[CompanyName]

Project Quality Plan

[ProjectName]
[ProjectNumber]

Management acceptance

This Project Quality Plan has been reviewed and accepted

Endorsed By: (Name / Title)	[QualityManagerName], Quality Manager		
Signature:	[QualityManagerName]	Date:	[Date]

Revision History

DATE	DOCUMENT#	REVISION	COMMENTS	APPROVED BY
[Date]	Project Quality Plan	0	Original Issue	[QualityManagerName]

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Cross-Reference Table to ISO 10005:2018

ISO 10005:2018 Clause	Clause Description	Corresponding Quality Plan Section
5.1, 5.2, 5.4.2	Project requirements, stakeholder expectations, and plan inputs	Inputs to the Quality Plan
6.2	Resource management	Resources
6.4	Competence, training, and awareness	Competence and Training
6.3, 5.2.i	Communication methods, roles, and processes	Communication
6.7	Management of externally provided processes, products, and services	Subcontractor and Supplier Management
6.8	Process management and control	Process Control
6.12	Identification and traceability of products, services, and related documentation	Material Identification and Traceability
6.13	Management of property belonging to customers or external providers	Material Identification and Traceability
6.14	Preservation of products, materials, and equipment	Preservation of Materials, Completed Work, and Equipment
6.15	Control of nonconforming outputs	Control of Nonconformances
6.16	Monitoring, measurement, analysis, and evaluation	Required Tests
6.17	Audits and evaluation of compliance	Project Quality Surveillance Audits
7.1	Management reviews	Project Quality Surveillance Audits
7.2, 5.4.2	Control of documented information	Control of Documented Information
7.3, 7.4	Management and control of changes	Control of Changes

B. QUALITY PLAN OVERVIEW

The context of this Quality Plan is derived from a thorough consideration of both internal and external factors that may influence the project outcomes. Internally, the Quality Plan addresses the capabilities of [CompanyName], including available resources, organizational structure, competencies, and existing quality management practices. The Plan accounts for the roles, responsibilities, and authorities within the project team, ensuring clarity and effectiveness in communication, oversight, and decision-making.

The Quality Plan has been developed to integrate seamlessly with [CompanyName]'s existing Quality Management System (QMS). Where project-specific deviations from standard practices are identified, clear justification is documented, reviewed, and formally approved to ensure controlled implementation without compromising overall quality assurance.

RISK-BASED APPROACH

A risk-based approach has been employed to identify and manage potential project risks systematically. The Quality Manager, in coordination with the Project Manager and Superintendent, assesses project-specific risks, including potential challenges related to resource availability, project complexity, stakeholder interactions, and compliance requirements. Mitigation strategies are integrated within the various processes detailed in the Plan, including subcontractor and supplier selection, design and development controls, production and service provision methods, and comprehensive inspection and testing protocols.

OPPORTUNITIES FOR CONTINUAL IMPROVEMENT

Opportunities for continual improvement and innovation have been identified during this contextual analysis and are incorporated within this Plan. By regularly evaluating project performance against predefined quality objectives and stakeholder feedback, [CompanyName] ensures that lessons learned are systematically captured and used to enhance current and future projects.

INPUTS TO THE QUALITY PLAN

The development of this Quality Plan is informed by several critical inputs, ensuring comprehensive coverage of all necessary requirements for the successful delivery of [ProjectName] ([ProjectNumber]). These inputs form the foundational basis for all quality management activities and controls documented herein.

Primary inputs include customer and stakeholder requirements, thoroughly reviewed by the Project Manager and Quality Manager to ensure clear understanding and alignment. [CompanyName] systematically analyzes contractual obligations, customer specifications, expectations, and project-specific requirements, ensuring accurate reflection within the Quality

Plan. Additionally, the Quality Manager identifies and incorporates applicable statutory, regulatory, and industry specifications.

