

[CompanyName]
Trade-specific
Quality Management Plan

[ProjectName]
[ProjectNumber]

Management acceptance

This Construction Quality Management Plan has been reviewed and accepted.

Endorsed By: (Name / Title)	[QualityManagerName], Quality Manager		
Signature:	<i>[QualityManagerName]</i>	Date:	[Date]
Version	1.0	Notes	Initial Issue

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SIGNATURE SHEET

Plan Preparer

This [CompanyName] Trade-specific Quality Management Plan was prepared in accordance with the contract specifications and requirements of the [CompanyName] quality system and approved by:

[QualityManagerName] / [Date]

[QualityManagerName], Quality Manager /Date

Approval by Company Officer

This [CompanyName] Project Quality Assurance/Quality Control Plan is approved by:

[PresidentName] / [Date]

[PresidentName] President /Date

Plan Concurrence

[CompanyName] Trade-specific Quality Management Plan concurrence by:

[ProjectManagerName] / [Date]

[ProjectManagerName], Project Manager /Date

[SuperintendentName] / [Date]

[SuperintendentName], Superintendent /Date

PROJECT-SPECIFIC CONSTRUCTION QUALITY PLAN

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TSQMP CROSS REFERENCE TABLE

The [CompanyName] Quality System complies with Whiting-Turner "TSQMP Guide for Quality Management Plan Requirements and the Trade-Specific Quality Management Plan (TSQMP) Review / Value Analysis Checklist"

Trade Specific Quality Management Plan Cross References	
General	Quality Management Plan Sections
Is this document project specific?	Quality Management System is comprehensive and includes both a Project-specific Quality Plan and Corporate Quality Manual.
Does this plan identify the work to be done by this trade?	Background Section, Scope of Work.
Does this plan address quality management measures specific to all work to be completed by this trade?	Section B. Key Elements of the Construction Quality Plan.
Does this plan document acknowledgment and active participation in the execution of Whiting- Turner's project-specific QMP?	Signature Sheet page 2
Has the trade described its strategy for communicating this plan to its employees?	Section C. Project Quality Coordination and Communication.
Is the trade's document control system defined?	Section: R. Control of Quality Records and Documents.
Does the plan describe how the trade will ensure all crews will be working off the current set of documents? (e.g., drawings, specifications, submittals, RFIs)	Section: R. Control of Quality Records and Documents, Subsection: Project Document Controls.
Has a method for maintaining current as-built documentation been described?	Section J. Project Quality Specifications, Subsection, Contract Drawings – As-build Red-line Drawings
Has the trade accounted for required shop visits?	Not applicable
Has a copy of the trade's corporate quality manual been provided?	Both a Trade-specific Quality Plan and Corporate Quality Manual are included with this document
Roles & Responsibilities	Quality Management Plan Sections
Does this plan designate the trade's primary on-site quality management representative(s)?	Section: D. Project QC Personnel

[CompanyName] Quality Management Plan

Are trade personnel with authority to stop work related to quality clearly identified?	Section E. Duties, Responsibilities, and Authority of QC Personnel. All employees have the authority to stop work when continuing work may adversely affect quality or cover up a defect.
Have responsibilities related to quality management for each member of the team been clearly defined?	Section E. Duties, Responsibilities, and Authority of QC Personnel.
Planning for Quality	Quality Management Plan Sections
Has a detailed plan to install all work right the first time been included?	Section O. Work Task Quality Inspections.
Have specific risk issues been identified and addressed for work to be installed?	Section J. Project Quality Specifications, Subsection: Project Quality Risk Assessment. The Risk Analysis Form is in the Appendix at the end of the Plan.
Does this plan acknowledge this trade's intention to participate in pre-installation meetings hosted by Whiting-Turner?	[CompanyName] project QC personnel will participate in the Whiting-Turner Pre-installation Meeting. Section C. Project Quality Coordination and Communication. Project Quality Communication Plan
Have all parties required for pre-installation meetings and inspections been identified? (e.g., manufacturers, vendors, AHJs, designers, owners)	ANSWER:
Has a process been described for planning and execution of mock-ups to be performed by this contractor?	Section I. Contract Review and Submittals, Subsection: Mock-up Submittals
Has a list of all mock-ups to be performed by this contractor been included?	Section I. Contract Review and Submittals, List of Anticipated Mock-ups and Log Form
Has a process been described for planning and execution of first work installations to be performed by this contractor?	Section O. Work Task Quality Inspections, Subsection: First Article Quality Inspections
Has a list of all first work installation inspections been included?	Section O. Work Task Quality Inspections, Definable Features of Work Task List as indicated.
Is information contained in this plan consistent with the project's DFoW log?	Section O. Work Task Quality Inspections, Definable Features of Work Task List
Accountability and Inspection Tracking	Quality Management Plan Sections

