

INSTRUCTIONS FOR PREPARING YOUR ISO 9001 QUALITY PLAN

SAVE A COPY OF YOUR TEMPLATE

Save a copy of your template under a different name. Keep one master copy for future use and save project specific copies separately.

COMPLETE FORMS IN THE PROJECT-SPECIFIC SECTION

Complete the applicable forms in the Project-Specific Quality Plan section by inserting project-specific information on the form.

You can complete the form on the computer or print it out and write in the information by hand during the final preparations.

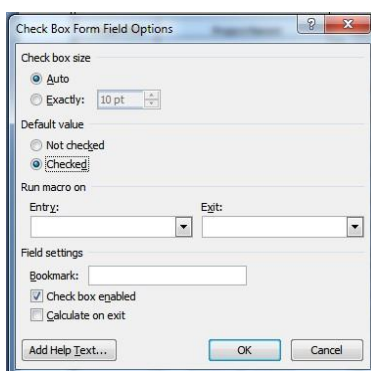
Forms may include (but are not limited to) the following:

- Complete the Point of Contact list
- Complete the Communications Plan (or remove if not necessary)
- List major subcontractors and suppliers on Source of Supply form
- List tasks on the Quality Controlled Task form
- List inspections and tests on the Inspection and Tests Plan form
- Copy contract special quality requirements into the Special Requirements form.

SEE ATTACHED EXAMPLES FOR ADDITIONAL HELP

When additional forms are necessary, copy the form from the Standard Operating Procedures section at the back of your master template and paste it into the appropriate section of the project-specific Quality Assurance/Quality Control Plan.

Tip: You can always insert extra rows into forms by placing the cursor where you want to insert a row, right click the mouse, and select insert.



To check boxes: If you'd like to electronically check boxes on the forms, Place your cursor next to the box you want to check, and then double click. A dialogue box will appear like the one shown to the left. Under "Default value" click "Checked", then click OK. An "X" should now appear in the box on your form.

You always have the option of completing forms by hand during final preparations (see below).

INSERT RESUMES

Insert resumes in the Names and Qualifications Section. You can use the resume form or replace it with your own information.

ADD PROJECT SPECIFIC INFORMATION

REPLACE PLACEHOLDER TEXT

Your document contains placeholder text so that you can change the project-specific information for different contracts. For Bid/Pre-Qualifications, you can leave the placeholder text as it is since you do not know who will be working on the project.

Tip: to search and replace placeholder text, start with your cursor at the beginning of the document and then, do a find and replace for all/each of the bracketed [] placeholder text, e.g., [ProjectLocation]. As a final check search for the bracket symbol [to make sure that you have not missed any placeholder replacements.



UPDATE PAGE NUMBERS AND CROSS REFERENCES

- Keep the Word document in one file to preserve automatic updating of cross-references.
- Use control-a keys to select the whole document, and then
- Press F9 to update page numbers and table of contents (update entire table) – Note: you may need to do this more than once if it does not work the first time.

FINAL PREPARATIONS

Add electronic signatures or print out the document and sign where required.

- Signature sheet signed by President and Managers
- Sign Quality Policy
- President and Managers sign appointment forms
- Sign and date Quality Manual title page

Also complete any forms that you chose to fill out by hand.

The final step is to scan the document into a PDF format document file. Submit your files in PDF format only.

QUESTIONS? CALL US AT 410-451-8006

First Time Quality, LLC. Project Quality Communications Plan

Version February 29, 2012

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

Distribution of project organization chart and assigned responsibility and authority of the Project Manager, Quality Manager, and Superintendent:

All personnel listed on contact list.

Points of contact list distribution:

All personnel listed on contact list.

Project startup meeting participants, date, location:

Completed

Bi-Weekly project communication meeting participants, and nominal day of week, time, and location:

TBD

Daily quality report distribution, frequency, and due date:

Friday of every week for the previous 7 days.