CUSTOMER AND STAKEHOLDER REQUIREMENTS

- Local building codes
- OSHA safety regulations
- Relevant construction industry standards
- Specific customer-required construction specifications

ORGANIZATIONAL REQUIREMENTS

- Established site procedures and protocols
- Existing quality control standards for construction practices
- Qualifications and certifications of construction personnel
- Availability of specialized construction resources and equipment
- Broader strategic objectives of the company related to construction excellence

COMMUNICATION REQUIREMENTS

The Quality Manager establishes effective and structured communication procedures specific to construction projects, clearly defining methods for information exchange among site supervisors, subcontractors, suppliers, and clients. Regular construction meetings, progress reports, and documented communications ensure clarity, accountability, and transparency throughout the project's lifecycle, enhancing stakeholder engagement and project outcomes.

PURPOSE OF THIS QUALITY PLAN:

The purpose of this Quality Plan is to define how [CompanyName] intends to deliver [ProjectName] ([ProjectNumber]), ensuring full compliance with customer requirements,

applicable standards, and regulatory obligations. The Quality Plan is structured to clearly communicate expectations, responsibilities, and processes necessary for effective quality management throughout the project lifecycle.

QUALITY GOALS AND OBJECTIVES

[CompanyName] sets specific , measurable quality goals, and objectives tailored to each project's requirements, aligning closely with client expectations and project success criteria.

PROJECT QUALITY GOALS:

- Achieve 100% compliance with project specifications, applicable codes, and standards.
- Maintain zero critical quality-related nonconformances.
- Ensure a first-pass inspection success rate of at least 95%.
- Complete the project with no unresolved quality issues at turnover.
- Respond to and resolve all identified quality issues promptly within agreed-upon timeframes.

PROJECT QUALITY OBJECTIVES:

- Conduct thorough and proactive inspections and audits to minimize quality risks.
- Clearly define and communicate quality responsibilities and accountabilities across project roles.

D. Risk Management

Risk management constitutes a critical component of this Quality Plan. The Project Manager, in collaboration with the Quality Manager, systematically identifies, assesses, and mitigates potential quality-related risks throughout the project lifecycle.

Risk Identification

Comprehensive identification of potential risks affecting quality, such as:

- Material shortages
- Equipment failures
- Complex site conditions (e.g., difficult terrain, limited site access)
- Stakeholder coordination and approvals

Risk Assessment

Evaluating each risk based on likelihood and potential impact, using a risk assessment matrix:

Likelihood	Low Impact	Medium Impact	High Impact
Low	Low Risk	Low Risk	Medium Risk
Medium	Low Risk	Medium Risk	High Risk
High	Medium Risk	High Risk	Critical Risk

Risk Mitigation and Control

Implementing proactive mitigation strategies, assigning responsibilities, and setting timelines for review and resolution.

Risk Monitoring and Review

Regular reviews and updates to the Risk Register to track the effectiveness of mitigation actions and identify any new or evolving risks.

Records and Documentation

- Risk Register (Appendix A)

F. CONTRACT REVIEW AND SUBMITTALS

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

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 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 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 President signs the contract.

CONTRACT DRAWINGS

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

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

AS-BUILT RED-LINE DRAWINGS

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

CONTRACT WARRANTY

The Project Manager ensures that Customer contracts clearly specify warranty coverage including:

- Scope
- Starting date
- Duration

The Project Manager ensures that Customer contracts also clearly specify owner responsibility for:

H. Subcontractor and Supplier Management

Externally Provided Processes, Products, and Services

[CompanyName] systematically manages externally provided processes, products, and services essential to the successful delivery of [ProjectName] ([ProjectNumber]). The Superintendent and Quality Manager are responsible for selecting, evaluating, and managing external providers to ensure they meet established quality and compliance standards.

This structured approach to managing externally provided processes, products, and services ensures consistency, reliability, and compliance, supporting the overall quality objectives of the project.

Selection and Evaluation of External Providers

External providers—including subcontractors, suppliers, and service providers—are selected based on their capability, reliability, and proven track record. Criteria for evaluation include:

- Technical expertise and relevant experience
- Previous performance records and references
- Compliance with industry standards and certifications
- Financial stability and resource availability

Oversight, Monitoring, and Management

Continuous oversight of external providers is critical to maintaining project quality. Key activities include:

- Regular site visits and inspections
- Scheduled performance reviews and audits
- Ongoing communication and issue resolution

Acceptance, Inspection, and Verification

[CompanyName] implements systematic acceptance procedures for externally provided processes, products, and services. Procedures include:

- Initial inspections upon delivery or completion
- Verification against specifications and quality requirements
- Documentation and reporting of inspection results

The Quality Manager oversees these processes, ensuring that all externally provided elements fully meet the project's quality and performance standards. Proper documentation of inspections and verifications is maintained to ensure traceability and accountability.