<p><i>Has the trade established a process to gather required quality documents and certifications? (e.g., tool calibration, welding certifications, personnel qualifications)</i></p>	<p><i>M. Process Controls, Subsection: Work Task Process Controls.</i></p>
<p><i>Is it clear how this trade will track, communicate and resolve its quality issues including non-conformances?</i></p>	<p><i>Section P. Project Completion Inspections.</i></p>
<p><i>Is the above tracking system consistent with the identified Whiting-Turner system and process?</i></p> <p><i>Explain how your tracking system will interface with the Project's identified system and process. (i.e., are you using the same software platform?).</i></p>	<p><i>ANSWER:</i></p>
<p><i>Have checklists been provided for work to be performed?</i></p>	<p><i>Section O. Work Task Quality Inspections, Definable Features of Work Task List.</i></p> <p><i>Section U. Appendix</i></p>
<p><i>Does this plan identify who is responsible for reviewing and closing out quality issues?</i></p>	<p><i>Section: Q. Project Completion Inspections.</i></p>
<p><i>Have roles and responsibilities related to third-party inspection coordination been defined?</i></p>	<p><i>Section E. Duties, Responsibilities, and Authority of QC Personnel, Subsection: Quality Manager: Quality Duties, Responsibilities, and Authority.</i></p> <p><i>Quality Manager coordinates inspections with third-party inspection and testing agency when applicable</i></p>
<p><i>Have all required, related, supplemental plans been provided? (e.g., BIM/VDC, startup, commissioning)</i></p> <p><i>List and provide under separate cover all required, related, supplemental plans. (e.g., BIM/VDC, startup, commissioning).</i></p>	<p><i>ANSWER:</i></p>

C. PROJECT QUALITY COORDINATION AND COMMUNICATION

[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. Project Start Up Meeting are documented on a Project Startup Meeting Form included as an exhibit in this section.

Throughout the project, [CompanyName] holds preparatory meetings prior to the start of upcoming milestones, tasks, or phases of work. Preparatory meetings are documented on the Work Task Quality Management Planning Meeting form included as an exhibit in this section.

Preparatory 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.

**[CompanyName]
Project Quality Communications Plan**

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			
RFI response distribution:			
All personnel listed on contact list			
Project startup meeting participants, date, location:			
TBD			
Work task quality plan meeting participants, nominal location:			
TBD			
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

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D. PROJECT QC PERSONNEL

[CompanyName] ensures that quality control personnel remain independent from the pressures of production through our organizational lines of authority as defined by our QC Organization Chart.

The President appoints a Quality Manager, Superintendent, and Project Manager, and then assigns each with specific quality responsibilities and authorities of their job position.

PROJECT QC JOB POSITION ASSIGNMENTS

Table D-1 shows the job positions assigned to personnel on this project.

Table D-1

QC Personnel Name	Job Position
[ProjectManagerName]	Project Manager
[SuperintendentName]	On-site Superintendent
[QualityManagerName]	Quality Manager
[SafetyManagerName]	Safety Manager

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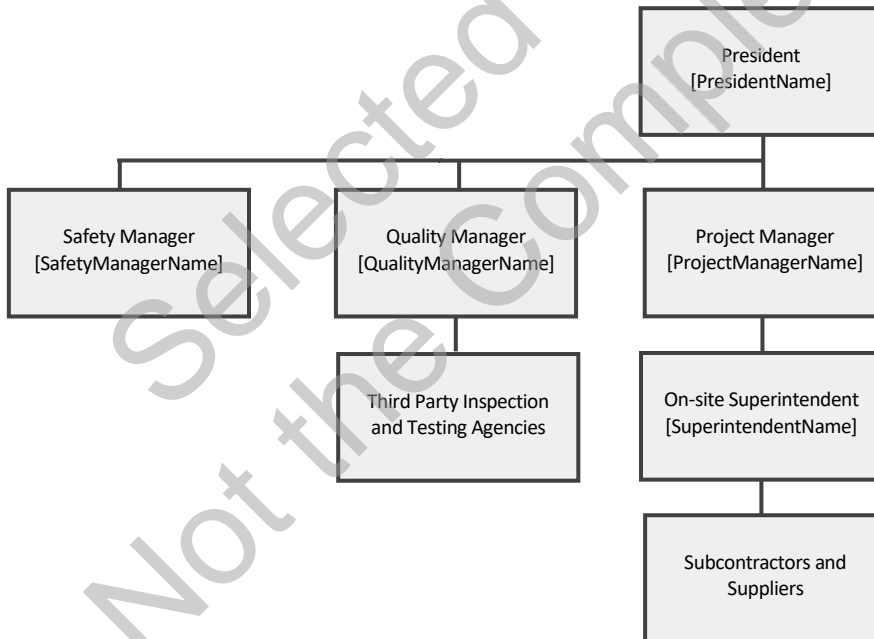
PROJECT QC ORGANIZATION CHART

