

[CompanyName]

Construction

Quality Assurance/Quality Control Plan

[ProjectName]

[ProjectNumber]

Management acceptance

This Construction Quality Assurance/Quality Control Plan has been reviewed and excepted

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 QUALITY PLAN

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A. 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 pre-construction 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.

Throughout the project, [CompanyName] holds preparatory meetings prior to the start of upcoming milestones, tasks, or phases of work. These 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 critical details to inspection checklists. We also train production personnel on these details in weekly and toolbox talk meetings.

[CompanyName] weekly team toolbox 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.

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[CompanyName] Point of Contact List				
Project ID	Project Name	Preparer	Date	
[ProjectNumber]	[ProjectName]	[ProjectManagerName]		

Company	Name	Job Position(s)	Phone Contact Numbers	Email
[CompanyName]	[PresidentName]	President		
[CompanyName]	[ProjectManagerName]	Project Manager		
[CompanyName]	[SuperintendentName]	Superintendent		
[CompanyName]	[QualityManagerName]	Quality Manager		
[CompanyName]	[SafetyManagerName]	Safety Manager		

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**[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

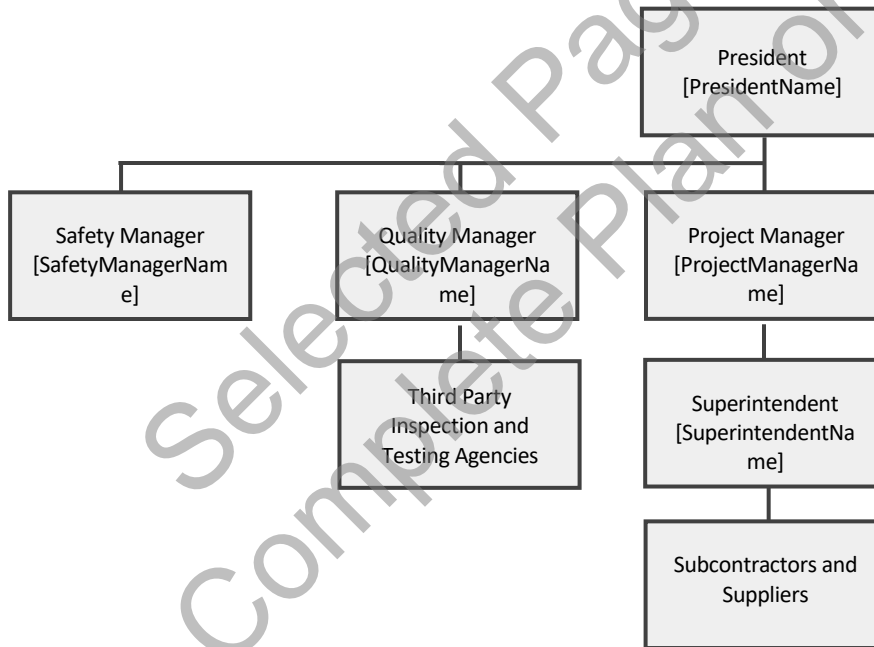
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B. QC ORGANIZATION

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 A-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.

Figure A-1



F. SUBMITTALS PROCEDURES AND SUBMITTAL REGISTER

Lists of documents and records that will be submitted to the customer appear on the Submittal Schedule and Log form as shown in the contract documents.

The Quality Manager will review and sign approval of all submittals before they are submitted to the customer. The customer's specified submittal procedures will be followed when submitting records and documents to the customer.

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I. 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 Quality 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			
Project ID	Project Name	Preparer	Date
[ProjectNumber]	[ProjectName]		

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

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J. 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 M-1.

Table M-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 system 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.

PREPARATORY PHASE CHECKLIST		SPEC SECTION	DATE
(CONTINUED ON SECOND PAGE)			
CONTRACT NO	DEFINABLE FEATURE OF WORK	SCHEDULE ACT NO.	INDEX #
PERSONNEL PRESENT	GOVERNMENT REP NOTIFIED _____ HOURS IN ADVANCE: YES <input type="checkbox"/> NO <input type="checkbox"/>		
	NAME	POSITION	COMPANY/GOVERNMENT
SUBMITTALS	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: _____		
MATERIAL STORAGE	ARE MATERIALS STORED PROPERLY? YES <input type="checkbox"/> NO <input type="checkbox"/>		
	IF NO, WHAT ACTION IS TAKEN? _____		
SPECIFICATIONS	REVIEW EACH PARAGRAPH OF SPECIFICATIONS. _____		
	DISCUSS PROCEDURE FOR ACCOMPLISHING THE WORK. _____		
	CLARIFY ANY DIFFERENCES. _____		
PRELIMINARY WORK & PERMITS	ENSURE PRELIMINARY WORK IS CORRECT and PERMITS ARE ON FILE.		
	IF NOT, WHAT ACTION IS TAKEN? _____		

PREPARATORY PHASE CHECKLIST page 2 (CONTINUED FROM FIRST PAGE)		SPEC SECTION	DATE
CONTRACT NO	DEFINABLE FEATURE OF WORK	SCHEDULE ACT NO.	INDEX #
TESTING	IDENTIFY TEST TO BE PERFORMED, FREQUENCY, and BY WHOM. _____		

	WHEN REQUIRED? _____		

	WHERE REQUIRED? _____		

	REVIEW TESTING PLAN. _____		

	HAS TEST FACILITIES BEEN APPROVED? _____		

SAFETY	ACTIVITY HAZARD ANALYSIS APPROVED? YES <input type="checkbox"/> NO <input type="checkbox"/>		
	REVIEW APPLICABLE PORTION OF EM 385-1-1.		
MEETING COMMENTS	NAVY/ROICC COMMENTS DURING MEETING.		

OTHER ITEMS OR REMARKS	OTHER ITEMS OR REMARKS:		

QUALITY MANAGER _____		DATE _____	

K. PROCEDURES COMPLETION OF REWORK ITEMS

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. In the event that 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.

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[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: _____	

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