RECORDS AND DOCUMENTATION

The following records and documentation are in Appendix E.

- Project Subcontractor and Supplier List
- Supplier/Subcontractor Performance Evaluation Form
- Subcontractor and Supplier Qualification Form

J. PROCESS CONTROL

PRODUCTION AND SERVICE PROCESS CONTROLS

[CompanyName] establishes comprehensive procedures for controlling construction processes and activities for [ProjectName] ([ProjectNumber]), ensuring that all project activities consistently meet defined quality criteria and requirements.

The Superintendent and Quality Manager define specific process steps, quality standards, and acceptance criteria clearly in the project documentation, ensuring all activities align with customer requirements, regulatory standards, and internal policies including:

- Clearly documented work instructions and procedures
- Effective scheduling and resource allocation
- Equipment and tool maintenance schedules
- Detailed project execution plans and methods statements

CONSTRUCTABILITY REVIEWS

PROCEDURE

Constructability Reviews are systematically performed at critical milestones throughout the project lifecycle:

- Pre-Construction Review: Conducted prior to mobilization to verify that construction documents, including drawings, specifications, and schedules, are complete, accurate, and clearly defined.
- Intermediate Constructability Reviews: Performed before commencing major project phases or significant work tasks. This ensures that upcoming construction methods, sequencing, and specified materials can be executed efficiently and without quality or safety compromises.
- Ongoing Field Reviews: Regular site walk-throughs by project leadership and quality personnel to proactively identify and rectify potential issues before they impact the schedule or quality.

WORK TASK PROCESS PLANNING

Criteria for product and service acceptance are explicitly defined by the Quality Manager and communicated clearly to all personnel involved. Validation of processes, especially for activities where outputs cannot be verified by subsequent monitoring or measurement, is carefully

managed through rigorous testing and verification procedures overseen by the Quality Manager.

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.

MONITORING, INSPECTION, AND VALIDATION

The Superintendent oversees daily operations, ensuring adherence to established processes and promptly addressing any deviations. Regular monitoring and measuring activities are performed using appropriate tools and techniques, systematically verifying conformity to project specifications and quality expectations. Activities include:

- Routine inspections by designated personnel
- Formal quality audits and performance reviews
- Validation tests and measurements performed against quality standards and specifications

ENSURING QUALITY CRITERIA AND REQUIREMENTS

The Quality Manager coordinates regular audits and inspections throughout the production and service delivery phases, ensuring consistent compliance and immediately rectifying any nonconformance. This proactive approach supports continuous improvement, enhances reliability, and assures consistent achievement of project quality objectives.

- Regular inspections and monitoring activities
- Compliance audits conducted at key project phases
- Use of quality control checklists and inspection forms

WORK TASK PROCESS CONTROLS

LISTING OF QUALITY CONTROLLED CONSTRUCTION WORK TASKS

Project phases of work and work tasks subject to process control procedures are listed on the Quality Controlled Work Tasks form.

Each work task is subject to a series of job-ready, work in process, and completion inspections. A project work tasks Quality Control Work Task List is included as an exhibit in this subsection.

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

CONTROLLED USE OF MATERIALS

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

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

CALIBRATION OF INSPECTION, MEASURING, AND TEST EQUIPMENT

The Quality Manager determines inspection, measuring, and test equipment that will be controlled, calibrated, and maintained.

Records of calibrations will be maintained including calibration certificates documenting traceability to national standards.

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.

RECORDS AND DOCUMENTATION

The following records and documentation are in Appendix G.

- Quality Controlled Work Task List
- Work Task Quality Assurance/Quality Control Plan
- Controlled Materials Traceability Log
- Controlled Materials Inspection Log
- Test Equipment Calibration Plan
- Equipment Calibration and Maintenance Log

M. Material Identification and Traceability

Traceability procedures are rigorously defined by the Quality Manager and Superintendent for products or components requiring traceability due to regulatory, contractual, or internal quality requirements. Detailed records are maintained, documenting origin, processing history, and current status of these items.