The Project QC Organization Chart shows the QC organizational structure. The chart includes job positions along with the name of each person appointed to that position. Figure C-1 shows the QC Organization Chart for this project.

The President defines the organization chart for the project. The organizational chart includes job titles, names of assigned personnel, and organizational and administrative interfaces with the customer. The organization chart defines lines of authority as indicated by solid connection; dotted lines indicate lines of communication. The lines of authority preserve independence of quality control personnel from the pressures of production.

The President assesses the qualification requirements for each position on the project organization chart, qualifications of each person, and then appoints only qualified persons to the project organization.

Figure C-1



I. 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.

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 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.

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.

STRUCTURAL PLAN AND SHOP DRAWING SUBMITTALS

The Project Manager or Purchasing and Estimating Manager prepare shop drawing submittals that supplement contract drawings. Shop drawings are required when additional details are necessary for fabrication or installation. The following information is included, as applicable:

- Dimensions established by field measurement
- Relationships to adjoining work
- Identification of products and materials
- Fabrication and installation drawings
- Diagrams showing locations of field-installations
- Shop fabricated manufacturing instructions
- Templates and patterns
- Design calculations
- Compliance with specified standards
- Seal and signature of professional engineer if required
- Additional requirements as specified in the contract, contract technical requirements, or contract drawings.

[CompanyName] extends contract specifications to include customer approved shop drawings.

PRODUCT DATA SUBMITTALS

The Project 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
- Size and physical characteristics including drawings when applicable
- Finish and color characteristics
- Product manufacturer's installation instructions, when applicable
- Additional requirements as specified in the contract, contract technical requirements, or contract drawings.

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.

REQUEST FOR INFORMATION (RFI) SUBMITTALS

The Project 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.

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

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.

MOCK-UP SUBMITTALS

The Quality Manager specifies mock-up requirements when they are necessary to ensures customer expectations are clearly identified.

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

The Quality Manager lists all anticipated mock-ups on the List of Anticipated Mock-ups and Log Form included in this section.

The Superintendent prepares mock-up submittals as required by contract.

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

SUBMITTAL SCHEDULE AND LOG

L. MATERIAL INSPECTION TRACEABILITY AND QUALITY CONTROLS

Products and materials are controlled to assure the use of only correct and acceptable items. Controls include identification of the inspection status. Materials that require lot control traceability and the method of traceability are listed on the Controlled Materials form included as an exhibit in this subsection.

IDENTIFICATION OF LOT CONTROLLED MATERIALS

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.

MATERIAL RECEIVING AND INSPECTION

When lot-controlled materials are received, the Operations Manager inspects the materials and verifies that materials have the specified lot identifications. Received materials are listed on the Material Receiving and Inspection Report form or Metals Materials Receiving and Inspection form included as an exhibit in this subsection.

Material quality inspections and tests ensure that purchased materials meet purchase contract quantity and quality requirements. The Superintendent inspects or ensures that a qualified inspector inspects materials prior to use for conformance to project quality requirements.

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

[CompanyName] Material Inspection and Receiving Report								
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>								
EXCEPTIONS:								

O. WORK TASK QUALITY INSPECTIONS

[CompanyName] identifies a list of work tasks, which will be quality, controlled. Each work task is subject to a series of inspections; before, during, and after completion.

Each inspection verifies compliance with full scope of the relevant specifications; not limited to inspection form checkpoints.

The initial work task-ready inspection occurs when work is ready to start and ensures that work begins only when it does not adversely impact quality results.

Incoming material inspections verify that materials are as specified and meet all requirements necessary to assure quality results.

Work-in-process inspections continuously verify that work conforms to project specifications and quality expectations. Work continues only when it does not adversely impact quality results.

At completion of the work task, an inspection verifies that work has been completed in accordance with project quality requirements.

Inspection results are recorded and maintained as part of the project files.

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.

