

[CompanyName]

Concrete

Quality Assurance/Quality Control Plan

[ProjectName]
[ProjectNumber]

Management acceptance

This Construction 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

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

SIGNATURE SHEET

Plan Preparer

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

[SeniorManagerName] / [Date]

[SeniorManagerName] President /Date

Plan Concurrence

[CompanyName] Project Quality Control Plan concurrence by:

[ProjectManagerName] / [Date]

[ProjectManagerName], Project Manager /Date

[SuperintendentName] / [Date]

[SuperintendentName], Superintendent /Date

PROJECT-SPECIFIC HVAC QUALITY PLAN

TABLE OF CONTENTS

Background Information	5
Customer	5
Project Name	5
Project Number	5
Project Location	5
Overall Project Description	5
[CompanyName] Scope of Work	5
A. [CompanyName] Quality Policy	6
B. Key Elements of the Concrete Quality Plan	7
Project Quality Assurance/Quality Control Plan Overview	10
C. Project Quality Coordination and Communication	11
D. Project QC Personnel	17
Project QC Job Position Assignments	17
Project QC Organization Chart	18
E. Duties, Responsibilities, and Authority of QC Personnel	19
F. Personnel Qualifications and Technical Certifications	25
Personnel Certification Requirements	25
G. Qualification of Third-Party Inspection/Testing Companies and Subcontractors and Suppliers	27
Concrete Inspection/Testing Laboratory Qualification Requirements	27
Qualification of Outside Organizations	27
Purchase Order Approval	28
H. Submittals	30
Submittals	30
Submittal Schedule and Log	31
Submittal Review and Approval	31
Submission to Customer	32
Customer Approved Submittals	32
I. Quality Training	36
J. Project Quality Specifications	39
Contract Specifications	39
Contract Drawings	39
Needs and expectations of interested parties	39
Regulatory Codes	40
Material Specifications	40
Equipment Specifications	40
Work Process Specifications	40

[CompanyName] Quality Standards 41

Application of Multiple Sources of Specifications 41

Compliance with Industry Concrete Standards 41

K. Material Inspection Traceability and Quality Controls 43

 Identification of Lot Controlled Materials 43

 Concrete Placement Traceability..... 43

 Material Receiving and Inspection 43

 Equipment Inspections 44

 Preservation and Protection of Materials and Completed Work 44

 Material and Equipment Storage 44

 Calibration of Inspection, Measuring, and Test Equipment 45

L. Concrete Inspection and Test Plan..... 49

 Independent Measurement and Tests 49

 Hold Points for Purchaser Inspection 49

 Inspection and Testing Concrete Standards..... 49

M. Work Task Quality Inspections..... 53

 Identification of Quality Inspected Work Tasks..... 53

 Required Inspections For Each Work Task 53

 Daily Quality Control Report..... 54

N. Control of Corrections and Nonconformances 58

 Marking of Nonconformances and Observations..... 58

 Control the Continuation of Work..... 58

 Recording of Nonconformances..... 58

 Quality Manager Disposition of Nonconformance Reports 59

 Corrective Actions 59

 Nonconformance Preventive Actions..... 60

O. Project Completion Inspections 63

 Punch-Out QC Inspection 63

 Pre-Final Customer Inspection 63

 Final Acceptance Customer Inspection 64

P. Project Quality Records and Documents 67

Q. Quality Assurance Surveillance..... 70

 Project Quality Performance Surveillance..... 70

 Project Audit Plan 70

 Project Audit Requirements 70

PROJECT QUALITY ASSURANCE/QUALITY CONTROL PLAN OVERVIEW

After [CompanyName] is awarded a contract to carry out a construction project, the Senior Manager 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.

