



Openings 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

Part 4: Inspection Checklist Forms

Contact:

FirstTimeQuality

410-451-8006

PROJECT-SPECIFIC OPENINGS QUALITY PLAN

TABLE OF CONTENTS

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

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N. Control of Corrections and Nonconformances	50
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
O. Project Completion Inspections	54
Punch-Out QC Inspection	54
Pre-Final Customer Inspection	54
Final Acceptance Customer Inspection	55
P. Project Quality Records and Documents	58
Q. Quality Assurance Surveillance	61
Project Quality Performance Surveillance.....	61
Project Quality Audits.....	61
Project Audit Plan	63
Project Audit Requirements	63
R. Additional Quality Control Requirements	65

Select Pages

B. KEY ELEMENTS OF THE OPENINGS 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.
- Review ongoing employee qualifications and evaluate quality practices and performance as part of the employee performance management process.

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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:

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I. OPENINGS PROJECT QUALITY SPECIFICATIONS

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.

[CompanyName] personnel and subcontractors and suppliers are accountable for compliance to standards-based written specifications.

To achieve expectations reliably and consistently, specifications are clearly spelled out, not only for results but also for processes. Specifications apply to materials, work steps, qualified personnel and subcontractors and suppliers, safe work rules, and environmental work conditions.

Standards ensure that results are specified rather than left to discretionary practices.

All [CompanyName] construction activities comply with generally accepted good workmanship practices and industry standards.

Select Pages

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

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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.



Select Pages

QUALITY MANUAL

TABLE OF CONTENTS

1. Quality System Management and Responsibilities	6
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
2. Project Quality Assurance/Quality Control Plan.....	10
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
3. Contract Specifications	14
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
4. Design Review and Control.....	18
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
5. Project-Specific Quality Standards	20
5.1. Overview.....	20
5.2. Regulatory Codes.....	20

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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
6. Project Purchasing	23
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
7. Process Controls.....	27
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
8. Inspections and Tests.....	31
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
9. Nonconformances and Corrective Actions.....	37

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

Select 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

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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:

Select Pages

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:

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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

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[CompanyName][CompanySuffix] Nonconformance Report <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: _____	

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LIST OF INCLUDED INSPECTION FORMS FOR THERMAL AND MOISTURE PROTECTION

FROM CSI DIVISIONS

- Thermal and Moisture Protection - 07

FORMS:

- Applied Fireproofing
- Blanket Insulation
- Board Insulation
- Dampproofing and Waterproofing
- Exterior Insulation and Finish Systems
- Firestopping
- Flashing and Sheet Metal
- Joint Protection
- Membrane Roofing
- Roofing Accessories
- Roof and Deck Insulation
- Roof Panels
- Roof Tiles
- Roofing and Siding Panels
- Sheet Metal Roofing
- Shingles and Shakes
- Siding
- Wall Panels
- Weather Barriers

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Thermal and Moisture Protection - Applied Fireproofing 07.81.00					
Project:	Phase:	Contract#:	Subcontractor:	Crew:	
<u>Compliance Verification</u> <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 Task completion inspection requirements <input type="checkbox"/> Compliance with inspection and test plan <input type="checkbox"/> Compliance with safety policies and procedures Reported Nonconformances and incomplete items:		<u>FTQ 2TQ Heightened Awareness Checkpoints</u> <input type="checkbox"/> <input type="checkbox"/> Layout/ types/ sizes/ colors and dimensions: per plans <input type="checkbox"/> <input type="checkbox"/> Drywall and plasters: type/ layers and taping per plans and specifications <input type="checkbox"/> <input type="checkbox"/> Thicknesses: per plans and specifications <input type="checkbox"/> <input type="checkbox"/> Sprayed/troweled adheres to substrates/ continuous/ no voids <input type="checkbox"/> <input type="checkbox"/> Board fireproofing: damage free/ fasteners per specifications <input type="checkbox"/> <input type="checkbox"/> Flexible/ pipes and flues: mfr and fasteners correct per specifications <input type="checkbox"/> <input type="checkbox"/> Adhesives: correct types and ratings <input type="checkbox"/> <input type="checkbox"/> Shipping/ Storage/ Preparation/ Application: per specifications <input type="checkbox"/> <input type="checkbox"/> Aesthetics: neat workmanship when finished application is exposed <input type="checkbox"/> <input type="checkbox"/> Tests and Certifications: per 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 a n d 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
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