

# [CompanyName]

## Quality Manual

### Operating Policies of the [CompanyName] Quality System

Management acceptance

This Quality Manual has been reviewed and accepted.

Endorsed By: (Name / Title)	[PresidentName], President		
Signature:	<i>[PresidentName]</i>	Date:	[Date]

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### Revision History

DATE	DOCUMENT#	VERSION	COMMENTS	APPROVED BY
[Date]	QM	0	Original Issue	[PresidentName]

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## 2. QUALITY SYSTEM MANAGEMENT AND RESPONSIBILITIES

### SYSTEM OF PERSONAL QUALITY ACCOUNTABILITY

#### 2.1. OVERVIEW

Responsibilities for quality are specified not only for compliance with policies and procedures but also so that decisions are based on principles that ensure quality.

Documented responsibilities ensure that expected behaviors are communicated throughout the company rather than left to discretionary interpretation.

#### 2.2. [COMPANYNAME] QUALITY POLICY RESPONSIBILITIES

Quality is everyone's responsibility. The President holds everyone in the organization personally accountable for adhering to the [CompanyName] Quality System policies and procedures.

The [CompanyName] Quality Policy describes the [CompanyName] commitment to quality and reinforces compliance with the Quality System.

The President communicates the Quality Policy message throughout the company so that all employees understand their respective quality responsibilities.

The President reviews the [CompanyName] Quality Policy with all employees at least annually.

The President ensures that a copy of the [CompanyName] Quality Policy is distributed to all employees and is posted in all offices.

#### 2.3. QUALITY DUTIES, RESPONSIBILITIES, AND AUTHORITY

##### 2.3.1. PRESIDENT: QUALITY DUTIES, RESPONSIBILITIES, AND AUTHORITY

While everyone is responsible for quality, the President is the one person in the company ultimately responsible for quality. Regardless of other duties, quality responsibilities of the President include:

- Identify external and internal issues relevant to the purpose and strategic direction of the quality management system.
- Ensuring that each employee understands his or her quality responsibilities as well as [CompanyName] quality policies.
- Establishing company quality policies and objectives
- Conducting management reviews of the [CompanyName] Quality System to meet its intended objectives.
- Ensuring the availability of necessary resources and information for effective operation of the Quality System
- Demonstrating commitment to the [CompanyName] Quality System and its integrity
- Ensuring achievement of [CompanyName] quality objectives
- Continuously improving the Quality System
- Fully support the Quality Manager in the execution of assigned quality responsibilities.

### 2.3.2. 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.
- 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
- Identify quality problems.
- Ensuring that the Quality System is maintained.
- Acting as the project quality liaison with parties outside the company on matters relating to quality
- Performing periodic quality system reviews and audits
- 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
- Verify implementation of corrective actions and preventive 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.

### 2.3.3. 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 System and its integrity
- Ensuring achievement of project quality objectives
- Providing adequate resources for effective operation of the Quality System 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 System
- Ensuring the availability of necessary resources and information for effective operation of the [CompanyName] Quality System

The Project Manager has authority to:

- Stop work when continuing work adversely affects quality or covers up a defect.
- Prevent the use of equipment or 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.

#### **2.3.4. 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.
- 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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- 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.

#### **2.4. QUALITY SYSTEM PERFORMANCE MEASURES**

Company-wide quality performance measures evaluate the effectiveness of the Quality System. The following indicators are the primary measures of quality performance:

- Number of customer correction items identified at the project closeout quality inspection.
- Customer satisfaction feedback

At least annually, the President evaluates [CompanyName] quality performance and set improvement goals.

#### **2.5. CUSTOMER SATISFACTION PERFORMANCE MEASURES**

[CompanyName] obtains feedback after project completion on whether customer quality expectations are being met, and to what extent. The President analyzes customer satisfaction data to determine opportunities for improvement and address any items of customer dissatisfaction.

#### **2.6. EXCEPTIONS**

Exceptions to the [CompanyName] Quality System and customer contract requirements are tightly controlled:

- Exceptions to compliance with contract specifications are approved only by the customer and the Quality Manager.
- Exceptions to the [CompanyName] Quality System not specified by contract requirements are approved only by President or the Quality Manager.

Exceptions are recorded in memoranda, change orders (Section 4.6.6 Change Order), or otherwise clearly documented.

## 3. PROJECT QUALITY ASSURANCE/QUALITY CONTROL PLAN

### 3.1. OVERVIEW

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

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

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

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

As the project proceeds and prior to starting each construction task, the Superintendent coordinates detailed requirements and resources, site conditions, and communicates them through a meeting with all interested parties. The task, 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.

