

Quality Assurance & Quality Control (Plan/Manual)

1. Policy/Approach Authority

- a. Write up on how the company views/implements the program
- b. Who has the authority to stop the work, make corrections

2. Areas of Responsibility

- a. Define roles of each participant (e.g. estimator/PM/Supt/etc.)
- b. Define roles for second tier subs, etc.

3. Systems/Inspection Procedures

- a. Define how you conduct inspections for compliance (e.g. frequency, who does them, etc.)
- b. Define how you track open items to closure
- c. Define how you compare Manufacturers installation instructions versus contract documents and identify/forward conflicts with either.

4. Project Review & Set Up

- a. Define how the project is reviewed up front for constructability / conflicts
- b. Define project requirements, material certs, preconstruction meetings, etc.

5. Document Control

- a. Define how the record documents are updated with RFIs, changes, etc. By who and how often.
- b. Define how as-builts are kept/updated

6. Material/Equipment Procurement Controls

- a. Define the process for verification that the materials/equipment meet the drawings and specifications. Ensure no variations.
- b. How does this relate to the submittal process

7. Verification of Material/Equipment Deliveries

- a. Define how inspections are made at the site to ensure what was approved and ordered is what shows up to the site
- b. Define how test reports, material labels, etc. are accounted for
- c. Define what happens if it is incorrect

8. Controls / Inspections / Testing for Work put in place

- a. Define how & when inspections are made (frequency, etc.)
- b. How are they documented and how are open items tracked
- c. Define how installation instructions with crews are in compliance with contract documents
- d. Define when the GC/Architect/Engineer are

9. Controls for Non-Conforming Reports (NCR's) & Corrective Actions

- a. Who manages the process and how do they get closed (signed off/approved as corrected)

10. Records

- a. How do you organize all of the above including file retention for access for warranty issues, etc.
- b. Warranty documents are compiled