Monthly project quality status report distribution and due date:

Third day of every month

Distribution of quality inspection and test records, and due date:

Friday of every week for the previous 7 days.

Nonconformance report distribution and customer approval authority:

Immediately

Location of project quality records storage and point of contact for records access:

In the job office trailer. Superintendent is point of contact.

Nominal frequency of project quality audits and the job position that will conduct the audits:

Nominally every week by Quality Manager.

Warehousing of customer supplied materials/equipment location, security, damage prevention.

n/a

Example

First Time Quality, LLC Training Plan

Version February 29, 2012

Project ID	Project Name	Preparer	Date	
[ProjectNumber]	[ProjectName]			
Training Title/ID	Training Description	When Required (date, milestone or event)	Planned Participants (Job Position/Organization)	Notes
Sandstone Restoration		Before related work begins	First Time Quality Project Staff	Conducted by Quality Manager
Terra-Cotta Restoration		Before related work begins	First Time Quality Project Staff	Conducted by Quality Manager
Cast Stone Restoration		Before related work begins	First Time Quality Project Staff	Conducted by Quality Manager
Exterior Sealants		Before related work begins	First Time Quality Project Staff	Conducted by Quality Manager
Grouting of Brick		Before related work begins	First Time Quality Project Staff	Conducted by Quality Manager
Tuckpointing Brick		Before related work begins	First Time Quality Project Staff	Conducted by Quality Manager

First Time Quality, LLC Project Regulatory Building Codes

Version February 29, 2012

Project ID	Project Name	Preparer	Date
[ProjectNumber]	[ProjectName]		
Regulation	Reference Code or Regulation	Notes	
Applicable building codes	IBC 2006 (WI Commercial Building Code, Chapter 62)		
Local addenda to building codes	None apply		
Applicable Fire Code	2006 NFPA-1 (WI Commercial Building Code, Chapter 30)		
Energy Code	IECC 2006 (WI Commercial Building Code, Chapter 63)		
Applicable Fuel and Gas Code	n/a		
Applicable Mechanical Code	n/a		
Applicable Plumbing Code	n/a		
Other applicable codes or regulations	n/a		

First Time Quality, LLC Controlled Materials Form

Version February 29, 2012

Contract ID	Contract Name	Preparer	Date	
[ProjectNumber]	[ProjectName]			
Contract Section/ Activity ID	Material	Intended Use (if description is necessary)	Lot Traceability Requirements	Method for identification of Approved Inspection Status
04 01 00	Grout Material – Portland Cement		n/a	Superintendent receipt and issue
	Grout Material – Hydrated Lime		n/a	Superintendent receipt and issue
	Grout Material – Aggregate		n/a	Superintendent receipt and issue
04 02 00	Sandstone		n/a	Material Receiving Report Superintendent receipt and issue
	Mortar Material - Hydrated Lime		n/a	Superintendent receipt and issue
	Mortar Material - Sand		n/a	Superintendent receipt and issue
	Mortar Material – Portland Cement		n/a	Superintendent receipt and issue
	Mortar Material - Pigments		n/a	Superintendent receipt and issue
	Stone Anchors and Dowels		n/a	Superintendent receipt and issue
	Stone Patching Compound		n/a	Superintendent receipt and issue
	Cementitious Crack Filler		n/a	Superintendent receipt and issue
04 21 00	Terra-Cotta Units		n/a	Material Receiving Report Superintendent receipt and issue
	Mortar Material - Hydrated Lime		n/a	Superintendent receipt and issue

First Time Quality, LLC Work Task Inspection Form

Version February 29, 2012

Work Task :

Sandstone Installation

Project: Id#
[ProjectNumber]

Project Name:
[ProjectName]

Subcontractor Company
ID/Name:

Location/Area:

Reference drawing version #:

Crew ID/Name

Compliance Verification

- Compliance with initial job-ready requirements
- Compliance with material inspection and tests
- Compliance with work in process first article inspection requirements
- Compliance with work in process inspection requirements
- Compliance with work task completion inspection requirements
- Compliance with inspection and test plan

Heightened Awareness Checkpoints

- Shop drawings, product data, and samples have been submitted and approved.
- All materials are as designed, specified, and approved.
- Site conditions are in compliance with requirements for installation.
- Substrate examined and acceptable.
- Anchoring devices and reinforcing dowels properly installed.
- Patterns are per approved samples.
- Defective or damaged stone masonry has been removed or replaced.
- Joints are full, tight, and solid; raked back for sealing/pointing as required.

Production Notes:

Reported Nonconformances:

Verification of Work Task Completion (sign and date)

Project Superintendent Sign and date*:
Work task verified complete to specifications (sign and date)

Project Superintendent score subcontractor/crew performance and feedback notes

Quality: 5 4 3 2 1
Safety: 5 4 3 2 1
Delivery: 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

* 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.

First Time Quality, LLC Quality Controlled Work Task List

Version February 29, 2012

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

Project Work Tasks / Contract Section	Quality Controlled work task	Method for identification of Approved Inspection Status
Building1 Halls Holton, Merrill, Pearse		
04 02 00	1240 Install Sandstone N. Elev Bldg 1	CV-04 02 00 – Sandstone Restoration A) PRE-INSTALLATION CHECKS
		CV-04 02 00 – Sandstone Restoration B) INSTALLATION CHECKS
		First Time Quality Sandstone Installation Task Completion Checklist
04 02 00	1250 Tuckpointing & Cleaning N. Elev. Bldg 1	CV-04 02 00 – Sandstone Restoration C) FINISHING AND CLEANING CHECKS
		First Time Quality Tuckpointing and Cleaning Task Completion Checklist
04 02 00	1220 Apply Caulking N. Elev. Bldg 1	First Time Quality Exterior Caulking Completion Checklist
04 21 10	1190 Install Terra Cotta N. Elev. Bldg 1	CV-04 21 10 – Architectural Terra Cotta A) PRE-INSTALLATION CHECKS
		CV-04 21 10 – Architectural Terra Cotta B) INSTALLATION CHECKS
		First Time Quality Terra Cotta Installation Task Completion Checklist
04 21 10	1400 Tuckpointing & Cleaning E. Elev. Bldg 1	CV-04 21 10 – Architectural Terra Cotta C) FINISHING AND CLEANING CHECKS
		First Time Quality Tuckpointing and Cleaning Completion Checklist
07 90 05	1370 Apply Caulking E. Elev. Bldg 1	First Time Quality Exterior Caulking Completion Checklist
04 21 10	1520 Install Terra Cotta E. Elev. Bldg 1	CV-04 21 10 – Architectural Terra Cotta A) PRE-INSTALLATION CHECKS
		CV-04 21 10 – Architectural Terra Cotta B) INSTALLATION CHECKS
		First Time Quality Terra Cotta Installation Task Completion Checklist
04 72 00	1300 Install Precast Bldg 1	CV-04 72 00 – Cast Stone Masonry A) PRE-INSTALLATION CHECKS

Division 26 Electrical Quality Inspection and Test Plan

Contract Number		Project Name					
Contract Activity/ Specification Reference #	Description	Reference Standard Number	Reference Standard Title	Remarks	Trigger Event/ Frequency	Responsible Person/ Organization(s)	Test Report Date
	Direct-current high-potential test for conductors	IEEE 400.2	Guide for Field Testing of Shielded Power Cable Systems Using Very Low Frequency (VLF)	Upon successful completion of the dielectric absorption tests			
	Visual and mechanical inspections and electrical tests	NETA ATS	Standard for Acceptance Testing Specifications for Electrical Power Equipment and Systems	In accordance with the manufacturer's recommendations			
	Ground rod resistance to ground	IEEE 81	Guide for Measuring Earth Resistivity, Ground Impedance, and Earth Surface Potentials of a Ground System				



