

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

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## SIGNATURE SHEET

### Plan Preparer

This [CompanyName] Project Quality Assurance/Quality Control Plan was prepared in accordance with the contract specifications and requirements of the [CompanyName] quality system and approved by:

*[QualityManagerName]* / [Date]

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[QualityManagerName], Quality Manager /Date

### Approval by Company Officer

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

*[SeniorManagerName]* / [Date]

---

[SeniorManagerName], Senior Manager /Date

### Plan Concurrence

[CompanyName] Project Quality Assurance/Quality Control Plan concurrence by:

*[ProjectManagerName]* / [Date]

---

[ProjectManagerName], Project Manager /Date

*[SuperintendentName]* / [Date]

---

[SuperintendentName], Superintendent /Date

# PROJECT-SPECIFIC CONSTRUCTION QUALITY PLAN

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## H. SUBMITTALS

### 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.

### 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.

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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.

## **SUBMISSION TO CUSTOMER**

See Submittal Forms exhibits in this subsection for all the forms that will be used to submit submittals on this project.

## **CUSTOMER APPROVED SUBMITTALS**

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.

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<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 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:			

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## **K. MATERIAL AND EQUIPMENT 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.

### **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 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 any material and/or equipment that have incurred damage or otherwise become defective and therefore unfit for use.

## **MEASURING AND TEST EQUIPMENT CONTROL AND CALIBRATION**

The Quality Manager evaluates the project requirements and determines if there are measuring and test equipment that require controls to assure quality results.

For each type of device, the Quality Manager identifies:

- Restrictions for selection
- Limitations on use.
- Calibration requirements including the frequency of calibration. All calibrations must be traceable to national measurement standards.

#### **UTILIZATION OF MEASURING AND TEST EQUIPMENT**

Measuring and testing equipment utilized will be appropriate to the work performed and in good repair and working condition. At prescribed intervals, or prior to each use, all MTE and devices used for inspection or testing shall be calibrated and adjusted against certified equipment having a known valid relationship to nationally recognized standards. When no national standards exist, the basis employed for calibration shall be documented. The Quality Manager shall:

- Identify MTE and provide a tag, sticker, or other suitable means to show the calibration status.
- Maintain calibration records and maintain traceability of calibrated equipment. Calibration documentation shall provide traceability by demonstrating an unbroken chain of calibration or comparisons linking them to relevant national standards or physical constants.

MTE that will be controlled, calibrated, and maintained is listed on a Test Equipment Calibration Plan and Log form included in the Forms section at the end of the manual.

If MTE is found to be out of calibration, the equipment and the tests performed with the out-of-calibration equipment shall be evaluated. The equipment shall be tagged and segregated (if space permits) and shall not be used until it has been calibrated, repaired, and found acceptable for use. If it cannot be repaired, the equipment shall be properly dispositioned. If the results of the testing performed with the equipment are not valid, a nonconformance shall be written.

Calibration and control measures are not required for commercial equipment such as rulers, tape measures, and if such equipment is not used for Quality Control or quality verification purposes and provides the required accuracy.



**[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**

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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[CompanyName] Test Equipment Calibration Plan and Log				
Project ID	Project Name	Preparer	Date	
[ProjectNumber]	[ProjectName]			

Type of measuring device	Calibration Type and Frequency	Measuring Device ID	Calibrated By/ Calibration Date	Calibration certificate #	Next Calibration Due Date
					Project Start

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## M. WORK TASK QUALITY INSPECTIONS

[CompanyName] identifies a list of work tasks which will be quality controlled. Each work task is subject to a series of inspections; before, during, and after completion.

Each inspection verifies compliance with full scope of the relevant specifications; not limited to inspection form checkpoints.

The initial work task-ready inspection occurs when work is ready to start and ensures that work begins only when it does not adversely impact quality results.

Incoming material inspections verify that materials are as specified and meet all requirements necessary to assure quality results.

Work-in-process inspections continuously verify that work conforms to project specifications and quality expectations. Work continues only when it does not adversely impact quality results.

At completion of the work task an inspection verifies that work has been completed in accordance with project quality requirements.

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

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

Independent quality audits are conducted to verify that the task quality controls are operating effectively.

Construction projects may execute a work task multiple times in a project, in which case a series of quality inspections are required for each work task.

Independent quality control audits are conducted to verify that the task quality controls are operating effectively.

### IDENTIFICATION OF QUALITY INSPECTED WORK TASKS

A listing of project work tasks is included on the Quality Control work task List and included as an exhibit in this subsection.

### REQUIRED INSPECTIONS FOR EACH WORK TASK

Each work task is subject to a series of inspections before, during, and at completion as described below. Results of inspections are recorded.

#### PREPARATORY SITE INSPECTION

The Superintendent 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 task to begin
- Identifies potential problems



### **TASK-READY INSPECTIONS**

For each work task, the Superintendent or a qualified inspector performs job-ready quality inspections to ensure that work activities begin only when they should begin. Job-ready quality inspections verify that conditions conform to the project quality requirements.

### **FIRST WORK AND FOLLOW-UP QUALITY INSPECTIONS**

For each work task, the Superintendent or a qualified inspector performs an initial work in process inspection when the first representative portion of a work activity is completed.

The Superintendent or a qualified inspector performs ongoing work in process quality inspections to ensure that work activities continue to conform to project quality requirements.

### **WORK TASK COMPLETION QUALITY INSPECTIONS**

For each work task, the Quality Manager or a qualified inspector inspects the completion of each work task to verify that work conforms to project quality requirements.

Completion quality inspections are performed for each work task. Completion quality inspections are conducted before starting other work activities that may interfere with an inspection.

Any outstanding punch items remaining after the work task completion inspection is deemed a nonconformance.

## **INSPECTION OF SPECIAL PROCESSES**

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

### **SPECIAL PROCESS CONTROLS**

Should a special process be required, the Quality Manager will prepare the procedure and submit it to the project customer for approval prior to the work being performed.

## **INSPECTION AND TEST STATUS**

The status of each quality control inspection or test is clearly marked by tape, tag, or other easily observable signal to ensure that only items that pass quality inspections is accepted.

For each quality-controlled work task, the Quality Manager determines the appropriate method of identification to show inspection and test status.

For each quality-controlled material, the Quality Manager determines the appropriate method for identifying quality inspection and test status.

## **DAILY QUALITY CONTROL REPORT**

The Superintendent records a summary of daily work activities. The report will include:

- Schedule Activities Completed
- General description of work activities in progress.
- Problems encountered, actions taken, problems, and delays

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- Meetings held, participants, and decisions made
- Subcontractor and Supplier and Company Crews on site
- Visitors and purpose
- General Remarks
- Improvement Ideas
- Weather conditions

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

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## **M. 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.

<b>[CompanyName][CompanySuffix]</b> <b>Nonconformance Report</b>		
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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**[edc@firsttimequality.com](mailto:edc@firsttimequality.com)**