



## **Finishing Contractor QA/QC Plan Sample**

**Selected pages (not a complete plan)**

**Part 1: Project-Specific Quality Plan**

**Part 2: Quality Manual**

**Part 3: Submittal Forms**

**Contact:**

**FirstTimeQuality**

**410-451-8006**

**Questions? Call First Time Quality 410-451-8006**

**[CompanyName]**

**Quality Assurance/Quality Control Plan**

**[ProjectName]**

**[ProjectNumber]**

Version: 20141209

Effective Date: 20141209

Version	Version notes
20141209	Initial issue

Approved

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[QualityManagerName], Quality Manager

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# PROJECT-SPECIFIC CONSTRUCTION QUALITY PLAN

## TABLE OF CONTENTS

<b>Background Information</b> .....	<b>7</b>
Customer .....	7
Project Name .....	7
Project Number .....	7
Project Location .....	7
Overall Project Description .....	7
[CompanyName] Scope of Work .....	7
<b>A. [CompanyName] Quality Policy</b> .....	<b>8</b>
<b>B. Key Elements of the Construction Quality Plan</b> .....	<b>9</b>
Project Quality Assurance/Quality Control Plan Overview .....	12
<b>C. Project Quality Coordination and Communication</b> .....	<b>13</b>
<b>D. Project QC Personnel</b> .....	<b>17</b>
Project QC Job Position Assignments .....	17
Project QC Organization Chart .....	18
<b>E. Duties, Responsibilities, and Authority of QC Personnel</b> .....	<b>19</b>
<b>F. Personnel Qualifications and Technical Certifications</b> .....	<b>25</b>
<b>G. Qualification of Third Party Inspection/Testing Companies and Subcontractors and Suppliers</b> .....	<b>27</b>
Construction Inspection/Testing Laboratory Qualification Requirements .....	27
Qualification .....	27
Purchase Order Approval .....	28
<b>H. Quality Training</b> .....	<b>30</b>
<b>I. Construction Project Quality Specifications</b> .....	<b>33</b>
Local construction Codes .....	33
<b>J. Material Inspection Traceability and Quality Controls</b> .....	<b>35</b>
Identification of Lot Controlled Materials .....	35
Customer Supplied Materials .....	35
Material Receiving and Inspection .....	35
Preservation of Materials and Completed Work .....	36
<b>K. Construction Equipment</b> .....	<b>40</b>
<b>L. Construction Inspection and Test Plan</b> .....	<b>42</b>
Calibration of Inspection, Measuring, and Test Equipment .....	42
<b>M. Work Task Quality Inspections</b> .....	<b>45</b>
Identification of Quality Inspected Work Tasks .....	45
Required Inspections For Each Work Task .....	45
Daily Quality Control Report .....	46

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<b>N. Control of Corrections and Nonconformances</b> .....	<b>50</b>
Marking of Nonconformances and Observations.....	50
Control the Continuation of Work.....	50
Recording of Nonconformances .....	50
Quality Manager Disposition of Nonconformance Reports .....	51
Corrective Actions .....	51
Nonconformance Preventive Actions.....	52
<b>O. Project Completion Inspections</b> .....	<b>54</b>
Punch-Out QC Inspection .....	54
Pre-Final Customer Inspection .....	54
Final Acceptance Customer Inspection .....	55
<b>P. Project Quality Records and Documents</b> .....	<b>58</b>
<b>Q. Quality Assurance Surveillance</b> .....	<b>1</b>
Project Quality Performance Surveillance.....	1
Project Quality Audits.....	1
Project Audit Plan .....	2
Project Audit Requirements .....	2
<b>R. Additional Quality Control Requirements</b> .....	<b>4</b>

Selected Pages

## **B. KEY ELEMENTS OF THE CONSTRUCTION QUALITY PLAN**

Key elements of the [CompanyName] Quality Assurance/Quality Control Plan include:

**Quality Management and Responsibilities.** [CompanyName] fully integrates its quality management system into the organizational structure and performance management systems for each project. We:

- Maintain a documented quality system consisting of a quality manual with policies and procedures.
- Tightly control exceptions to the quality system so company standards are applied uniformly to every project
- Systematically maintains quality system documents and records.

