



Landscape Maintenance Essentials QA/QC Plan Sample

Good for smaller projects and bid qualifications

*Has All the Essential Elements of a well-founded
Quality Control Plan*

Contact:
First Time Quality
410-451-8006

www.firsttimequalityplans.com

[CompanyName]
Landscape Maintenance
Quality Assurance/Quality Control Plan

[ProjectName]
[ProjectNumber]

Management acceptance

This Quality Assurance/Quality Control 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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PROJECT-SPECIFIC LANDSCAPING QUALITY PLAN

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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
[PresidentName]	President
[ProjectManagerName]	Project Manager
[SuperintendentName]	Superintendent
[QualityManagerName]	Quality Manager
[SafetyManagerName]	Safety Manager

DUTIES, RESPONSIBILITIES, AND AUTHORITY OF QC PERSONNEL

The President has overall responsibility for implementation safety including performance and results of the [CompanyName] Quality System, including quality on this project.

QC personnel assigned to this project have the duties, responsibilities and authority defined by their job position.

Key project personnel have accepted their appointments and declared their ability to carry out the appointments.

QUALITY RESPONSIBILITIES

PROJECT QUALITY MANAGER: QUALITY DUTIES, RESPONSIBILITIES, AND AUTHORITY

The Quality Manager is responsible for ensuring the overall effectiveness of the Quality System for a specific project. Regardless of other duties, the Quality Manager is responsible for:

- Planning project quality controls required by the [CompanyName] quality systems and contract requirements
- Fully implementing all provisions of the [CompanyName] Quality System and related documents on the project.
- Manage the operation of the [CompanyName] Quality System on the project.

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- Implement and manage all phases of quality control
- Communicating project-specific quality requirements to all affected departments, subcontractors and suppliers, and customers
- Ensuring that the Quality System is established and implemented by persons doing work that impacts quality
- Monitoring progress of activities
- Ensuring that the Quality System is maintained
- Acting as the project quality liaison with parties outside the company on matters relating to quality
- Reporting to senior management on performance of the Quality System, including needed improvements
- Review and approval of all project Quality System records
- Review and approval of project quality-related contract submittals
- Managing all project inspection and quality control activities
- Controlling corrective actions
- Resolving quality nonconformances

The Quality Manager has the authority to:

- Stop work when continuing work may adversely affect quality or cover up a defect
- Prevent the use of equipment or materials that may adversely affect quality or cover up a defect
- To direct the removal and replacement of any non-conforming work, equipment, or material by [CompanyName], any subcontractor, or any supplier.
- Suspend work and/or supply of materials by any staff member, subcontractor personnel, or supplier as deemed necessary to assure quality results.

Alternate Quality Managers acting in the role of the project Quality Manager has the same quality duties, responsibilities and authority as the project Quality Manager.

SUPERINTENDENT: QUALITY DUTIES, RESPONSIBILITIES, AND AUTHORITY

A Superintendent verifies that work performed by subcontractors and suppliers and [CompanyName] work crews conforms to [CompanyName] quality standards. The President appoints one or more Superintendents for each project.

A Superintendent has specific responsibilities for:

- Ensuring that work meets government regulatory and code requirements, customer requirements, contract requirements, contract technical specifications, contract drawings, approved contract submittals, and company quality standards and specifications
- Ensuring that subcontractors and suppliers begin work in accordance with [CompanyName] start-work policies
- Ensuring that subcontractors and suppliers receive a notice to work only when conditions will not adversely affect quality results
- Conducting quality inspections, tests, and recording findings
- Accurately assessing subcontractor quality and on-time performance
- Ensuring that quality standards are achieved before approving subcontractor or work crew completion of work

The Superintendent has the authority to:

- Stop work when continuing work may adversely affect quality or cover up a defect
- Prevent the use of equipment or materials that may adversely affect quality
- Direct the removal or replacement of any non-conforming work, equipment, or material

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- Suspend work and/or supply of materials as deemed necessary to assure quality results

Alternate Superintendent has the same quality duties, responsibilities and authority as the Superintendent. Multiple Superintendents may be assigned to the project.

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F. QUALIFICATION OF SUBCONTRACTORS AND SUPPLIERS

[CompanyName] evaluates outside organizations to ensure that the quality of their materials or services will meet contract requirements, and that they have the capacity and equipment to carrying out the contract on schedule.

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

Ongoing monitoring of performance continually validates qualifications of each subcontractor and supplier.

Key outside organizations that will be used on this project are listed on the Subcontractor and Supplier List form. A Subcontractor and Supplier List form exhibit is included in this subsection. The qualifications of listed suppliers have been verified.

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[CompanyName] Project Subcontractor and Supplier List				
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

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G. LANDSCAPE MAINTENANCE PROJECT QUALITY SPECIFICATIONS

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 Landscape Maintenance.

