[CompanyName][CompanySuffix]  
Painting and Coating Inspection Form**

Project: Id# [ProjectNumber]	Project Name: [ProjectName]	Subcontractor and Supplier Company ID/Name:																																	
Location/Area:	Reference drawing version #:	Crew ID/Name																																	
<b>Compliance Verification</b> <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	<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; width: 5%;">YES</th> <th style="text-align: left; width: 5%;">NO</th> <th style="text-align: left;"><u>Heightened Awareness Checkpoints</u></th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Painting / coating style// texture// and pattern approved by ARCHITECT</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Painting / coating compatibility with substrate and application thickness approved by ENGINEER</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Painting / coating is solid// smooth// and even thickness free of runs and drips</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Surfaces are free of entrapped dust / particles// bubbles// and staining</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Coatings applicable for the environment (wet// moist// dry)</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Finished coating application free of voids// pin holes// and scratches</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Coatings do not impede operation of sensors (light// fire// temperature// etc.)</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Coatings applied in accordance with manufacturer's environmental recommendations</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Coatings completely cured prior to placement in service</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Compressed air used in spraying is free of moisture and oil</td> </tr> </tbody> </table>		YES	NO	<u>Heightened Awareness Checkpoints</u>	<input type="checkbox"/>	<input type="checkbox"/>	Painting / coating style// texture// and pattern approved by ARCHITECT	<input type="checkbox"/>	<input type="checkbox"/>	Painting / coating compatibility with substrate and application thickness approved by ENGINEER	<input type="checkbox"/>	<input type="checkbox"/>	Painting / coating is solid// smooth// and even thickness free of runs and drips	<input type="checkbox"/>	<input type="checkbox"/>	Surfaces are free of entrapped dust / particles// bubbles// and staining	<input type="checkbox"/>	<input type="checkbox"/>	Coatings applicable for the environment (wet// moist// dry)	<input type="checkbox"/>	<input type="checkbox"/>	Finished coating application free of voids// pin holes// and scratches	<input type="checkbox"/>	<input type="checkbox"/>	Coatings do not impede operation of sensors (light// fire// temperature// etc.)	<input type="checkbox"/>	<input type="checkbox"/>	Coatings applied in accordance with manufacturer's environmental recommendations	<input type="checkbox"/>	<input type="checkbox"/>	Coatings completely cured prior to placement in service	<input type="checkbox"/>	<input type="checkbox"/>	Compressed air used in spraying is free of moisture and oil
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Reported Nonconformances:																																			
<b>Verification of Work Task Completion (sign and date)</b>																																			
<b>Project Superintendent Sign and date*:</b> Work task verified complete to specifications (sign and date)																																			
<b>Quality Manager Sign and date*:</b> Work task verified complete to specifications (sign and date)																																			
<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][CompanySuffix] Punch List						
Project ID		Project Name		Punch List Type		
[ProjectNumber]		[ProjectName]		<input type="checkbox"/> Work Tasks _____ <input type="checkbox"/> Project Final Punch <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		



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