



Roofing 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: Standard Operating Procedures

Contact:

Ed Caldeira

410-451-8006



Quality Assurance/Quality Control Plan

[ProjectName]
[ProjectNumber]

PROJECT-SPECIFIC ROOFING QUALITY PLAN

TABLE OF CONTENTS

Background Information	7
Project Name	7
Project Number	7
Project Location.....	7
Project Description	7
Project Scope.....	7
A. [CompanyName] Quality Policy	8
B. Key Elements of the Roofing 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
Roofing Inspection/Testing Laboratory Qualification Requirements	27
Qualification	27
Purchase Order Approval	28
H. Quality Training	30
I. Project Roofing Quality Specifications	33
Local Building Codes	33
Compliance with Industry Roofing Standards	33
J. Design Control	36
K. Material Inspection Traceability and Quality Controls	37
Identification of Lot Controlled Materials	37
Material Receiving and Inspection	37
L. Roofing Inspection and Test Plan	41
Control of Inspection, Measuring, and Test Equipment.....	41
M. Roofing Work Task Quality Inspections	44
Identification of Quality Inspected Roofing Work Tasks	44
Required Inspections For Each Roofing Work Task	44
Daily Quality Control Report.....	45
Marking of Nonconformances and Observations.....	61
Control the Continuation of Work.....	61

Recording of Nonconformances	61
Quality Manager Disposition of Nonconformance Reports	61
Corrective Actions	62
Nonconformance Preventive Actions	63
N. Project Completion Inspections	65
Punch-Out QC Inspection	65
Pre-Final Customer Inspection	65
Final Acceptance Customer Inspection	66
O. Project Quality Records and Documents.....	69
P. Quality Assurance Surveillance	72
Project Quality Performance Surveillance.....	72
Project Quality Audits.....	72
Project Audit Plan	73
Project Audit Requirements	73
Q. Additional Quality Control Requirements.....	75

Selected Pages

B. KEY ELEMENTS OF THE ROOFING 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.

I. PROJECT ROOFING 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 roofing.

[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 materials, methods, and results are specified rather than left to discretionary practices.

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

LOCAL BUILDING CODES

Applicable building codes that apply to this project are listed on the Project Building Codes form. A Project Building Codes form exhibit is included in this subsection.

COMPLIANCE WITH INDUSTRY ROOFING STANDARDS

Applicable roofing codes that apply to this project include those listed below.

Applicable Regulatory Codes and Industry Standards for Division 07 Thermal and Moisture Protection		
Description	Reference Standard No.	Reference Standard Title
Use of coal-tar pitch materials	29 CFR 1926	Safety and Health Regulations for Construction
Minimum clearance around masonry chimneys or masonry enclosing a flue	NFPA 211	Standard for Chimneys, Fireplaces, Vents, and Solid Fuel-Burning Appliances
Minimum clearance around vents and vent		

L. ROOFING INSPECTION AND TEST PLAN

The Quality Inspection and Test Plan form lists inspections and tests (other than work task inspections) that will be performed on this project.

Results of inspections and tests will be recorded on the Inspection and Test Form.

Form exhibits are included as an exhibit in this subsection.

CONTROL OF INSPECTION, MEASURING, AND TEST EQUIPMENT

Inspection, measuring, and test equipment that will be controlled, calibrated, and maintained.

A list of controlled and calibrated test equipment is listed on the Test Equipment Calibration Plan and Log included as an exhibit in this subsection.

The Quality Manager evaluates the project requirements and determines if there are measuring devices 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.

When a measurement device is found not to conform to operating tolerances, the Quality Manager

Selected Pages

[CompanyName] Quality Inspection and Test Plan											
CONTRACT NUMBER				PROJECT NAME						CONTRACTOR	
[ProjectNumber]				[ProjectName]						[CompanyName]	
SPECIFICATION SECTION AND PARAGRAPH NUMBER	SCHEDULE ACTIVITY ID	TEST REQUIRED	ACCREDITED/ APPROVED LAB YES /NO	SAMPLED BY	TESTED BY	LOCATION OF TEST ON/OFF SITE/SITE	DATE COMPLETED	DATE FORWARDED TO CUSTOMER	REMARKS		

Selected Pages

M. ROOFING WORK TASK QUALITY INSPECTIONS

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

The Quality Manager identifies each Task that is a phase of roofing 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.

Roofing 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 ROOFING 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 ROOFING WORK TASK

Each work task is subject to a series of inspections before, during, and at completion including:

- Preparatory site inspection

[CompanyName]
Work Task Inspection Form

Work Task :

Project: Id#
[ProjectNumber]

Project Name:
[ProjectName]

Subcontractor And Supplier Company
ID/Name:

Location/Area:

Reference drawing version #:

Crew ID/Name

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 work task completion inspection requirements
- Compliance with inspection and test plan

Heightened Awareness Checkpoints

- [Insert items identified at project startup and preparatory meetings]
-
-
-
-

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

Quality: 5 4 3 2 1
Safety: 5 4 3 2 1
Delivery: 5 4 3 2 1

Quality Manager Sign and date*:
Work task verified complete to specifications (sign and date)

Quality Manager score quality performance and feedback notes

Quality: 5 4 3 2 1

* 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.