INSPECTION TEST PLAN AND LOG

CONTRACT NUMBER EXAMPLE		PROJECT NAME EXAMPLE					CONTRACTOR EXAMPLE		
Item	Spec #	Specifications Section	Subsection	Test Required	Frequency	Test By <small>(All tests verified by Superintendent and/or QC Manager)</small>	Date Completed	Date Forwarded To Contr. Off.	Remarks
1.	033000	Cast-in-Place Concrete	2.12	Mixing and Delivery	Each Truck	Concrete Redimix Supplier			
2.	033000	Cast-in-Place Concrete	3.12	Concrete – three cylinders, slump, air, temperature	1 composite per truck load delivered	Third party inspector			
3.	074113	Metal Roof Panels	1.4A	Installer Qualifications	Prior to commencement of work	Superintendent			
4.	221100	Water Distribution Systems	3.2N	HDPE Pipe - Bent Strap Test	Once Daily	Plumbing subcontractor			
5.	221100	Water Distribution Systems	3.5A	Hydrostatic Testing of Water System	See Spec.	Plumbing subcontractor			
6.	221100	Water Distribution Systems	3.5B	Pressure and Leakage Test – Water Line	See Spec.	Plumbing subcontractor			
7.	221100	Water Distribution Systems	3.6A	Bacteriological Examination	After disinfection, before use	Plumbing subcontractor			
8.	221120	Water Distribution Systems	3.4A	Mechanical and Electrical Testing (Pump System)	See Spec.	Plumbing subcontractor			
9.	221200	Water Distribution Systems	3.12A	Leak Test	Until Passing	Plumbing subcontractor			
10.	221200	Water Distribution Systems	3.12B	Air Test	See Spec.	Plumbing subcontractor			
11.	221200	Water Distribution Systems	3.12C	Pressure Test	Until Passing	Plumbing subcontractor			



Item	Spec #	Specifications Section	Subsection	Test Required	Frequency	Test By (All tests verified by Superintendent and/or QC Manager)	Date Completed	Date Forwarded To Contr. Off.	Remarks
12.	221310	Sewage Holding Tank	3.4A	Holding Tank Leakage Test	Until Passing	Plumbing subcontractor			
13.	269999	Other Electrical Tests And Calibrations	3.1	Storage Tank Water Level Controls	See Spec.	Plumbing subcontractor			
14.	312000	Earthwork	3.13C	Compaction Test – at Pipe Zone	One per 600 Feet of Trench	Third party inspector			
15.	312000	Earthwork	3.13C	Compaction Test – at Pipe Zone	One test – at each road crossing	Third party inspector			
16.	312000	Earthwork	3.13D	Compaction Test – above Pipe Zone	One per 600 Feet of Trench	Third party inspector			
17.	312000	Earthwork	3.13D	Compaction Test – above Pipe Zone	One test every other lift – at each road crossing	Third party inspector			
18.	312000	Earthwork	3.13I	Tracer Wire Conductivity Test	Until Passing	Third party inspector			
19.	312000	Earthwork	3.16A	Compaction Test – Backfill/Fills	One per Tank or Utility Building	Third party inspector			
20.	312225	Excavation and Embankment	3.12B	Moisture-Density Relationship	One Test for Each Soil Type Encountered	Third party inspector			
21.	312225	Excavation and Embankment	3.12B	Compaction – Road Embankment (Method 4)	One test every 300 sq. yd. of embankment per lift	Third party inspector			
22.	312225	Excavation and Embankment	3.12B	Compaction – Subgrade	One test every 1000 sq. yd. of subgrade	Third party inspector			
23.	321200	Hot Mix Asphalt Paving	3.10B	Gradation and Asphalt Content	One per 700 tons or Min. of 1 per Project	Third party inspector			
24.	321200	Hot Mix Asphalt Paving	3.10C	Field Density Tests – Asphalt	One test for every 300 sq. yd. of pavement	Third party inspector			
25.	321204	Crushed Aggregate Base or Surface Course	3.4A	Compaction Tests – Road Base and Surface Course	One test for every 300 sq. yd. of aggregate	Third party inspector			