### 3.2. PROJECT QUALITY RISK ASSESSMENT

The Quality Manager performs a general assessment and identifies project quality risks that may affect overall project quality. The Quality Manager then prevents or eliminates the risks by integrating specific risk controls into all relevant elements of the project quality control plan.

### 3.3. [COMPANYNAME] PROJECT LICENSE AND QUALIFICATION REQUIREMENTS

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

### **3.3.1. REQUIRED COMPANY LICENSES AND CERTIFICATIONS**

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

## **3.4. PROJECT PERSONNEL AND QUALIFICATIONS**

### **3.4.1. PROJECT ORGANIZATION CHART**

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.

When a person with authority is unavailable only a person with higher authority may assume the responsibility of the unavailable person.

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

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### **3.4.3. PERSONNEL QUALIFICATIONS**

The Quality Manager qualifies employee capabilities to ensure that they are capable of completely carrying out their assigned quality responsibilities including the following capabilities:

- Knowledge of Company quality standards
- Knowledge of job responsibilities and authority
- Demonstrated skills and knowledge.
- Demonstrated ability.
- Demonstrated results.
- Required training.
- Required experience.

The Quality Manager also evaluates independent contractor personnel on the same standards that apply to employees.

### **3.4.4. REQUIRED LICENSES AND CERTIFICATION**



The Quality Manager defines quality-related credentials for each project job position that affects quality.

### **3.5. PROJECT QUALITY ASSURANCE/QUALITY CONTROL PLAN**

Before project work begins, the Project Manager prepares a construction process plan that defines the sequence of each work task and related quality inspections. The construction process plan is documented through an integrated and coordinated set of documents that includes:

- A schedule consisting of a sequence of each work task and activities required to complete a project.
- The customer contract (Section 4 Contract Specifications) including contract technical specifications and contract drawings
- Required quality inspections and tests (Section 9.2 Required Work Task Quality Inspections and Tests ) and the project Quality Inspection and Test Plan when required
- The Contract Submittal Schedule (Section 4.6.1 Contract Submittal Schedule)

### **3.6. IDENTIFICATION OF QUALITY CONTROLLED WORK TASKS**

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

### **3.7. PROJECT QUALITY 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 customer quality inspection.
- Specification requirements for each quality inspection and test

### **3.8. PROJECT QUALITY COMMUNICATIONS PLAN**

After [CompanyName] is awarded a contract, the Project Manager plans the methods of communications among the customer, subcontractors, and suppliers and [CompanyName].

### **3.9. PROJECT QUALITY TRAINING PLAN**

The project quality training plan is based on the required body of knowledge to perform work that meets [CompanyName] quality requirements then makes sure that all personnel know what is necessary to perform their work.

#### **3.9.1. [COMPANYNAME] BODY OF KNOWLEDGE**

The Quality Manager determines the body of knowledge necessary to perform work that meets [CompanyName] quality standards.

#### **3.9.2. QUALITY TRAINING**

The Quality Manager ensures that all employees receive training relevant to their quality responsibilities.

The Quality Manager ensures that all subcontractors and suppliers receive training on relevant elements of the [CompanyName] Quality System, Project Quality Assurance/Quality Control Plan, and quality standards.

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The Quality Manager identifies the training needs of all personnel performing activities that affect quality. Training topics may include:

- The [CompanyName] Quality System
- The [CompanyName] Quality Policy
- Operating policies identified in the Corporate Quality Manual
- Quality standards cited in the Corporate Quality Manual, or project documents, or records.
- [CompanyName] body of knowledge
- Relevant quality standard operating procedures

### **3.10. PROJECT SUBCONTRACTOR AND SUPPLIERS**

The Quality Manager identifies key subcontractors and suppliers for each project work task on the Project subcontractor and supplier List form.

Each selected supplier must be previously qualified as specified in section 7.2 Qualification of Outside Organizations and Company Departments.

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## 4. CONTRACT SPECIFICATIONS

### DEFINE CUSTOMER QUALITY EXPECTATIONS

#### 4.1. OVERVIEW

Fulfilling customer contract expectations is a primary objective of the [CompanyName] Quality System. To ensure that customer expectations will be fulfilled, [CompanyName] clearly defines the requirements for each contract before it is approved.

The Project Manager ensures that the information in customer contracts clearly defines customer expectations and that the necessary details are provided to set requirements for construction.

