

# [CompanyName]

## Construction

### 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)	[QCManagerName], QC Manager		
Signature:	<i>[QCManagerName]</i>	Date:	[Date]
Version	1.0	Notes	Initial Issue

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# PROJECT-SPECIFIC QUALITY PLAN

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## D. DUTIES, RESPONSIBILITIES, AND AUTHORITY OF QC PERSONNEL

QC personnel assigned to this project have the duties, responsibilities and authority defined by their job position. Table D-1 shows the duties, responsibilities, and authority assigned to personnel on this project.

Table D-1

QC Personnel Name	Job Position
[SeniorManagerName]	Senior Manager
[QCManagerName]	QC Manager
[SuperintendentName]	Superintendent
[ProjectManagerName]	Project Manager

### QUALITY RESPONSIBILITIES

On this project, each job position has specific duties, responsibilities, and authorities defined as follows.

#### SENIOR MANAGER: QUALITY DUTIES, RESPONSIBILITIES, AND AUTHORITY

The Senior Manager is responsible for ensuring company-wide effectiveness of the Quality Program. Regardless of other duties, the Senior Manager is responsible for:

- Fully implementing all provisions of the [CompanyName] Quality Program and related documents.
- Manage the operation of the [CompanyName] Quality Program
- Implement and manage all phases of quality control
- Ensuring that the Quality Program is established and implemented by persons doing work that impacts quality
- Ensuring that the Quality Program is maintained
- Acting as [CompanyName] liaison with parties outside the company on matters relating to quality
- Review and approval of all Quality Program documents

#### PROJECT QC MANAGER: QUALITY DUTIES, RESPONSIBILITIES, AND AUTHORITY

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

- Planning project quality controls required by the [CompanyName] Quality Programs and contract requirements

- Fully implementing all provisions of the [CompanyName] Quality Program and related documents on the project.
- Manage the operation of the [CompanyName] Quality Program on the project.
- 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 Program is established and implemented by persons doing work that impacts quality
- Monitoring progress of activities
- Ensuring that the Quality Program 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 Program, including needed improvements
- Review and approval of all project Quality Program 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 QC Manager has the authority to:

- Stop work when continuing work may adversely affect quality or cover up a defect
- Prevent the use of materials that may adversely affect quality or cover up a defect
- To direct the removal and replacement of any non-conforming work 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 QC Managers acting in the role of the project QC Manager has the same quality duties, responsibilities, and authority as the project QC Manager.

### **PROJECT MANAGER: QUALITY DUTIES, RESPONSIBILITIES, AND AUTHORITY**

The Project Manager is the one person responsible for management of a specific project.

Regardless of other duties, the Project Manager is responsible for:

- Demonstrating commitment to the [CompanyName] Quality Program and its integrity
- Ensuring achievement of project quality objectives
- Providing adequate resources for effective operation of the Quality Program on the project
- Ensuring that each design employee understands his or her quality responsibilities as well as [CompanyName] quality policies
- Ensuring that each project employee understands his or her quality responsibilities as well as [CompanyName] quality policies
- Conducting management reviews of the [CompanyName] Quality Program
- Ensuring the availability of necessary resources and information for effective operation of the [CompanyName] Quality Program

The Project Manager has authority to:

- Stop work when continuing work adversely affects quality or covers up a defect
- Prevent the use of materials that would adversely affect quality or cover up a defect
- Suspend work and/or supply of materials by any staff member, subcontractor personnel, or supplier as deemed necessary to assure quality results.

### **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 Senior Manager 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 materials that may adversely affect quality
- Direct the removal or replacement of any non-conforming work or material
- 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.

### **ALL EMPLOYEES: QUALITY DUTIES, RESPONSIBILITIES, AND AUTHORITY**

All employees have quality responsibilities that include:

- Conformance to project quality requirements
- Compliance with the project quality plan
- Meeting or exceeding all applicable regulations, codes, industry standards, and manufacturer specifications as well as meeting or exceeding our customers' contract and individual requirements.
- Fully implementing and complying with all provisions of the [CompanyName] Quality Manual.

All employees have the authority to:

- Stop work when continuing work may adversely affect quality or cover up a defect
- Prevent the use of materials that may adversely affect quality

## H. SUBMITTALS PROCEDURES

### CONTRACT SUBMITTALS

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

### 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 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 QC 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 QC Manager specifies mock-up requirements when they are necessary to ensure customer expectations are clearly identified.