**Quality Control Personnel.** [CompanyName] fully integrates its quality management system into the organizational structure and performance management systems for each project. We:

- Appoint a Quality Manager, Superintendent, and Project Manager to each project, each with well-defined quality responsibilities and the authority to carry them out.
- Have well-defined quality responsibilities for every employee with specific quality responsibilities for key job positions.
- Plan project quality records and documentation that will be maintained.
- Tightly control exceptions to the quality system so company standards are applied uniformly to every project
- Enforce policies that monitor work conditions before and during work so that quality results are assured.

**Project Quality Coordination and Communication.** [CompanyName] tightly controls the construction process to ensure quality results. We:

- Plan quality communications through meetings, reporting requirements, and points of contact.
- Have a project startup meeting to communicate project goals and expectations.
- Conduct preparatory meetings in advance of each scheduled work task to communicate requirement details and coordinate work activities.

**Quality Assurance Surveillance.** [CompanyName] audits the quality system to assure it is operating effectively. We:

- Audit the operation of the quality system on each project for conformance to the Project Quality Assurance/Quality Control Plan and the [CompanyName] Quality System requirements.
- Conduct annual company-wide audits to evaluate effectiveness of the [CompanyName] Quality System and improve its operation.

**Employee Qualifications.** [CompanyName] ensures that only knowledgeable, capable employees carry out the planning, execution, and control of our projects. We:

- Identify employee qualification requirements, including licensing requirements, training qualifications, responsibilities, and authority for each job position.
- Train field employees on quality standards and procedures for their job position.
- Validate employee capabilities before they are assigned to carry out quality job responsibilities.

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Review ongoing employee qualifications and evaluate quality practices and performance as part of the employee performance management process.

**Qualification of Subcontractors and Suppliers.** [CompanyName] purchases only from subcontractors and suppliers that consistently meet [CompanyName] standards for quality. We:

- Clearly define outside organization qualification requirements including licensing requirements, compliance with specific quality standards, quality responsibilities, qualification of personnel and quality improvement processes.
- Validate capabilities to meet project quality requirements at planned production levels.
- Verify ongoing quality performance.

**Project-Specific Quality Standards.** [CompanyName] clearly defines standards and specifications that apply to each project. We:

- Identify all relevant regulations, codes and industry standards.
- Identify specifications for materials that meet contract as well as regulatory requirements.
- Specify quality and certification requirements for materials and equipment that affect quality.
- Identify special requirements for calibration of quality measuring devices.
- Supplement the contract and published standards with [CompanyName] quality standards as required to reduce quality risks and assure quality results.

**Inspections and Test Plan.** [CompanyName] quality inspection processes ensure that all work activities comply with the documented standards and specifications. We:

- Identify inspections and tests required by contract specifications and industry standards.
- Record the result of each quality inspection and test.
- Use independent laboratories certified by nationally recognized accreditation agencies

**Work Task Quality Inspections.** [CompanyName] quality inspection processes ensure that all work activities comply with the documented standards and specifications. We:

- Identify required quality inspections and tests at key milestones during the project.
- Identify each work task that is subject to a series of quality inspections and quality control activities
- Conduct a series of quality inspections for each construction task: before work begins, at first article completion, while work is in process, and at completion.
- Inspect all materials before use.
- Record the result of each work task inspection.

**Quality Control of Corrections and Nonconformances.** [CompanyName] nonconformance control processes ensure that we prevent all nonconformances from cover-up, inadvertent use, and corrected. We:

## **E. PERSONNEL QUALIFICATIONS**

[CompanyName] ensures that only knowledgeable, capable employees carry out the planning, execution, and control of the project.