#### 4.2. CONTRACT TECHNICAL SPECIFICATIONS

The Project Manager obtains contract technical specifications from the customer.

For each specific contract, The President identifies supplemental technical specifications on the Project Quality Assurance/Quality Control Plan when they are not otherwise specified by the contract or the approved drawings. Superintendents have jobsite access to contract technical specifications for the construction activities they supervise.

All [CompanyName] activities comply with the contract technical specifications.

#### 4.3. CONTRACT DRAWINGS

The Project Manager obtains customer supplied drawings that have been approved by local government regulators. Superintendents have jobsite access to approved architectural drawings for the construction they supervise.

All [CompanyName] activities comply with the drawing details and specifications cited in the drawings.

##### 4.3.1.1. AS-BUILT RED-LINE DRAWINGS

As the project progresses, the Superintendent will mark the original design drawings to indicate as-built conditions including changes to specified materials, dimensions, locations, or other features.

#### 4.4. NEEDS AND EXPECTATIONS OF INTERESTED PARTIES

The Quality Manager identifies interested parties, their expectations, quality requirements including governmental regulators, special interest organizations, and the public.

#### 4.5. CONTRACT RISK ASSESSMENT

The Quality Manager performs a general assessment and identifies project quality risks. Quality risks include the ability to satisfy customer expectations for quality or on-time delivery as well as company risks related to time and cost related to possible quality issues.

#### 4.6. CONTRACT SUBMITTALS

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.

#### **4.6.1. CONTRACT SUBMITTAL SCHEDULE**

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

#### **4.6.2. STRUCTURAL PLAN AND SHOP DRAWING SUBMITTALS**

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

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

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

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- 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.

#### **4.6.4. 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 allowance 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.

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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.

#### **4.6.7. 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.

### **4.7. CUSTOMER SUBMITTAL APPROVAL**

The Project Manager obtains the signature of an authorized customer representative on the submittal form.

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

Work in the affected area of a pending submittal requirement does not start until the customer approves the submittal.

#### **4.8. CONTRACT WARRANTY**

The Quality Manager determines warranty services that are required by regulatory requirements, customer requirements, and customer expectations.

The Project Manager ensures that customer contracts clearly specify warranty coverage including:

- Scope
- Starting date
- Duration

The Project Manager ensures that customer contracts also clearly specify owner responsibility for:

- Restrictions of use
- Maintenance requirements
- Exclusions for customer supplied materials or equipment.
- Timely notification of problems

#### **4.9. CONTRACT REVIEW AND APPROVAL**

The President conducts customer contract reviews to ensure that:

- Customer requirements and specifications are complete.
- Customer requirements and specifications are compatible with the relevant regulations, [CompanyName] quality standards, and Quality System requirements.
- [CompanyName] has the capability to deliver the completed project in the time allotted.

Before construction begins, the President makes sure that all contract requirements are clearly understood, all discrepancies are resolved, and all requirements are agreed upon. Once these requirements are met, the President signs the contract.

## 8. PROCESS CONTROLS

### *HOW WORK IS CARRIED OUT*

#### 8.1. OVERVIEW

The construction process plan defines how project work is to be done and approved for the overall project. The construction process plan is communicated to all key personnel, subcontractors, and suppliers in a startup meeting. As the project proceeds, work task plans provide additional details of how each individual work task is carried out. Work tasks planning meetings are used to communicate expectations of the work task plan to key personnel responsible for carrying out the work task.

#### 8.2. PROJECT STARTUP AND QUALITY CONTROL COORDINATION MEETING

Prior to the commencement of work, the Project Manager holds a meeting to discuss and coordinate how project work will be performed and controlled. Key personnel from [CompanyName], subcontractors and suppliers meet to review expectations for project quality results as well as quality assurance and quality control policies and procedures including:

- Key requirements of the project
- The Project Quality Assurance/Quality Control Plan
- Required quality inspections and tests.
- The project submittal schedule
- Quality policies and heightened awareness of critical quality requirements
- Project organization chart and job responsibilities
- Methods of communication and contact information
- Location of project documents and records

#### 8.3. PREPARATORY PROJECT QUALITY ASSURANCE/QUALITY CONTROL PLAN PLANNING

##### 8.3.1. WORK TASK REQUIREMENTS REVIEW

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

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

### **8.3.2. 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 work task to begin.
- Identifies potential problems.

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### **8.4. WEEKLY QUALITY PLANNING AND COORDINATION MEETINGS**

The Superintendent conducts a meeting with key company, subcontractor, and supplier personnel responsible for carrying out, supervising, or inspecting the work, and interested customer representatives.