The QC 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:



<b>[CompanyName] Project Submittal Form</b>			
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 Program document  <input type="checkbox"/> Other:		Description of submittal:	
List of attachments:		Remarks:	
Submittal Prepared by: [CompanyName]  Name:  Title:  Signature / Date:		Submittal Approved by [CompanyName] QC 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:			

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**[CompanyName]  
Project Submittals Schedule and Log**

Contract ID	Contract Name	Preparer	Date	Notes
[ProjectNumber]	[ProjectName]	[ProjectManagerName]		

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

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## **J. 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 QC Manager determines types of project materials that require quality controls.

For each type of quality-controlled material, the QC 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 QC 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 proceeds 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 QC 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.

<b>[CompanyName] Controlled Materials Form</b>				
<b>Contract ID</b>	<b>Contract Name</b>	<b>Preparer</b>	<b>Date</b>	
[ProjectNumber]	[ProjectName]			

<b>Contract Section/ Activity ID</b>	<b>Material</b>	<b>Intended Use (If description is necessary)</b>	<b>Lot Traceability Requirements</b>	<b>Method for identification of Approved Inspection Status</b>

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<b>[CompanyName]</b> <b>Material Inspection and Receiving Report</b>								
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>								
<p>EXCEPTIONS:</p>								

## **K. QUALITY TESTING PLAN AND LOG**

The Quality Test Plan and Log lists the tests that will be performed on this project. The Quality Test Plan exhibit is included in this subsection.

### **PREPARATION OF INSPECTION AND TEST PLAN**

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

- Each required quality inspection and/or test including special inspections if applicable
- Inspection and test specifications for each required quality inspection or test
- Hold points for customer quality inspection
- Specification requirements for each quality inspection and test

### **INDEPENDENT MEASUREMENT AND TESTS**

The QC 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.

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[CompanyName] Inspection and Test Plan and Log									
Project Number		Project Name							
[ProjectNumber]		[ProjectName]							
Item	Spec Section Number	Spec Section Title	Applicable Standard	Inspections & Tests Description	# Of Tests /Inspections Req'd.	Time Schedule/Frequency	Inspection/Test By <small>(All tests verified by Superintendent and/or QC Manager)</small>	Sample Req'd. Yes/No	Unique characteristics of QC Service
1.									
2.									
3.									
4.									
5.									
6.									
7.									
8.									
9.									
10.									
11.									
12.									
13.									
14.									
15.									



<b>[CompanyName]                      Testing Agency Test and Inspection Report</b>		
Date of Issue/Report ID	Project Name	Project Number
	[ProjectName]	[ProjectNumber]
Name, address, telephone, and email address of testing agency		
Dates and locations of samples and tests or inspections		
Description of the Work and test and inspection method		
Identification of product and Specification Section.		
Complete test or inspection data		
Test and inspection results and an interpretation of test results.		
Record of temperature and weather conditions at time of sample-taking and testing and inspection.		
Comments or professional opinion on whether tested or inspected Work complies with the Contract Document requirements		
Name and signature of laboratory inspector.		
Recommendations on retesting and reinspecting.		



## L. CALIBRATION OF INSPECTION, MEASURING, AND TEST EQUIPMENT

The QC 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.

A list of controlled and calibrated test equipment is listed on the Test Equipment Calibration Plan and Log included as an exhibit in this subsection.

The QC 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 QC 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 QC Manager validates the accuracy of previous measurements.

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## **M. LIST OF DEFINABLE FEATURES**

Each task is subject to the three phases of control and completion inspection described in the next subsection.

A listing of project definable feature of work tasks is included on the Quality Control Definable Features of Work List included as an exhibit in this subsection.

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

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**[CompanyName]**  
**Quality Control Definable Feature of Work Tasks List**

<b>Project ID</b>	<b>Project Name</b>	<b>Preparer</b>	<b>Date</b>
[ProjectNumber]	[ProjectName]		

Project Tasks / Contract Section	Quality Controlled Definable Feature of Work Tasks	Method for identification of Approved Inspection Status

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## **N. PROCEDURES COMPLETION OF REWORK ITEMS**

Should a nonconformance be identified by an inspection, a systematic method will be used to control the item, correct it, and ensure that project quality is not adversely impacted by the event.

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

### **NONCONFORMANCE CONTROLS**

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 Program requirements.

### **MARKING OF NONCONFORMANCES AND OBSERVATIONS**

When the QC Manager, Superintendent, inspector, or customer identifies a nonconformance or an observation, the item is quickly and clearly marked by paint, 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 marks the stop work area.

### **RECORDING OF NONCONFORMANCES**

If nonconformances or observed items exist by the definable feature of work task completion inspection, the Superintendent or inspector records the nonconformances on a nonconformance report.

The Superintendent sends the nonconformance report to the QC Manager.