Item	Spec #	Specifications Section	Subsection	Test Required	Frequency	Test By (All tests verified by Superintendent and/or QC Manager)	Date Completed	Date Forwarded To Contr. Off.	Remarks
26.	321204	Crushed Aggregate Base or Surface Course	3.4A	Compaction Tests – Aggregate Base for Concrete Slabs	One test for each family unit or group area	Third party inspector			
27.	321214	Slurry Seal	3.7A	Asphalt Materials Testing	See Spec.	Third party inspector			
28.	321214	Slurry Seal	3.7B	Aggregate Materials Testing	See Spec.	Third party inspector			
29.	332100	Tent Pads	3.5A	Plumbness and Alignment Test	See Spec.	Concrete finishing subcontractor			
30.	332100	Tent Pads	3.5B	Sampling	See Spec.	Concrete finishing subcontractor			
31.	332100	Tent Pads	3.5C	Performance Tests (Multiple)	See Spec.	Concrete finishing subcontractor			
32.	332100	Tent Pads	3.7A	Water Analysis Test	See Spec.	Concrete finishing subcontractor			
33.	332228	Culvert Pipe and Pipe Arches	3.7C	Compaction Tests	One test for every 12 inches of lift placed	Operator/Technician			

Example

A. ADDITIONAL QUALITY CONTROL REQUIREMENTS

Below is a list of project quality control requirements that have not been included elsewhere in this Project Quality Assurance/Quality Control Plan, if any.

Additional Quality Control Requirements as Required by Contract Specifications or Quality Assurance:
(with reference to the section amended)

At the Pre-Construction Meeting, the Contractor shall provide DSF a full description of the Contractor's quality control and inspection system and method of implementation.

Prior to the start of significant on-site work by any trade DSF's Project Representative, the related prime Contractor's Superintendent and the Subcontractor's foreman shall conduct a pre-installation conference. The purpose of the meeting is to review and discuss Contract requirements applicable to the Subcontractor's work, samples required, level of quality necessary, and find answers to any questions that may arise. Such meeting is in addition to regularly scheduled progress meetings and will be arranged on-site by DSF's Project Representative.

The Contractor shall maintain complete inspection records and test data to ensure that quality of the Work is in strict compliance with the terms of the Contract Documents. These records shall be available to DSF's Project Representative at all reasonable times and places. The doctrine of "substantial conformity" to the quality

Construction Verification: A quality control verification process performed by the installer as building assemblies, components, equipment and systems are being installed which documents that the materials, installation procedures, interfaces with other trades, start-up, testing and operation are correct, complete, in compliance with contract documents and manufacturer's recommendations and are ready for functional performance testing.

MEETINGS

Each contractor is required to attend meetings related to commissioning (pre-construction, construction progress, etc.) and have personnel requested by CxP in attendance to facilitate quality control and coordinate commissioning efforts.

Provide copies of all quality assurance testing reports.

QUALITY ASSURANCE

The Contractor shall retain the services of an independent materials testing consulting A/E to conduct sampling, testing and analysis as required by this section and elsewhere in the Contract Documents. The materials testing consulting A/E shall meet the requirements of ASTM E329, and shall be subject to approval by the DSF Construction Representative.

Collection of concrete test specimens shall be complete in accordance with ASTM C172 and ASTM C31M.

When collecting cylinders for compressive strength testing, collect and cure one (1) set of cylinders, consisting of three (3) cylinders and one (1) extra cylinder, for each required test. Extra cylinders may be used in the event that one of the primary cylinders is damaged.