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

Selected Pages
Not the Complete Plan

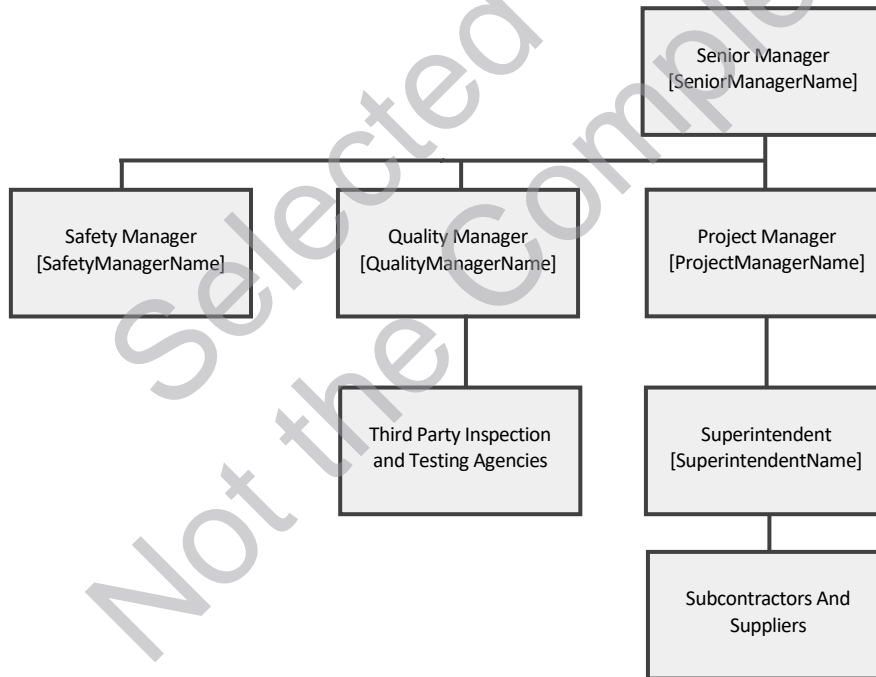
PROJECT QC ORGANIZATION CHART

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 Senior Manager 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 Senior Manager 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



H. SUBMITTALS

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.

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 construction
- 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 Superintendent prepares mock-up submittals as required by contract. Additionally, the Quality Manager specifies mock-up requirements when they are necessary to ensure 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.

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

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.

The Quality Manager lists, schedules, and approves all quality-related submittals that are required by the project including submittals prepared by subcontractors and suppliers. The Quality Manager must review all submittals for compliance with the requirements of the [CompanyName] Quality System. The Quality Manager must sign approval of each contract submittal.

[CompanyName] extends compliance to contract specifications to all customer approved submittals. All

[CompanyName] activities comply with customer approved submittals.

[CompanyName] Project Submittal Form			
Submittal ID#	Project ID	Project Name	Date
	[ProjectNumber]	[ProjectName]	
To:		From: [CompanyName] Location:	
Type of Submittal: <input type="checkbox"/> Shop drawing <input type="checkbox"/> Product data <input type="checkbox"/> Request for information <input type="checkbox"/> Completed form or quality record <input type="checkbox"/> Quality system document <input type="checkbox"/> Other:		Description of submittal:	
List of attachments:		Remarks:	
Submittal Prepared by: [CompanyName] Name: Title: Signature / Date:		Submittal Approved by [CompanyName] Quality Manager: Name: Title: Signature / Date:	
Customer Disposition: <input type="checkbox"/> Approved <input type="checkbox"/> Conditionally approved, resubmission not required (see comments) <input type="checkbox"/> Disapproved, resubmission required <input type="checkbox"/> Other:		Customer Representative: Name: Title: Signature / Date:	
Comments:			

[CompanyName] List of Anticipated Mock-ups and Log				
Contract ID	Contract Name	Preparer	Date	Notes
[ProjectNumber]	[ProjectName]	[ProjectManagerName]		

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

Selected Pages
Not the Complete Plan

K. 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.

CONCRETE PLACEMENT TRACEABILITY

For each concrete cylinder sample the delivery ticket number and location of placement will be recoded on the sample record or otherwise marked on the sample specimen.

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.

EQUIPMENT INSPECTIONS

All equipment is inspected and maintained daily or prior to use based on manufacturer's instructions. This includes all equipment whether in use or not while on the jobsite.

The Superintendent ensures that each work task that uses equipment proceed only after the equipment has been accepted by the equipment quality inspection or test.

The equipment inspection includes a verification of the following:

- Equipment is in good working condition and that there is no need for repair
- Equipment maintenance has been performed to meet manufacturer's specifications
- Equipment is safe to use

PRESERVATION AND PROTECTION OF MATERIALS AND COMPLETED WORK

[CompanyName] will preserve and protect work in process, completed work, component parts, materials, and when applicable, delivery to the destination to maintain compliance with project requirements and standards. This includes handling, storage, protection from natural elements, and reducing risks of damage.

