



## ISO 9001/ISO 10005 Project Quality Plan Sample

Selected pages (not a complete manual)

Sample includes:

- ✓ Quality Plan Pages
- ✓ Forms Examples

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410-451-8006

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**[CompanyName][CompanySuffix]**

**PROJECT-SPECIFIC  
QUALITY ASSURANCE/QUALITY CONTROL PLAN**

[ProjectName]  
[ProjectNumber]

Version	Version notes
[Date]	Initial issue

Approval Signature and Date: \_\_\_\_\_

Quality Manager/ Date

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# PROJECT QUALITY CONTROL PLAN

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## C. PROJECT QUALITY COORDINATION AND COMMUNICATION

(Ref. ISO10005 Quality Plan Requirement 5.10)

[CompanyName] has regular, planned communications with customers, subcontractors, and suppliers to coordinate quality expectations, priorities, activities, and improvements.

The process begins when we hold a project startup meeting where we discuss how quality of the project will be controlled and the quality responsibilities of key personnel. We also coordinate a schedule for weekly production meetings, monthly quality management meetings, and protocols for telephone and internet communications.

Throughout the project, [CompanyName] holds preparatory meetings prior to the start of upcoming milestones, tasks, or phases of work. These meetings are attended by key company, subcontractor personnel responsible for carrying out, supervising, or inspecting the work, and interested customer representatives. We review quality requirements, coordinate quality inspections and hold points. In the process, we listen to each stakeholder to understand their concerns for critical details. We add the critical details to inspection checklists. We also train production personnel on these details in weekly and toolbox talk meetings.

[CompanyName] weekly team meetings deploy findings of the preparatory meeting to field personnel. The venue is used to train personnel on technical requirements, reinforce critical details for heightened awareness, and institute improvements to work methods. It is also a forum for team communications and coordination.

Selected Pages

<b>[CompanyName][CompanySuffix] Point of Contact List</b>				
---	--	--	--	--

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

Company	Name	Job Position(s)	Phone Contact Numbers	Email

Selected Pages

**[CompanyName][CompanySuffix]  
Project Quality Communications Plan**

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

**Distribution of project organization chart and assigned responsibility and authority of the Department Manager, Department QC Manager, and Foreman:**

**Points of contact list distribution:**

**Project startup meeting participants, date, location:**

**Work task quality plan meeting participants, nominal location:**

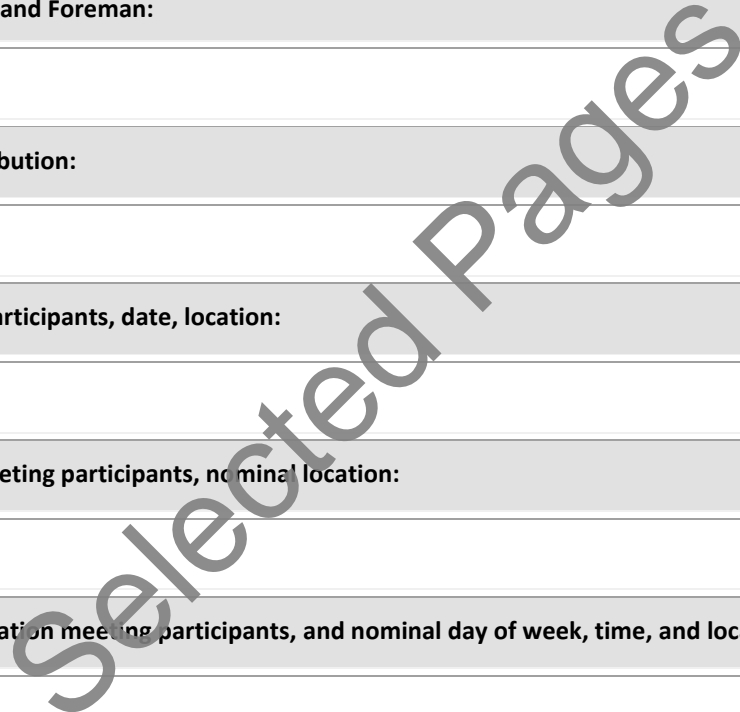
**Weekly project communication meeting participants, and nominal day of week, time, and location:**

**Daily quality report distribution, frequency, and due date:**

**Monthly project quality status report distribution and due date:**

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

**Nonconformance report distribution and customer approval authority:**





## F. CONTRACT REVIEW AND SUBMITTALS

(Ref. ISO10005 Quality Plan Requirement 5.11.2)

The contract for this project, [ProjectName] - [ProjectNumber], has been reviewed, approved, and signed by the Vice President, Project Manager, and the Quality Manager.