We train our employees on quality standards and procedures based on project requirements as well as their job positions. Then we validate their capabilities before they are assigned to carry out their quality job responsibilities on the project. Ongoing monitoring of performance continually validates qualifications of each employee.

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.

### **TRAINING**

We train our employees on quality standards and procedures based on project requirements as well as their job positions. Then we validate their capabilities before they are assigned to carry out their quality job responsibilities on the project. Ongoing monitoring of performance continually validates qualifications of each employee.

After a training activity is completed, [CompanyName] keeps of record of both the training activity and the training participants.

# **I. CONSTRUCTION WORK TASK QUALITY**

## **INSPECTIONS**

[CompanyName] identifies a list of work tasks, phases of production, which will be quality controlled.

### **WORK TASKS SERIES OF INSPECTIONS**

Each work Task is subject to a series of inspections; before, during, and after the work is complete. Each inspection verifies compliance with full scope of the relevant specifications; not limited to checkpoints for heightened awareness.

- The initial task-ready inspection occurs when crews are ready to start work 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 workmanship expectations. Work continues only when it does not adversely impact quality results.
- At completion of the Task an inspection verifies that work, materials, and tests have been completed in accordance with project quality requirements. When appropriate, functional tests are performed.

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

### **SPECIAL PROCESS INSPECTIONS**

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

### **MATERIAL QUALITY INSPECTION AND TESTS**

Material quality inspections and tests ensure that purchased materials meet purchase contract quantity and quality requirements.

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

## Questions? Call First Time Quality 410-451-8006

<b>[CompanyName]</b> <b>Daily Production Report</b> <small>Version 20141209</small>		
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>		
	Description	
Job-ready and WIP Inspections (Active work tasks)		
Work Tasks Completion Inspections		
Sampling/Tests Performed		
Nonconformance Reports		
Problems encountered, actions taken, problems, and delays		
On Site Subcontractors and Suppliers, Company Crews, and Visitors		
Meetings held and decisions made		
General Remarks and improvement ideas		
Weather conditions	Temperature: Low: ____ F High: ____ F Precipitation: <input type="checkbox"/> No <input type="checkbox"/> Yes, type and amount: _____	

Selected Pages

# Questions? Call First Time Quality 410-451-8006

<b>[CompanyName]</b> <b>Work Task Inspection Form</b> Version 20141209		
Work Task :		
Project: Id# [ProjectNumber]	Project Name: [ProjectName]	Subcontractor and Supplier Company ID/Name:
Location/Area:	Reference drawing version #:	Crew ID/Name
<b>Compliance Verification</b> <input type="checkbox"/> Compliance with initial job-ready requirements <input type="checkbox"/> Compliance with material inspection and tests <input type="checkbox"/> Compliance with work in process first article inspection requirements <input type="checkbox"/> Compliance with work in process inspection requirements <input type="checkbox"/> Compliance with work task completion inspection requirements <input type="checkbox"/> Compliance with inspection and test plan	<b>Heightened Awareness Checkpoints</b> <input type="checkbox"/> [Insert items identified at project startup and preparatory meetings] <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Production Notes:		
Reported Nonconformances:		
Verification of Work Task Completion (sign and date)		
Subcontractor and Supplier Sign and date*: Work task verified complete to specifications (sign and date)		
Project Superintendent Sign and date*: Work task verified complete to specifications (sign and date)		
Project Superintendent score subcontractor/crew performance and feedback notes	<b>Quality: 5 4 3 2 1</b> <b>Safety: 5 4 3 2 1</b> <b>Delivery: 5 4 3 2 1</b>	
Quality Manager Sign and date*: Work task verified complete to specifications (sign and date)		
Quality Manager score quality performance and feedback notes	<b>Quality: 5 4 3 2 1</b>	
* 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.		

