



FTA-DOT 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

PROJECT QUALITY CONTROL PLAN

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G. ELEMENT 7: PROCESS CONTROLS

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

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.

Project phases of work and work tasks subject to process control procedures are listed on the Quality Controlled work tasks form. The form is included as an exhibit in this subsection.

Process controls include inspection controls which are described in the subsection of this Quality Assurance/Quality Control Plan.

Process controls include the control of nonconforming items is described in subsection of this Quality Assurance/Quality Control Plan.

IDENTIFICATION OF PROCESS 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.

Additional detail on [CompanyName] policies and procedures for process controls appear in Quality Manual section 2.5 Identification of Quality Controlled Work Tasks.

PROJECT QUALITY STANDARDS

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H. ELEMENT 8: INSPECTION AND TESTING

The Quality Inspection and Test Plan form lists inspections and tests that will be performed on this project. The Quality Inspection and Test Plan exhibit is included as an exhibit in this subsection.

A series of inspections will be performed on each work task including

- Tests specified by contract requirements
- Material inspections
- Work task Job-ready inspections
- Work in process inspections
- Work task Completion inspections
- Functional inspections and tests

Near project completion [CompanyName] performs a punch-out QC inspection, corrects all deficiencies. If the customer performs a final inspection, [CompanyName] corrects all deficiencies. The customer may verify completion of the project by a final acceptance inspection.

Results of inspections and tests will be recorded as follows:

- Task inspection results will be recorded on the Task Inspection Form.
- Test results will be recorded on the Inspection and Test Form.
- Daily inspections of work in process will be recorded on the Daily Quality Control Report.

Form exhibits are included as an exhibit in this subsection.

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

A Record of each of the inspections will be maintained on the Project Completion Inspection form. If punch items are discovered during the inspection, a record of the punch items and their correction will be maintained on the Punch List form. Project Completion Inspection and Punch List form exhibits are included as an exhibit in this subsection.

IDENTIFICATION OF WORK TASKS FOR INSPECTION

Each quality controlled work task identified in subsection G Element 7: Process Controls on the Quality Controlled Work Tasks form will be inspected.

REQUIRED INSPECTIONS FOR EACH WORK TASK

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.

Additional detail on [CompanyName] policies and procedures for the preparation of the test plan appears in Quality Manual section 8.2 Required Work Task Quality Inspections and Tests

**[CompanyName]
Inspection and Test Report**

Version 20140911

Inspection Report ID #	Project ID	Project Name	Preparer Signature	Date		
	[ProjectNumber]	[ProjectName]				
Work Activity:			Item inspected and/or tested:			
Ref#	Specification reference documents (titles or description with version/date)					
Inspection/Test Record (additional items on next page)						
Inspection/ Test/ ID #	Inspection/Test Points/Location	Acceptance Criteria / Ref#	Test Result, Nonconformance	Non-conformance Disposition rework/reject/Non-conformance Report	Corrections Made / Final Acceptance	
					Initial	Date
Acceptance of completed work activity (sign and date)						
Inspector/Tester		Subcontractor and Supplier/Supplier		Superintendent		

QUALITY MANUAL

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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

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

Selected Pages

List of Included Forms

Standard Forms:

- Point Of Contact List
- Project Organization Chart
- Project Quality Communications Plan
- Quality Manager Appointment Letter
- Project Manager Appointment Letter
- Superintendent Appointment Letter
- Personnel Certifications and Licenses
- Project Personnel Resumes
- Project Subcontractor and Supplier List
- Training Plan
- Training Log
- Regulatory Codes and Industry Standards
- Project Regulatory Building Codes
- Controlled Materials Form
- Metals Material Receiving Inspection Report
- Material Inspection and Receiving Report
- Inspection and Testing Standards
- Quality Inspection and Test Plan
- Test Equipment Calibration Plan and Log
- Quality Controlled Work Task List
- Daily Production Report
- Work Task Inspection Form
- Nonconformance Report
- Punch List
- Project Completion Inspection Form
- System Document Control Form
- Project Records Control Form
- Project Quality System Audit Form

[CompanyName][CompanySuffix] Nonconformance Report Version 20131125		
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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