Completed work is protected from damage as specified by government regulations, contract technical specifications, industry standards, or product installation instructions.

The Quality Manager identifies supplemental protection requirements that apply to a specific project when they are necessary to assure quality results.

MATERIAL AND EQUIPMENT STORAGE

The Superintendent ensures all materials and equipment will be delivered, stored, handled and maintained in a manner that protects them from damage, moisture, dirt and intrusion of foreign materials.

Delivery of materials and equipment will be planned according to the work progress to minimize storage on site, where there are higher possibilities of damages and deterioration of materials.

Preventive maintenance based on the manufacturer's recommendations will be performed on all stored materials and equipment if required.

If preventive maintenance is required:

- The Superintendent or qualified receiving inspector will record the item(s) on the Material and Equipment Receiving Inspection form and note that preventive maintenance is required
- Tag or label the material / equipment
- Record, on the tag or label, the type of preventive maintenance required, how often preventive maintenance is to be performed, and the date it was performed

Stored materials will be segregated to prevent cross contamination and limit losses should a delivery be rejected.

The Superintendent surveys stored materials and equipment during daily jobsite reviews to verify preventive maintenance requirements are being performed as required, and to identify if any material

[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:								

L. CONCRETE INSPECTION AND TEST PLAN

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 purchaser quality inspection
- Specification requirements for each quality inspection and test

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

Results of inspections and tests will be recorded on the Inspection and Test Form. An Inspection and Test Plan and Log form exhibit is included as an exhibit in this subsection.

INDEPENDENT MEASUREMENT AND TESTS

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

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

HOLD POINTS FOR PURCHASER INSPECTION

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

INSPECTION AND TESTING CONCRETE STANDARDS

Inspection and testing standards that may apply to this project include those listed below.

Description	Reference Standard No.	Reference Standard Title
Subgrade compaction	ASTM D 1557	Standard Test Methods for Laboratory Compaction Characteristics of Soil Using Modified Effort
Make concrete slump test specimen	ASTM C 143 C 143M	Standard Test Method for Slump of Hydraulic-Cement Concrete
Concrete strength specimens	ASTM C 31/C 31M	Standard Practice for Making and Curing Concrete Test Specimens in the Field
Vacuum Testing	ASTM C 1244/ASTM C 1244M	Standard Test Method for Concrete Sewer Manholes by the Negative Air Pressure (Vacuum) Test Prior to Backfill
Test air content for air-entrained concrete	ASTM C 231	Standard Test Method for Air Content of Freshly Mixed Concrete by the Pressure Method
temperature of concrete at time of placement	ASTM C 1064/C 1064M	Standard Test Method for Temperature of Freshly Mixed Hydraulic-Cement Concrete

**[CompanyName]
Inspection and Test Plan and Log**

Project Number	Project Name	
[ProjectNumber]	[ProjectName]	(All tests verified by Superintendent and/or QC Manager)

Item	Spec Section Number and Title	Applicable Standard	Inspections & Tests Description	Test and Inspection Methods	Number required	Time Schedule/Frequency	Inspection/Test By	Sample Req. Yes/No	Unique characteristics of QC Service
1.									
2.									
3.									
4.									
5.									
6.									
7.									
8.									
9.									
10.									
11.									
12.									
13.									
14.									
15.									

Not Selected Pages Complete Plan

[CompanyName][CompanySuffix] Testing & Inspection Results Log

Project ID	Project Name	Preparer			Date
[ProjectNumber]	[ProjectName]				
Report ID /Date of Issue	Description of Inspection / Test	Report Date	Results		Type of Corrective Action
			Approved	Rejected	

Not the Complete Plan
Selected Pages

[CompanyName] Daily Production Report		
Project ID	Project Name	Preparer*/Date
[ProjectNumber]	[ProjectName]	
<p>* 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.</p>		
	Description	
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: _____	

N. CONTROL OF CORRECTIONS AND NONCONFORMANCES

Should a problem occur in the quality of work, we systematically contain the issue and quickly make corrections. Our first action is to clearly mark the item by tape, tag, or other easily observable signal to prevent inadvertent cover-up.