[CompanyName] personnel and subcontractors and suppliers are accountable for compliance to standards-based written specifications.

To achieve expectations reliably and consistently, specifications are clearly spelled out, not only for results but also for processes. Specifications apply to materials, work steps, qualified personnel and subcontractors and suppliers, safe work rules, and environmental work conditions.

Standards ensure that results are specified rather than left to discretionary practices.

All [CompanyName] Landscape Maintenance activities comply with generally accepted good workmanship practices and industry standards.

COMPLIANCE WITH INDUSTRY LANDSCAPING STANDARDS

Codes that may apply to this project include those listed below.

Description	Reference Standard No.	Reference Standard Title
Geotextile storing and handling	ASTM D 4873	Identification, Storage, and Handling of Geosynthetic Rolls and Samples
Shoring installation	EM 385-1-1	Safety and Health Requirements Manual
Sod placement	TPI GSS	Guideline Specifications to Turfgrass Sodding
Pruning of exterior vegetation	TCIA Z133.1	American National Standard for Arboricultural Operations - Pruning, Repairing, Maintaining, and Removing Trees, and Cutting Brush - Safety Requirements
Canopy pruning procedures	TCIA A300P1	ANSI A300 Part1: Tree Care Operations - Trees, Shrubs and Other Woody Plant Maintenance Standard Practices - Pruning
Transplanting of vegetation	TCIA Z133.1	American National Standard for Arboricultural Operations - Pruning, Repairing, Maintaining, and Removing Trees, and Cutting Brush - Safety Requirements

I. LANDSCAPING WORK TASK QUALITY INSPECTIONS

[CompanyName] identifies a list of work tasks, phases of production, which will be quality controlled.

WORK TASKS SERIES OF INSPECTIONS

Each work Task is subject to a series of inspections; before, during, and after the work is complete. Each inspection verifies compliance with full scope of the relevant specifications; not limited to checkpoints for heightened awareness.

- The initial task-ready inspection occurs when crews are ready to start work 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 workmanship expectations. Work continues only when it does not adversely impact quality results.
- At completion of the Task an inspection verifies that work, materials, and tests have been completed in accordance with project quality requirements. When appropriate, functional tests are performed.

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

SPECIAL PROCESS INSPECTIONS

The Quality Manager identifies special processes where the results cannot be verified by subsequent inspection or testing and determines if continuous work in process inspections are required. For these special processes, a qualified inspector continuously inspects the work process.

MATERIAL QUALITY INSPECTION AND TESTS

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.

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

[CompanyName] Quality Controlled Maintenance Task List			
Contract ID	Contract Name	Preparer	Date
[ProjectNumber]	[ProjectName]		

	Task Order	Weekly	Monthly	Quarterly	Semi-Annually	Annually
				Quarterly	Semi-Annually	
					Semi-Annually	
				Quarterly		
						Annually
			Monthly	Quarterly	Semi-Annually	Annually
		Weekly	Monthly	Quarterly	Semi-Annually	Annually
		Weekly	Monthly	Quarterly	Semi-Annually	Annually
					Semi-Annually	Annually
					Semi-Annually	Annually
					Semi-Annually	Annually
					Semi-Annually	Annually

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[CompanyName] Work Task Work Order Form					
Request Date :	Fixed Price :				
Company Name:	Location:				
Address:	Contract Number: [ProjectNumber]				
City State Zip Code:	Contact Person:				
Telephone Number:	Email Address:				
Fax Number:	Contact Phone Number:				
Description of Work and Explanation for Repairs and Parts					
Service Dates:					
Labor Hours:					
Description/Explanation:					
Compliance Verification	<input type="checkbox"/> Compliance with initial job-ready requirements <input type="checkbox"/> Compliance with material inspection and tests <input type="checkbox"/> Compliance with work in process first article inspection requirements <input type="checkbox"/> Compliance with work in process inspection requirements <input type="checkbox"/> Compliance with work task completion inspection requirements <input type="checkbox"/> Compliance with inspection and test plan				
Verification of Work Task Completion (sign and date)					
Supervisor Sign and date*:	Feature of work verified complete to specifications (sign and date):				
* 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.					
Completion of Work Order: To be Signed Off by Customer					
Customer Signature: (Sign and Date)					

**[CompanyName]
Periodic Landscape Maintenance Record**

Contract Name: [ProjectName]	Contract Number: [ProjectNumber]	Location
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Task	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
1xWeekly												
2x Weekly												

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Task	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
1 x Monthly												
2 x Monthly												
Quarterly												
	Scheduled			Completed			Scheduled			Completed		

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Task	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Total Tasks Required												
Total Tasks Accomplished												

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