Independent quality audits are conducted to verify that the task quality controls are operating effectively.

Construction projects may execute a work task multiple times in a project, in which case a series of quality inspections are required for each work task.

Independent quality control audits are conducted to verify that the task quality controls are operating effectively.

IDENTIFICATION OF DEFINABLE FEATURES OF WORK TASKS

A listing of project work tasks is included on the Definable Features of Work Task List and included as an exhibit in this subsection.

REQUIRED INSPECTIONS FOR EACH WORK TASK

Each work task is subject to a series of inspections before, during, and at completion as described below. Results of inspections are recorded.

PREPARATORY SITE INSPECTION

The Superintendent performs a quality inspection of the work area and:

- Assesses completion of required prior work
- Verifies field measurements
- Assures availability and receiving quality inspection status of required materials
- Identifies any nonconformances to the requirements for the task to begin
- Identifies potential problems

WORK-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.

FIRST ARTICLE 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.

First Article quality inspections are listed on the Definable Features of Work Task List included in this section.

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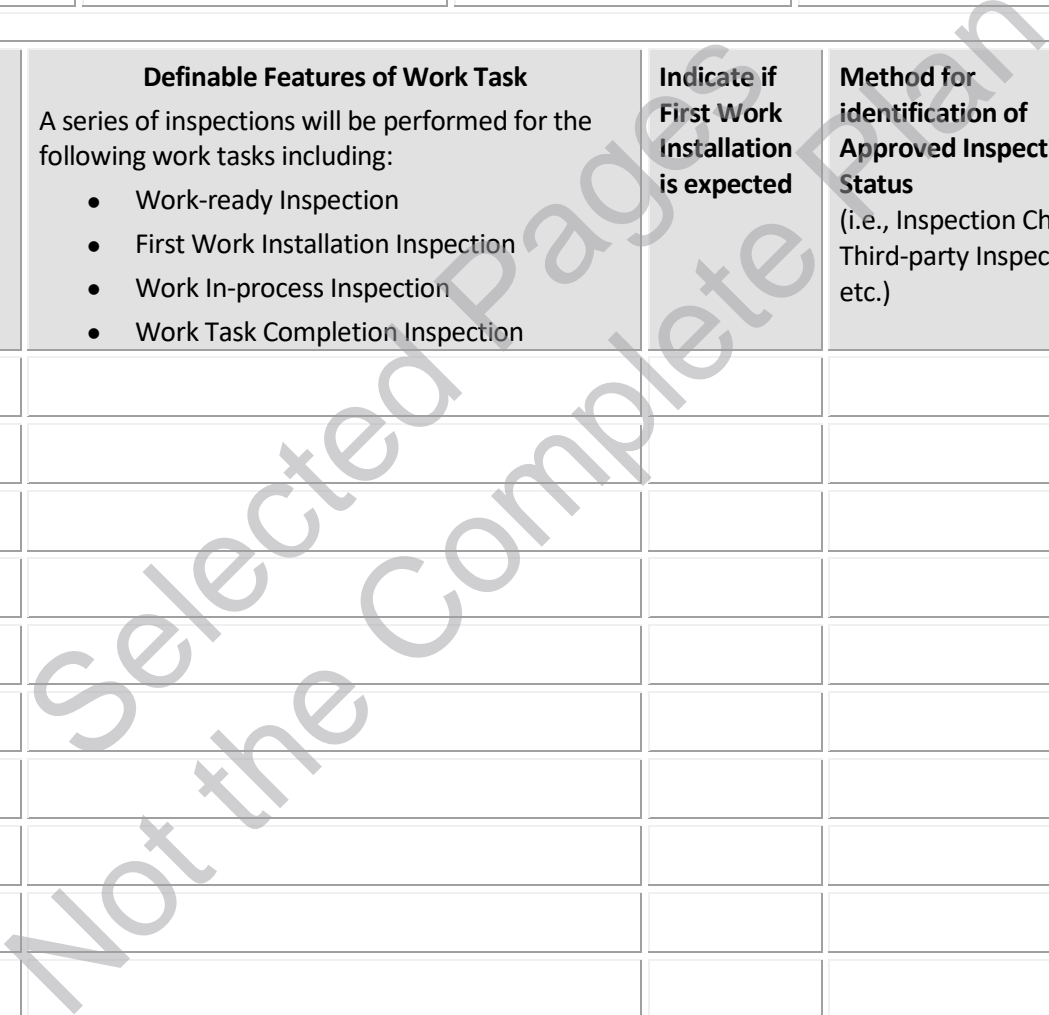
Improvement Ideas