The meeting is held on a nominal weekly schedule. During the meeting, the Superintendent facilitates coordination among the participants, communication among the participants, and reinforces heightened awareness for critical requirements.

The Superintendent maintains a record of the meeting event in the Daily Quality Control Report.

### **8.5. PROCESS CONTROL STANDARDS**

#### **8.5.1. CONTROL OF CUSTOMER PROPERTY**

Care will be exercised for customer property used by or under [CompanyName] control. [CompanyName] will identify, inspect, verify, control, and protect customer property with the procedures that apply to company purchased materials. If any customer property is lost, damaged, or otherwise found to be unsuitable for use [CompanyName] will report this to the customer.

#### **8.5.2. JOB-READY START WORK STANDARDS**



Work on a work task starts only when conditions do not adversely impact quality, comply with government regulations, contract technical specifications, industry standards, or product installation instructions.

The Quality Manager identifies supplemental start-work requirements that apply to a specific project when they are necessary to ensure quality results.

#### **8.5.3. WORK IN PROCESS STANDARDS**

Work is conducted only when conditions do not adversely impact quality; comply with government regulations, contract technical specifications, industry standards, or product installation instructions.

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

#### **8.5.4. 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 so that 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.

#### **8.5.5. MATERIAL STORAGE**

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

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

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

The Superintendent surveys stored materials during daily jobsite reviews and identifies any material that has incurred damage or otherwise become defective and therefore unfit for use.

#### **8.5.6. CONTROLLED USE OF MATERIALS**

The Project Manager ensures that contracts and purchase orders are awarded only to outside organizations qualified to perform the work task and/or supply materials as required for the specific project.

Only approved materials are used in the construction process. Only approved materials are specified in purchase and/or subcontracts.

Materials that are defective, deteriorated, damaged, or not approved are not used. The Superintendent clearly marks such materials for non-use or otherwise holds them aside.

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When customer-supplied materials are lost, damaged, or otherwise found unsuitable for use, the Superintendent reports such findings to the customer.

When subcontractor-supplied materials are damaged or otherwise found unsuitable for use, the Superintendent reports such findings to the subcontractor.

The Superintendent ensures that construction uses only materials specified in the contract technical specifications, contract drawings, and approved submittals. Substitutions are made only by agreement of the customer and documented by a change order (see section 2.1.3.6).

#### **8.5.6.1. CONTROLLED PRODUCT USE AND INSTALLATION**

[CompanyName] construction activities conform to manufacturers' product use and installation instructions that apply to the construction process.

When installing a product, the Superintendent has access to all applicable product installation instructions.

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### **8.7. MONTHLY QUALITY CONTROL REPORT**

When a monthly quality control report is required by the Project Quality Plan, the Superintendent records a monthly status report. The report includes:

- A summary of work completed and work in progress.
- Outstanding issues
- Issues resolved during the reporting period.
- Outstanding potential change orders
- Project status with current project costs and estimated completion date
- A cost analysis summarizing actual costs to date and estimated future costs.
- Project pictures as appropriate

a product, the Superintendent has access to all applicable product installation instructions.

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**[CompanyName]**  
**Material Inspection and Receiving Report**

Version 1/Revision 0/Effective Date [Date]

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**

ACCEPTANCE

Listed items have been accepted by me or under my supervision

- Conform to contract specifications EXCEPT as noted herein or on supporting documents.
- Received in apparent good condition EXCEPT as noted

Signature of authorized person and date: \_\_\_\_\_

EXCEPTIONS:

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<b>[CompanyName] Monthly Quality Control Report</b>			
<b>Project ID</b>	<b>Project Name</b>	<b>Preparer</b>	<b>Reporting Period</b>
[ProjectNumber]	[ProjectName]		
<b>Summary of work completed and work in progress</b>			
<b>Outstanding issues</b>			
<b>Issues resolved during the reporting period</b>			
<b>Outstanding potential change orders</b>			
<b>Project status</b>			
<b>Cost analysis</b>			
<b>Project pictures</b>			

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<b>[CompanyName]</b> <b>Nonconformance Report Control Log</b> Version 1/Revision 0/Effective Date [Date]					
Project ID	Project Name	Preparer	Date		
[ProjectNumber]	[ProjectName]				
Nonconformance Report ID #	Description of Nonconformance	Report Date	Disposition Decision Date	Corrective Action Completion	
				Initial	Date

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