Responsibilities for maintaining traceability records and documents rest with the Superintendent and Quality Manager, who ensure that all necessary traceability information is accurately recorded, securely stored, and readily accessible. Regular audits are conducted by the Quality Manager to verify adherence to traceability requirements, promptly addressing and rectifying any nonconformances.

This structured approach to identification and traceability enhances accountability, supports regulatory compliance, and ensures reliability in quality control throughout the project's lifecycle.

Identification of Lot Controlled Materials

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

Materials that require lot control traceability and the method of traceability are listed on the Controlled Materials form.

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.

Property Belonging to Customers or External Providers

Care will be exercised for customer property used by or under [CompanyName] control. [CompanyName] will identify, inspect, verify, control, and protect Customer property with the

procedures that apply to company purchased materials. If any Customer property is lost, damaged, or otherwise found to be unsuitable for use [CompanyName] will report this to the Customer.

Customer supplied equipment, products and materials will be received, identified, inspected, protected, used, traced, and nonconformances controlled using policies and procedures that [CompanyName] uses for products and materials it produces and purchases.

This structured approach ensures customer and external provider property is effectively protected and managed, supporting trust, compliance, and the overall success of the project.

IDENTIFICATION AND LABELING

The Superintendent establishes clear identification and labeling methods to ensure proper handling and protection. Upon receipt, the Quality Manager verifies suitability and conformity of the provided property against contractual and regulatory requirements, promptly addressing any discrepancies with the customer or external provider.

AUDITS AND INSPECTIONS

Regular audits and inspections conducted by the Quality Manager ensure compliance with established procedures for managing customer and external provider property. Any identified issues or incidents related to this property are immediately documented, communicated, and resolved in cooperation with the property owner.

Customer supplied products will be verified to meet specified requirements as specified in the “Inspection and audits” section of this Quality Plan.

Nonconforming Customer supplied product will the controlled as specified in the “Control of Nonconformances” section of this Quality Plan.

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

RECORDS AND DOCUMENTATION

The following records and documentation are in Appendix J.

- Controlled Materials Traceability Log
- Controlled Materials Inspection Log
- Customer-Furnished Material Logs

N. Preservation of Materials, Completed Work, and Equipment

[CompanyName] implements comprehensive methods to preserve the quality and integrity of all project materials, completed work, and equipment throughout the lifecycle of [ProjectName] ([ProjectNumber]). The Superintendent and Quality Manager are responsible for clearly defining and overseeing procedures related to handling, storage, protection, and delivery of construction outputs, including:

- Construction materials
- Heavy equipment and tools
- Prefabricated and custom components
- Completed structures and finishes

The Superintendent ensures that construction materials and equipment are stored properly on-site, with specific attention to protection from environmental factors, including:

- Dirt, oil, ferrous material, other foreign matter
- Dust and contamination
- Extreme temperatures affecting material integrity
- Moisture and water damage
- Damage as specified by government regulations, contract technical specifications, industry standards, or product installation instructions.

Storage, Shipping And Handling

Prefabricated components and completed structures are clearly labeled, securely packaged, and adequately protected during transportation and interim storage to prevent damage or deterioration. Regular inspections and audits conducted by the Quality Manager verify compliance with established preservation standards and procedures.

Protections will be employed that prevent water from collecting and pooling.

Nonconformances or Preservation Risks

Any identified nonconformances or preservation risks are promptly documented and corrected to prevent delays or quality issues. This structured and proactive approach ensures construction outputs maintain their intended quality, fully conforming to project specifications and client expectations, contributing directly to project success and client satisfaction.

RECORDS AND DOCUMENTATION

The following records and documentation are in Appendix J.

- Preservation Inspection and Storage Checklist
- Material and Equipment Protection Log

R. Control of Changes

[CompanyName] implements structured procedures to manage changes affecting [ProjectName] ([ProjectNumber]) to ensure continued compliance with project quality requirements and minimize disruptions.