### **QC MANAGER DISPOSITION OF NONCONFORMANCE REPORTS**

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

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

**REPAIR:** The nonconformance can be brought into conformance with the original requirements through re-machining, reassembly, reprocessing, reinstallation, or completion of the required 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 QC Manager may specify standards that apply to the completion of rework. Rework nonconformances must be approved by the customer.

**USE AS-IS:** When the nonconforming item is satisfactory for its intended use. Any use as-is items that do not meet all specification requirements must be approved by the customer.

## **NONCONFORMANCE CORRECTIVE ACTIONS**

The Superintendent verifies that corrective actions eliminate the nonconformance to the requirements of the original specifications or as instructed by the disposition of the nonconformance report, and then removes, obliterates, or covers the nonconformance marker.

Furthermore, the Superintendent ensures that previously completed work is reinspected for similar nonconformances and corrective actions are taken to avert future occurrences.

### **CONTROL OF CORRECTIVE ACTIONS**

When a nonconformance is found, the Superintendent ensures that:

- Previously completed work is reinspected for similar nonconformances
- Corrective actions are taken to avert future occurrences

The QC Manager identifies requirements for corrective actions with respect to frequency, severity, and detectability of quality nonconformances items found during and after completion of work activities.

When a solution requires changes to [CompanyName] quality standards, the QC Manager makes modifications as necessary by making changes to:

- Material specifications
- Personnel qualifications
- Subcontractor and Supplier qualifications
- Company standards
- Inspection processes

### **CORRECTIVE ACTION TRAINING**

<b>[CompanyName] Nonconformance Report</b>		
Nonconformance Report Control ID	Project ID	Project Name
	[ProjectNumber]	[ProjectName]
Preparer Signature/ Submit Date		QC 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: _____	



## P. PROCEDURES FOR PERFORMING THE THREE PHASES OF CONTROL

Three phases of control and a definable feature of work task completion inspection will be performed for each defined feature of work.

The controls and the forms that will be used to record control activities are included on table P-1.

Table P-1

Control	Form
Phase 1: Preparatory Phase	Preparatory Phase Checklist
Phase 2: Initial Phase	Initial Phase Checklist
Phase 3: Follow-up Phase	Contractor Quality Control Report
Definable Feature Completion Inspection	Definable Feature Inspection Form

Three Phases of Control and FOW Completion Inspection forms exhibits are included as an exhibit in this subsection.

### PHASE 1: PREPARATORY PHASE

Phase 1 is the Preparatory Phase that plans quality for an upcoming definable feature of work task. It includes a requirements review, site inspection, and a preparatory meeting. Records of the preparatory phase of control are recorded on the Preparatory Phase Checklist included as exhibits in this subsection.

Procedures that will be used on this project to conduct the Phase I preparatory phase of control are as follows.

#### PREPARATORY DEFINABLE FEATURE OF WORK TASK QUALITY CONTROL PLANNING

In preparation for the start of an upcoming definable feature of work task, the Superintendent reviews an integrated and coordinated set of documents that collectively define quality requirements for the definable feature of work task including:

- Objectives and acceptance criteria of the definable feature of work task
- Quality standards that apply to the definable feature of work task
- Work instructions, process steps, and product installation instructions that apply to the definable feature of work task
- Shop drawings

- Submittals
- Tools and equipment necessary to perform the work
- License, certification, or other qualification requirements of personnel assigned to work
- Required records of the process and resulting product
- The subcontractor contracted to perform the work, if applicable
- Customer contract requirements
- Required quality inspections and tests
- Method for clearly marking nonconformances to prevent inadvertent use
- Location of Quality Program records and documents
- Personnel training

### **PREPARATORY SITE INSPECTION**

The Superintendent also 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 definable feature of work task to begin
- Identifies potential problems

### **DEFINABLE FEATURE OF WORK TASK PREPARATORY QUALITY PLANNING MEETINGS**

Prior to the start of a definable feature of work task, the Superintendent conducts a meeting with key company, subcontractor personnel responsible for carrying out, supervising, or inspecting the work, and interested customer representatives.

During the meeting, the Superintendent communicates the definable feature of work task quality requirements and reinforces heightened awareness for critical requirements. Topics for a definable feature of work task quality plan meeting include:

- Conflicts that need resolution
- Required quality documents and a verification of availability to personnel carrying out, supervising, or inspecting the definable feature of work task
- Record keeping requirements and the availability of necessary forms
- Review methods and sequences of installation
- Special details and conditions
- Standards of workmanship
- Heightened awareness of critical quality requirements
- Quality risks
- Definable Feature of Work Tasks quality inspection form

## **PHASE 2: INITIAL PHASE**

Phase 2 is the Initial Phase occurs when crews are ready to start work to ensure work begins only when it does not adversely impact quality results. Inspections are performed before work starts and after work starts.