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 Project Manager ensures that the information in customer contracts clearly defines customer expectations and that the necessary details are provided to set requirements for construction.

### CONTRACT REVIEW AND APPROVAL

The Vice 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

Before construction begins, the Vice President makes sure that all contract requirements are clearly understood, all discrepancies are resolved, and all requirements are agreed upon. Once these requirements are met, the Vice President signs the contract.

### SUBMITTALS

Lists of documents and records that will be submitted to the customer appear on the Submittal Schedule and Log form. The Submittal Schedule and Log Form exhibit is included in this subsection.

### SUBMITTAL SCHEDULE AND LOG

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

- Contract requirement reference (if applicable)
- Submittal type: 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

### SUBMITTAL REVIEW AND APPROVAL

The Quality Manager prepares submittals that provide additional details of how [CompanyName] plans to carry out quality-related aspects of the customer contract, contract technical specifications, and contract drawings and reporting of quality records to the customer.

<b>[CompanyName][CompanySuffix] Project Submittals Schedule and Log</b>				
Contract ID	Contract Name	Preparer	Date	Notes
[ProjectNumber]	[ProjectName]	[ProjectManagerName]		

Contract Section Activity ID	Technical Specification Reference / Version Date	Type/Description of Submittal	Version /Date	Required Submittal Date	Date Submitted to Customer	Required Customer Approval Date	Customer Approval Date

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# I. SUBCONTRACTOR AND SUPPLIER PURCHASING

*(Ref. ISO10005 Quality Plan Requirement 5.8.1, 5.8.2, 5.8.3, 5.12)*

Outside organizations will be used to provide products, materials and/or services. Key outside organizations that will be used on this project are listed on the Source of Supply form. A Source of Supply form exhibit is included in this subsection.

The qualifications of listed suppliers have been verified.

## QUALIFICATION OF SUBCONTRACTORS AND SUPPLIERS

The Quality Manager qualifies outside organization and company work department capabilities to ensure that they are capable of completely carrying out their assigned quality responsibilities before approving and signing the contract, purchase order, or work order.

Subcontractors and suppliers must meet all Quality System requirements by either 1) working under the [CompanyName] Quality System or 2) operating their own quality program if it meets [CompanyName] Quality System requirements.

The Quality Manager defines quality-related credentials for each project work task that affects quality including required:

- Organization and personnel licenses
- Personnel training
- Organization and personnel certifications
- Organization and personnel experience
- Senior person designated as Quality Manager
- Knowledge of Company quality standards
- Demonstrated capability to complete work to Company quality standards
- Demonstrated skills, knowledge, and experience
- Effective self-inspection process
- Access to codes, standards and product instructions
- Equipment availability
- Production capacity
- Demonstrated results

For critical components, the Quality Manager determines if a source quality inspection is necessary to validate supplier quality and delivery capabilities.

When the qualification assessment identifies minor nonconformances to the subcontract requirements, the Quality Manager may approve a provisional subcontract. The provisional subcontract supplements the subcontract with requirements for actions that address correction of the nonconformances. All nonconformances must be corrected before work in the affected area begins.

## PURCHASE ORDER APPROVAL

The Project Manager ensures that contracts and purchase orders are issued only to qualified outside organizations. The Project Manager must review, approve, and sign each purchase order.

<b>[CompanyName][CompanySuffix] Project Subcontractor and Supplier List</b>				
Project ID	Project Name			Preparer/ Date
[ProjectNumber]	[ProjectName]			

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

Selected Pages

## M. REQUIRED INSPECTIONS FOR QUALITY CONTROLLED WORK TASKS

*(Ref. ISO10005 Quality Plan Requirement 5.18)*

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

A series of inspections will be performed on each work task including

- Material inspections
- Work task Job-ready inspections
- Daily work in process inspections
- Work task Completion inspections

Results of inspections and tests will be recorded as follows:

- Task inspection results will be recorded on the Task Inspection Form
- Daily inspections of work in process will be recorded on the Daily Quality Control Report

Form exhibits are included as an exhibit in this section.

### PREPARATORY SITE INSPECTION

The Superintendent performs a quality inspection prior to starting work 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 task to begin
- Identifies potential problems

### MATERIAL QUALITY INSPECTIONS

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

### TASK-READY INSPECTIONS

For each work task, the Superintendent 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.