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# **[CompanyName]**

## **Construction**

### **Quality Manual**

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

Version: 20141209

Approval Signature and Date: \_\_\_\_\_

President/ Date

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# QUALITY MANUAL

## TABLE OF CONTENTS

<b>1. Quality System Management and Responsibilities</b> .....	<b>6</b>
1.1. Overview.....	6
1.2. [CompanyName] Quality Policy.....	6
1.3. Quality Duties, Responsibilities, and Authority.....	6
1.4. Quality System Performance Measures.....	9
1.5. Customer Satisfaction Performance Measures.....	9
1.6. Exceptions.....	9
<b>2. Project Quality Assurance/Quality Control Plan</b> .....	<b>10</b>
2.1. Overview.....	10
2.2. [CompanyName] Project License and Qualification Requirements.....	10
2.3. Project Personnel and Qualifications.....	11
2.4. Project Quality Assurance/Quality Control Plan.....	12
2.5. Identification of Quality Controlled Work Tasks.....	12
2.6. Project Quality Inspection and Test Plan.....	12
2.7. Project Quality Communications Plan.....	12
2.8. Project Quality Training Plan.....	12
2.9. Customer Training On Operation and Maintenance.....	13
2.10. Project Records and Documentation Plan.....	13
2.11. Project Audit Plan.....	13
<b>3. Contract Specifications</b> .....	<b>14</b>
3.1. Overview.....	14
3.2. Contract Technical Specifications.....	14
3.3. Contract Drawings.....	14
3.4. Contract Submittals.....	14
3.5. Customer Submittal Approval.....	16
3.6. Contract Warranty.....	17
3.7. Contract Review and Approval.....	17
<b>4. Design Review and Control</b> .....	<b>18</b>
4.1. Overview.....	18
4.2. Design Input Review.....	18
4.3. Project Design Quality Assurance/Quality Control Plan.....	18
4.4. Design Progress Reviews.....	19
4.5. Design Output Verification and Approval.....	19
<b>5. Project-Specific Quality Standards</b> .....	<b>20</b>
5.1. Overview.....	20
5.2. Regulatory Codes.....	20

# Questions? Call First Time Quality 410-451-8006

5.3. Industry Quality Standards .....	20
5.4. Material Specifications .....	20
5.5. Equipment Specifications .....	21
5.6. Work Process Specifications .....	21
5.7. Controlled Material Identification and Traceability .....	21
5.8. Measuring Device Control and Calibration .....	22
5.9. [CompanyName] Quality Standards .....	22
5.10. Application of Multiple Sources of Specifications .....	22
<b>6. Project Purchasing .....</b>	<b>23</b>
6.1. Overview .....	23
6.2. Qualification of Outside Organizations and Company Departments .....	23
6.3. Quality Responsibilities of Key Subcontractor and Supplier Personnel .....	24
6.4. Requirements for Subcontractor QC Plan .....	25
6.5. Subcontractor and Supplier Quality Policy .....	25
6.6. Project Subcontractor and Supplier List .....	26
6.7. Purchase Order Requirements .....	26
6.8. Project Purchase Order Approvals .....	26
<b>7. Process Controls .....</b>	<b>27</b>
7.1. Overview .....	27
7.2. Project Startup and Quality Control Coordination Meeting .....	27
7.3. Preparatory Project Quality Assurance/Quality Control Plan Planning .....	27
7.4. Weekly Quality Planning and Coordination Meetings .....	28
7.5. Process Control Standards .....	28
7.6. Daily Quality Control Report .....	30
7.7. Monthly Quality Control Report .....	30
<b>8. Inspections and Tests .....</b>	<b>31</b>
8.1. Overview .....	31
8.2. Required Work Task Quality Inspections and Tests .....	31
8.3. Material Inspections and Tests .....	31
8.4. Work in Process Inspections .....	32
8.5. Work Task Completion Inspections .....	32
8.6. Inspection of Special Processes .....	33
8.7. Independent Measurement and Tests .....	33
8.8. Commissioning Functional Acceptance Tests .....	33
8.9. Hold Points for Customer Inspection .....	33
8.10. Quality Inspection and Test Specifications .....	33
8.11. Inspection and Test Acceptance Criteria .....	34
8.12. Inspection and Test Status .....	34
8.13. Independent Quality Assurance Inspections .....	34
8.14. Inspection and Test Records .....	34
8.15. Project Completion and Closeout Inspection .....	35
<b>9. Nonconformances and Corrective Actions .....</b>	<b>37</b>