- Weather conditions

**[CompanyName]
Definable Features of Work Task List**

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

Project Work Tasks / Contract Section	Definable Features of Work Task A series of inspections will be performed for the following work tasks including:	Indicate if First Work Installation is expected	Method for identification of Approved Inspection Status (i.e., Inspection Checklist, Third-party Inspection, etc.)
	<ul style="list-style-type: none"> • Work-ready Inspection • First Work Installation Inspection • Work In-process Inspection • Work Task Completion Inspection 		



Q. PROJECT COMPLETION INSPECTIONS

[CompanyName] conducts a series of inspections near the end of each project to assure that the contracted work is completed to specifications.

Near the end of the project, or a milestone, the Quality Manager, Superintendent, and Project Manager participate in the inspection of the completed project and verify conformance to contract specifications. Any deviations are corrected and reinspected before submitting the project to the customer for final inspection.

If the customer performs a final inspection, corrections are quickly addressed, reinspected by the Quality Manager, and then submitted for customer final review.

A Record of each of the inspections will be maintained on the Project Completion Inspection form. If punch items are discovered during the inspection, a record of the punch items and their correction will be maintained on the Punch List form. Project Completion Inspection and Punch List form exhibits are included as an exhibit in this subsection.

PUNCH-OUT QC 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.

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.

[CompanyName] 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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[CompanyName]

Construction

Quality Manual

Operating Policies of the [CompanyName] Quality System

Management acceptance

This Quality Manual has been reviewed and accepted

Endorsed By: (Name / Title)	[PresidentName], President		
Signature:	<i>[PresidentName]</i>	Date:	[Date]
Version	1.0	Notes	Initial Issue

The documents provided by [CompanyName] disclose proprietary company information. Please hold these quality documents in confidence and do not share them with other organizations, even if you do not charge a fee

QUALITY MANUAL

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2. TRADE-SPECIFIC QUALITY MANAGEMENT PLAN

2.1. OVERVIEW

After [CompanyName] is awarded a contract to carry out a construction project, the President forms a team consisting of a Quality Manager, Project Manager, and Superintendent.

First, the Quality Manager develops a set of project specifications that align project requirements with customer specifications and requirements, regulations, industry standards, product instructions, and [CompanyName] quality standards.

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

The Quality Manager then details how the quality is controlled throughout the construction process through a quality inspection and test plan that specifies requirements and pass/fail criteria for quality inspections and tests. [CompanyName] operating policies assure compliance to the project specifications.

As the project proceeds and prior to starting each construction task, the Superintendent coordinates detailed requirements and resources, site conditions, and communicates them through a meeting with all interested parties. The Superintendent amends inspection specific checklists with items for heightened awareness based on the concerns of all parties.

The subcontractors and suppliers and Superintendent use the quality inspection forms to monitor execution of the construction process through a series of quality inspections before, during, and at the completion of each construction task. Laboratory and functional tests are performed to assure performance results.

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

Throughout the project there are standard operating procedures and forms for creating, maintaining, and controlling quality documents and records.

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

2.2. [COMPANYNAME] PROJECT LICENSE AND QUALIFICATION REQUIREMENTS

The Quality Manager identifies company license and qualification credentials required by contract specifications and government regulators. The Quality Manager obtains records, certificates, and license records that provide verification of [CompanyName] credentials.

2.2.1.1. REQUIRED COMPANY LICENSES AND CERTIFICATIONS

The Quality Manager defines quality-related company credentials for each project work task that affects quality.

2.3. PROJECT PERSONNEL AND QUALIFICATIONS

2.3.1. PROJECT ORGANIZATION CHART

9. NONCONFORMANCES AND CORRECTIVE ACTIONS

9.1. 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.

9.2. NONCONFORMANCES

9.2.1. 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.

9.2.2. 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.

9.2.3. NONCONFORMANCE REPORT

9.2.3.1. 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.

9.2.3.2. QUALITY MANAGER DISPOSITION OF NONCONFORMANCE REPORTS

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

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

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

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

12. RECORD AND DOCUMENT CONTROLS

12.1. OVERVIEW

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

12.2. QUALITY SYSTEM DOCUMENTS

12.2.1. QUALITY MANUAL

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

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

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

12.3. DOCUMENT CONTROLS

The President controls all company-wide quality system documents including:

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

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

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

12.3.1. CONTROL OF SYSTEM DOCUMENTS

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

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

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

12.3.2. CONTROL OF PROJECT DOCUMENTS

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



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