<b>PREPARATORY PHASE CHECKLIST</b>		SPEC SECTION	DATE
(CONTINUED ON SECOND PAGE)			
CONTRACT NO	DEFINABLE FEATURE OF WORK	SCHEDULE ACT NO.	INDEX #
<b>PERSONNEL PRESENT</b>	GOVERNMENT REP NOTIFIED _____ HOURS IN ADVANCE:      YES <input type="checkbox"/> NO <input type="checkbox"/>		
	NAME	POSITION	COMPANY/GOVERNMENT
<b>SUBMITTALS</b>	REVIEW SUBMITTALS AND/OR SUBMITTAL REGISTER. HAVE ALL SUBMITTALS BEEN APPROVED?      YES <input type="checkbox"/> NO <input type="checkbox"/> IF NO, WHAT ITEMS HAVE NOT BEEN SUBMITTED? _____		
	ARE ALL MATERIALS ON HAND?      YES <input type="checkbox"/> NO <input type="checkbox"/> IF NO, WHAT ITEMS ARE MISSING? _____		
	CHECK APPROVED SUBMITTALS AGAINST DELIVERED MATERIAL. (THIS SHOULD BE DONE AS MATERIAL ARRIVES.) COMMENTS : _____		
<b>MATERIAL STORAGE</b>	ARE MATERIALS STORED PROPERLY?      YES <input type="checkbox"/> NO <input type="checkbox"/> IF NO, WHAT ACTION IS TAKEN? _____		
<b>SPECIFICATIONS</b>	REVIEW EACH PARAGRAPH OF SPECIFICATIONS. _____		
	DISCUSS PROCEDURE FOR ACCOMPLISHING THE WORK. _____		
<b>PRELIMINARY WORK &amp; PERMITS</b>	ENSURE PRELIMINARY WORK IS CORRECT and PERMITS ARE ON FILE. IF NOT, WHAT ACTION IS TAKEN? _____		

## [CompanyName] Feature of Work Inspection Form

Feature of Work :

Project: Id# [ProjectNumber]	Project Name: [ProjectName]	Subcontractor and Supplier Company ID/Name:
Location/Area:	Reference drawing version #:	Crew ID/Name

<p><b>Compliance Verification</b></p> <p><input type="checkbox"/> Compliance with initial job-ready requirements</p> <p><input type="checkbox"/> Compliance with material inspection and tests</p> <p><input type="checkbox"/> Compliance with work in process first article inspection requirements</p> <p><input type="checkbox"/> Compliance with work in process inspection requirements</p> <p><input type="checkbox"/> Compliance with feature of work completion inspection requirements</p> <p><input type="checkbox"/> Compliance with inspection and test plan</p>	<p><b>Heightened Awareness Checkpoints</b></p> <p><input type="checkbox"/> [Insert items identified at mutual understanding/project startup and preparatory meetings]</p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>
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Production Notes:

Reported Nonconformances:

### Verification of Feature of Work Completion (sign and date)

Subcontractor and Supplier Sign and date*: Feature of work verified complete to specifications (sign and date)	
Project Superintendent Sign and date*: Feature of work verified complete to specifications (sign and date)	
Project Superintendent score subcontractor/crew performance and feedback notes	<b>Quality:</b> 5 4 3 2 1 <b>Safety:</b> 5 4 3 2 1 <b>Delivery:</b> 5 4 3 2 1
QC Manager Sign and date*: Feature of work verified complete to specifications (sign and date)	
QC Manager score quality performance and feedback notes	<b>Quality:</b> 5 4 3 2 1

\* 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.

## **Q. PROCEDURES FOR COMPLETION INSPECTION**

[CompanyName] will conduct a series of completion inspections near the end of the project to assure that the project is completed to specifications. The inspections consist of a punch-out inspection, pre-final inspection, and final acceptance inspection.

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 QC Manager will inspect the completed project and verify conformance to contract specifications.

The QC 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 QC 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 QC 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 QC 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 QC 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.

When the pre-final customer inspection process is complete, the QC 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.

[CompanyName] Punch List						
Project ID		Project Name		Punch List Type		
[ProjectNumber]		[ProjectName]		<input type="checkbox"/> Definable Feature of Work Tasks _____		
Inspection Date		Preparer		<input type="checkbox"/> Project Final Punch <input type="checkbox"/> Pre-Final Customer Inspection <input type="checkbox"/> Final Acceptance Inspection		
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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