# Questions? Call First Time Quality 410-451-8006

9.1. Overview.....	37
9.2. Nonconformances .....	37
9.3. Corrective Actions .....	38
<b>10. Preventive Actions .....</b>	<b>40</b>
10.1. Overview.....	40
10.2. Identify Preventive Actions for Improvement .....	40
10.3. Train Preventive Actions for Improvement .....	40
<b>11. Quality System Audits .....</b>	<b>42</b>
11.1. Overview.....	42
11.2. Project Quality System Audit.....	42
11.3. Company-wide Quality System Audit .....	42
<b>12. Record and Document Controls.....</b>	<b>44</b>
12.1. Overview.....	44
12.2. Quality System Documents .....	44
12.3. Document Controls.....	44
12.4. Record Controls .....	45
<b>13. Appendix.....</b>	<b>47</b>
13.1. Definitions of Terms .....	47

Selected Pages

## **7. PROCESS CONTROLS**

### *HOW WORK IS CARRIED OUT*

#### **7.1. 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.

#### **7.2. 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

#### **7.3. PREPARATORY PROJECT QUALITY ASSURANCE/QUALITY CONTROL PLAN PLANNING**

##### **7.3.1. 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

## Questions? Call First Time Quality 410-451-8006

### 7.3.2. 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

### 7.3.3. WORK TASK PREPARATORY QUALITY PLANNING MEETINGS

Prior to the start of a 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 work task quality requirements and reinforces heightened awareness for critical requirements. Topics for a 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 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
- Work tasks quality inspection form

### 7.4. WEEKLY QUALITY PLANNING AND COORDINATION MEETINGS

## **9. NONCONFORMANCES AND CORRECTIVE ACTIONS**

### **9.1. OVERVIEW**

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 System requirements.

### **9.2. NONCONFORMANCES**

#### **9.2.1. 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.

#### **9.2.2. 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.

#### **9.2.3. NONCONFORMANCE REPORT**

##### **9.2.3.1. 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.

##### **9.2.3.2. QUALITY MANAGER DISPOSITION OF NONCONFORMANCE REPORTS**

When the Quality Manager receives a Nonconformance Report, he or she makes an assessment of the affect the reported nonconformance has on form, fit, and function. The Quality Manager may assign a disposition of either:

## Questions? Call First Time Quality 410-451-8006

<b>[CompanyName][CompanySuffix]</b> <b>Nonconformance Report</b> <small>Version 20131125</small>		
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: _____	

Selected Pages

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## **LIST OF INCLUDED INSPECTION FORMS FOR FINISHING**

### **WOOD/PLASTICS/AND COMPOSITES**

- Architectural Wood Casework
- Exterior Finish Carpentry
- Interior Finish Carpentry
- Sheathing
- Wood Decking
- Wood Framing

### **OPENINGS**

- Door Hardware
- Doors and Frames
- Louvers and Vents

### **FINISHES**

- Acoustic Treatment
- Acoustical Ceilings
- Back Boards and Underlayments
- Plaster and Gypsum Board
- Textured Ceilings
- Wall Coverings

### **THERMAL AND MOISTURE PROTECTION**

- Applied Fireproofing
- Blanket Insulation
- Dampproofing and Waterproofing
- Exterior Insulation and Finish Systems
- Firestopping
- Flashing and Sheet Metal
- Siding
- Wall Panels
- Weather Barriers

## Finishes - Plaster and Gypsum Board 09.20.00

Project:	Phase:	Contract#:	Subcontractor:	Crew:
----------	--------	------------	----------------	-------