Then we expedite a corrective action that brings the workmanship or material issue into conformance by repair, replacement, or rework. Previously completed work is reinspected for similar nonconformances. If we cannot correct the item to meet contract specifications, the customer will be notified, and customer approval of corrective actions is required before proceeding.

Fixing problems found is not sufficient. [CompanyName] systematically prevents recurrences to improve quality. First enhanced controls and management monitoring are put into place to assure work proceeds without incident. Then using a structured problem-solving process, [CompanyName] identifies root causes and initiates solutions. Solutions may involve a combination of enhanced process controls, training, upgrading of personnel qualifications, improved processes, and/or the use of higher-grade materials. Follow-up ensures that a problem is completely resolved. If problems remain, the process is repeated.

Nonconformances and their resolution are recorded on a Nonconformance Report form. A Nonconformance Report form exhibit is included in this subsection.

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.

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.

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.

[CompanyName] Nonconformance Report		
Nonconformance Report Control ID	Project ID	Project Name
	[ProjectNumber]	[ProjectName]
Preparer Signature/ Submit Date		Quality Manager Signature / Disposition Date
Description of the requirement or specification		
Description of the nonconformance, location, affected area, and marking		
Disposition	<input type="checkbox"/> Replace <input type="checkbox"/> Repair <input type="checkbox"/> Rework <input type="checkbox"/> Use As-is	
	Approval of disposition required by customer representative? Yes <input type="checkbox"/> No <input type="checkbox"/>	
	Customer approval signature /date: _____	
Corrective Actions	<input type="checkbox"/> Corrective actions completed Name/Date: _____	
	Customer acceptance of corrective actions required? Yes <input type="checkbox"/> No <input type="checkbox"/>	
	Name/Date: _____	
Preventive Actions		
	<input type="checkbox"/> Preventive actions completed Name/Date: _____	

[CompanyName] Nonconformance Report Control Log					
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 Not the Complete Plan

Q. QUALITY ASSURANCE SURVEILLANCE

We manage overall project performance by setting performance objectives, measuring actual performance, and managing performance improvements. Overall performance objectives will be designed to extend our customer's performance work objectives into [CompanyName] operations. Each objective will have specific and verifiable measures.

PROJECT QUALITY PERFORMANCE SURVEILLANCE

We expect to measure quality performance in the following areas:

- Customer satisfaction through customer feedback, surveys, complaints, and quality assurance surveillance reports.
- On-time task completion as measured by a monthly on-time performance assessment
- Contract administration compliance as measured by a monthly project contract administration assessment
- Safety Plan compliance as measured by safety violations and a monthly safety assessment
- Quality Plan conformance as measured by a monthly Quality Plan assessment

Every month, [CompanyName] holds a performance improvement meeting with the participation of key project and customer personnel. They review past performance, project quality risks, and quality issues. An action plan is set for improvement and progress is reviewed at the next meeting.

PROJECT AUDIT PLAN

The Quality Manager identifies the frequency of project quality audit that will be conducted during the project and the job position that will conduct the audits. Considerations include:

- The size of the project
- The complexity of processes and their interactions
- The duration of the project

PROJECT AUDIT REQUIREMENTS

The Quality Manager conducts monthly Project Quality System audits that verify proper operation of the Quality System on a project. At least monthly, the Quality Manager audits:

- Quality system framework
- Quality system management and responsibilities
- Customer contract specifications
- Design control
- Project-specific quality standards
- Project purchasing
- Process control plans
- Inspections and tests
- Nonconformances and corrective actions
- Preventive actions
- Quality records and documents

The Quality Manager takes corrective actions to ensure compliance with Quality System requirements. The effectiveness of changes is then evaluated and documented.

[CompanyName] Project Quality System Audit Form

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

Review Topics:
(Place check mark next to each item audited)

- Customer satisfaction
- On-time task completion
- Contract administration
- Safety compliance
- Quality risk planning and mitigation
- Performance improvement results
- Action plan for improvements

Quality Plan Conformance:

- Project QC Personnel
- Project Quality Coordination and Communication
- Employee Qualifications
- Qualification of subcontractors and suppliers
- Project Quality Specifications
- Testing Plan
- Test Reports
- Work Task Quality Inspections
- Daily Quality Control Report
- Control of Punch Items and Nonconformances
- Project Records and Documents

Nonconformance Notes and observations

Action plan for improvement

Follow-up results and date