### WORK IN PROCESS QUALITY INSPECTIONS

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

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

## **TASK COMPLETION QUALITY 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.

## **HOLD POINTS FOR INDEPENDENT INSPECTIONS**

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

## **INSPECTION STATUS OF CONSTRUCTION WORK TASKS**

The method for identifying the inspection and test status for each quality-controlled material and quality-controlled work tasks are listed on the Quality Controlled Work Tasks Form and the Quality Controlled Materials Form, each of which is included as an exhibit in this subsection.

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.

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.

## **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

<b>[CompanyName][CompanySuffix]</b> <b>Daily Production Report</b>		
Project ID	Project Name	Preparer*/Date
[ProjectNumber]	[ProjectName]	
* 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.		
	<b>Description</b>	
Job-ready and WIP Inspections (Active work tasks)		
Work Tasks Completion Inspections		
Sampling/Tests Performed		
Nonconformance Reports		
Problems encountered, actions taken, problems, and delays		
On Site Subcontractors and Suppliers, Company Crews, and Visitors		
Meetings held and decisions made		
General Remarks and improvement ideas		
Weather conditions	Temperature: Low: ____ F High: ____ F Precipitation: <input type="checkbox"/> No <input type="checkbox"/> Yes, type and amount: _____	

Selected Pages

## **N. REQUIRED TESTS**

*(Ref. ISO10005 Quality Plan Requirement 5.18)*

The Quality Manager ensures that quality tests that apply to a specific project are clearly identified. Tests for a project include:

- Customer required quality tests as specified by the contract, contract technical specifications, contract drawings, and approved submittals.
- Additional quality tests necessary to assure quality results.

## **INSPECTION AND TEST REGISTER**

*(Ref. ISO10005 Quality Plan Requirement 5.10)*

The Quality Inspection and Test Register form lists inspections and tests (other than work task inspections) that will be performed on this project.

The Quality Manager prepares quality inspection and test plans for a project that identifies:

- Each required quality inspection and/or test
- Inspection and test specifications for each required quality inspection or test
- Hold points for customer quality inspection
- Specification requirements for each quality inspection and test

Results of inspections and tests will be recorded on the Inspection and Test Form.

The completion of the inspection or test will be recorded on the Inspection and Test Register form.

Form exhibits are included as an exhibit in this subsection.

Selected Pages



<p><b>[CompanyName][CompanySuffix]</b>  <b>Inspection and Test Plan and Log</b></p>		
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<b>Project Number</b>	<b>Project Name</b>	
[ProjectNumber]	[ProjectName]	

Item	Spec Section Number	Spec Section Title	Applicable Standard	Inspections & Tests Description	# of Tests /Inspections Regd.	Time Schedule/ Frequency	Inspection/Test By <small>(All tests verified by Superintendent and/or QC Manager)</small>	Sample Reqd. Yes/No	Unique characteristics of QC Service
1.									
2.									
3.									
4.									
5.									
6.									
7.									
8.									
9.									
10.									
11.									
12.									
13.									
14.									
15.									
16.									
17.									
18.									
19.									

Selected Pages

<b>[CompanyName][CompanySuffix] Inspection and Test Report</b>						
Inspection Report ID #	Project ID	Project Name	Preparer Signature	Date		
	[ProjectNumber]	[ProjectName]				
Work Activity:			Item inspected and/or tested:			
Ref#	Specification reference documents (titles or description with version/date)					
Inspection/Test Record (additional items on next page)						
Inspection/ Test/ ID #	Inspection/Test Points/Location	Acceptance Criteria / Ref#	Test result, Nonconformance	Non-conformance Disposition rework/reject/Non-conformance Report	Corrections Made / Final Acceptance	
					Initial	Date
Acceptance of completed work activity (sign and date)						
Inspector/Tester		Subcontractor and Supplier/Supplier		Superintendent		

Selected Pages

<b>[CompanyName][CompanySuffix] Nonconformance Report Control Log</b>					
Project ID	Project Name	Preparer		Date	
[ProjectNumber]	[ProjectName]				
Nonconformance Report ID #	Description of Nonconformance	Report Date	Disposition Decision Date	Corrective Action Completion	
				Initial	Date

Selected Pages

## R. CORRECTIVE AND PREVENTIVE ACTION

(Ref. ISO10005 Quality Plan Requirement 5.17)

When confronted with a nonconformance [CompanyName] makes corrective actions to assure the nonconformance does not adversely impact project quality. [CompanyName] also makes preventive actions to prevent future occurrences.

### 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

### 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.

### PREVENTIVE ACTIONS

Fixing problems found during quality inspections is not enough. 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.

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

### IDENTIFICATION OF PREVENTIVE ACTIONS

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-construction 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

### PREVENTIVE ACTION TRAINING

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.

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.

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