**Compliance Verification**

- Compliance with initial job-ready requirements
- Compliance with material inspection and tests
- Compliance with work in process first article inspection requirements
- Compliance with work in process inspection requirements
- Compliance with Task completion inspection requirements
- Compliance with inspection and test plan
- Compliance with safety policies and procedures

Reported Nonconformances and incomplete items:

**FTQ 2TQ Heightened Awareness Checkpoints**

- Boards are securely mounted and free of movement
- Surface is smooth and even.
- Proper type of wall board used (standard// fire rated// acoustically enhanced// water resistant// and mold resistant)
- Proper thickness of wall board installed
- Gypsum board installed with screws not nails
- Gaps between floor/ceiling and wall board sealed
- All joints taped and sealed
- Ends and edges of gypsum board located over framing members or solid backing
- Plaster free of organic matter and consistently shaded
- Plaster is free of staining/bleed through// dust// particles// and other foreign materials

### FTQ Scores and Completion Sign-off

**Field Mgmt.-91.45.01**

**Quality**     5   4   3   2   1   *Notes:*

**On-Time**    5   4   3   2   1   *Notes:*

**Safety**     5   4   3   2   1   *Notes:*

Sign and date\*: Cell # / ID #: \_\_\_\_\_ Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Task has been has been verified complete and in compliance with contract drawings and specifications except for non-conformances and incomplete items reported above.

<u>Quality Score</u>	5 = 100% NO problems	4 = 1 minor problems	3 = Hotspot or 2-3 minor	2 = 6+ or major problems	1 = Excessive problems
<u>On-Time Score</u>	5 = On Time	4 = Late	3 = Late by 1 day	2 = Late by 2 days	1 = Late more than 2 days
<u>Safety Score</u>	5 = 100% NO problems	4 = 1 minor problem	3 = Hotspot or 2-3 minor	2 = 4+ or major problem	1 = Injury

# Wood// Plastics// and Composites - Interior Finish Carpentry 06.20.23

Project:	Phase:	Contract#:	Subcontractor:	Crew:
----------	--------	------------	----------------	-------

**Compliance Verification**

- Compliance with initial job-ready requirements
- Compliance with material inspection and tests
- Compliance with work in process first article inspection requirements
- Compliance with work in process inspection requirements
- Compliance with Task completion inspection requirements
- Compliance with inspection and test plan
- Compliance with safety policies and procedures

Reported Nonconformances and incomplete items:

**FTQ 2TQ Heightened Awareness Checkpoints**

- Wood type/ size and profile: per plans and specifications
- Nails and fasteners: correct size and heads
- Nails or staples; set for painter prep. past flush
- Edges and joints: aligned and flush
- All joints: coped or scarfed; sharp cuts
- Caulks and glues: none on faces/ type per specifications
- Warp/ split and saw damage free; no hammer marks
- Flashings and drip edges: per plans and specifications
- Correct fit: no visible spaces
- Assembly reveals: correct/consistent/ per plans and specifications

## FTQ Scores and Completion Sign-off

**Field Mgmt.-91.45.01**

**Quality**     5   4   3   2   1   *Notes:*

**On-Time**    5   4   3   2   1   *Notes:*

**Safety**     5   4   3   2   1   *Notes:*

Sign and date\*: Cell # / ID #: \_\_\_\_\_ Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Task has been has been verified complete and in compliance with contract drawings and specifications except for non-conformances and incomplete items reported above.

<b><u>Quality Score</u></b>	5 = 100% NO problems	4 = 1 minor problems	3 = Hotspot or 2-3 minor	2 = 6+ or major problems	1 = Excessive problems
<b><u>On-Time Score</u></b>	5 = On Time	4 = Late	3 = Late by 1 day	2 = Late by 2 days	1 = Late more than 2 days
<b><u>Safety Score</u></b>	5 = 100% NO problems	4 = 1 minor problem	3 = Hotspot or 2-3 minor	2 = 4+ or major problem	1 = Injury



For More Information:

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