Identification and Evaluation of Changes

The Project Manager and Quality Manager collaboratively manage the change control process, ensuring clear communication and coordination. Site supervisors and team leaders are responsible for implementing approved changes, ensuring alignment with updated project documentation.

Where changes impact contract requirements, the Project Manager coordinates with the Customer to obtain formal approval prior to implementation. Approved changes are recorded in the Change Approval Log and integrated into the Project Quality Plan.

Typical types of changes include:

- Design modifications
- Material substitutions
- Scope adjustments
- Schedule shifts
- Regulatory updates
- Corrective actions resulting from inspections or audits

Approval

Changes are not implemented until formally approved by both internal and, when applicable, external (customer) authorities. Each approved change is clearly tracked and archived.

Records and Documentation

The following records and documentation are in Appendix C.

- Change Order Form
- Change Order Log
- Updated Specifications, Drawings, or Quality Documentation

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Appendix A: Risk Management

[CompanyName]
Risk Management Register

Form #: [Form#] / Version: 1 / Revision: 0 / Effective Date: [Date]

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

Risk ID	Description of Risk	Impact	Probability	Mitigation Measures	Responsible Person	Status	Review Date

Appendix G1 Process Control Plans

[CompanyName] Quality Controlled Work Task List Version: 1 / Revision: 0 / Effective Date: [Date]			
Project ID	**Project Name**	**Preparer**	**Date**
[ProjectNumber]	[ProjectName]		

Project Work Tasks / Contract Section	Quality Controlled work task	Method for identification of Approved Inspection Status

[CompanyName]
Work Task Quality Assurance/Quality Control Plan

Version: 1 / Revision: 0 / Effective Date: [Date]

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

Work Task:	Performing Department/Crew/Subcontractor and Supplier:
Licensing / certification / qualification requirements of personnel or performing organization:	Work Task acceptance criteria:

Reference documents (contract specifications, contract drawings, submittals, quality standards, work instructions, product installation instructions)

ID #	Title or Description	Version / Issue Date

Required Inspections, process controls, and Tests

ID #	Inspection Protocol / Test Points	Acceptance Criteria

Required records of work task process and completion

Appendix G2: Material Controls

[CompanyName]
Material Inspection and Receiving Report

Version: 1 / Revision: 0 / Effective Date: [Date]

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
						☐	☐	☐
						☐	☐	☐
						☐	☐	☐
						☐	☐	☐

Receiving Quality Control

ACCEPTANCE

Listed items have been accepted by me or under my supervision

☐Conform to contract specifications EXCEPT as noted herein or on supporting documents.
☐Received in apparent good condition EXCEPT as noted

Signature of authorized person and date: _____

EXCEPTIONS:

[CompanyName]
Controlled Materials Traceability Log

Version: 1 / Revision: 0 / Effective Date: [Date]

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

[CompanyName]
Controlled Materials Inspection Log

Version: 1 / Revision: 0 / Effective Date: [Date]

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

Item	Storage Location	Date of Inspection	Inspector	Condition	Action Required	Date Completed

[CompanyName]
Test Equipment Calibration Plan

Version: 1 / Revision: 0 / Effective Date: [Date]

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

Type of measuring device	Calibration Type and Frequency	Measuring Device ID	Calibrated By/ Calibration Date	Calibration certificate #	Next Calibration Due Date
					Project Start

[CompanyName]
Equipment Calibration and Maintenance Log

Version: 1 / Revision: 0 / Effective Date: [Date]

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

Equipment ID	Description	Last Calibration Date	Next Calibration Due	Performed By	Remarks

[CompanyName]
Customer-Furnished Material Logs

Version: 1 / Revision: 0 / Effective Date: [Date]

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

[CompanyName]
Preservation Inspection and Storage Checklist

Version: 1 / Revision: 0 / Effective Date: [Date]

Contract ID	Contract Name	Preparer	
[ProjectNumber]	[ProjectName]		

Date	Material/Equipment Description	Storage Location	Condition Observed	Preservation Measures Applied	Inspector Initials / Comments

For More Information:

Visit our Online Store at:

www.firsttimequalityplans.com

or

Contact: First Time Quality

410-451-8006

edc@firsttimequality.com