LIST OF INCLUDED INSPECTION FORMS FOR ROOFING

THERMAL AND MOISTURE PROTECTION

- Flashing and Sheet Metal
- Joint Protection
- Membrane Roofing
- Thermal and Moisture Protection-Roof Accessories
- Thermal and Moisture Protection-Roof and Deck Insulation
- Thermal and Moisture Protection-Roof Panels 07.41.00
- Roof Tiles
- Roofing and Siding Panels
- Sheet Metal Roofing
- Shingles and Shakes

Selected Pages

Thermal and Moisture Protection-Flashing and Sheet Metal <u>07.60.00</u>				Feb2012	
Project:	Phase:	Contract#:	Vendor: 9101 Field Operations	Crew:	
<p><u>Compliance Verification</u></p> <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:		<p><u>FTQ 2TQ Heightened Awareness Checkpoints</u></p> <input type="checkbox"/> <input type="checkbox"/> Type/ size and gauge: per specifications 2448 <input type="checkbox"/> <input type="checkbox"/> Walls and valleys: exposure per plans 2449 <input type="checkbox"/> <input type="checkbox"/> All laps and joints: tightly fitting/ correct width and direction 2450 <input type="checkbox"/> <input type="checkbox"/> Fasteners: correct type/ heads flush/ not overdriven 2451 <input type="checkbox"/> <input type="checkbox"/> Bends: straight/ proper radius/ no cracking 2452 <input type="checkbox"/> <input type="checkbox"/> Reglets: cut depth/ flashing penetration and seal per plans 2453 <input type="checkbox"/> <input type="checkbox"/> Exposures: walls and valleys correct per plans 2454 <input type="checkbox"/> <input type="checkbox"/> No damage/ corrosion or sharp edges; no dissimilar metal contact 2455 <input type="checkbox"/> <input type="checkbox"/> Caulks and mastics: per plans and specifications (if any) 2456 <input type="checkbox"/> <input type="checkbox"/> Polymer flashing: snug fit to vent pipes 2457			
FTQ Scores and Completion Sign-off					
Field Mgmt.-Superintendent Inspection <u>91.45.01</u>					
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: _____ <small>Task has been has been verified complete and in compliance with contract drawings and specifications except for non-conformances and incomplete items reported above.</small>					
Field Mgmt.-QA Inspection <u>91.45.02</u>					
Quality	5	4	3	2 1 Notes:	
Sign and date*: Cell # / ID #: _____ Signed: _____ Date: _____ <small>Task has been has been verified complete and in compliance with contract drawings and specifications except for non-conformances and incomplete items reported above.</small>					
<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

QUALITY MANUAL

TABLE OF CONTENTS

1. Quality System Management and Responsibilities	7
1.1. Overview.....	7
1.2. [CompanyName] Quality Policy.....	7
1.3. Quality Duties, Responsibilities, and Authority.....	7
1.4. Quality System Performance Measures.....	10
1.5. Customer Satisfaction Performance Measures.....	10
1.6. Exceptions.....	10
2. Project Quality Assurance/Quality Control Plan	11
2.1. Overview.....	11
2.2. [CompanyName] Project License and Qualification Requirements.....	11
2.3. Project Personnel and Qualifications.....	11
2.4. Project Quality Assurance/Quality Control Plan.....	12
2.5. Identification of Quality Controlled Work Tasks.....	13
2.6. Project Quality Inspection and Test Plan.....	13
2.7. Project Quality Communications Plan.....	13
2.8. Project Quality Training Plan.....	13
2.9. Customer Training On Operation And Maintenance.....	13
2.10. Project Records and Documentation Plan.....	13
2.11. Project Audit Plan.....	14
3. Contract Specifications	15
3.1. Overview.....	15
3.2. Contract Technical Specifications.....	15
3.3. Contract Drawings.....	15
3.4. Contract Submittals.....	15
3.5. Customer Submittal Approval.....	17
3.6. Contract Warranty.....	17
3.7. Contract Review and Approval.....	18
4. Design Control	19
4.1. Overview.....	19
4.2. Design Input Review.....	19
4.3. Project Design Quality Assurance/Quality Control Plan.....	19
4.4. Design Progress Reviews.....	20
4.5. Design Output Verification and Approval.....	20
5. Project-Specific Quality Standards	21
5.1. Overview.....	21
5.2. Regulatory Codes.....	21

5.3. Industry Quality Standards	21
5.4. Material and Equipment Specifications.....	21
5.5. Work Process Specifications.....	22
5.6. Controlled Material Identification and Traceability	22
5.7. Measuring Device Control and Calibration.....	23
5.8. [CompanyName] Quality Standards	23
5.9. Application of Multiple Sources of Specifications	23
6. Project Purchasing	24
6.1. Overview.....	24
6.2. Qualification of Outside Organizations and Company Departments	24
6.3. Quality Responsibilities of Key Subcontractor And Supplier Personnel	25
6.4. Requirements for Subcontractor QC Plan	26
6.5. Subcontractor And Supplier Quality Policy.....	26
6.6. Project Subcontractor And Supplier List.....	27
6.7. Purchase Order Requirements	27
6.8. Project Purchase Order Approvals.....	27
7. Process Controls.....	29
7.1. Overview.....	29
7.2. Project Startup and Quality Control Coordination Meeting	29
7.3. Preparatory Project Quality Assurance/Quality Control Plan Planning.....	29
7.4. Weekly Quality Planning and Coordination Meetings.....	30
7.5. Process Control Standards.....	30
7.6. Daily Quality Control Report.....	31
7.7. Monthly Quality Control Report.....	32
8. Inspections and Tests	33
8.1. Overview.....	33
8.2. Required Work Task Quality Inspections and Tests.....	33
8.3. Material Inspections and Tests.....	33
8.4. Additional Inspection Requirements for Process Tasks.....	34
8.5. Inspection of Special Processes	34
8.6. Independent Measurement and Tests	35
8.7. Commissioning Functional Acceptance Tests.....	35
8.8. Hold Points for Customer Inspection.....	35
8.9. Quality Inspection and Test Specifications	35
8.10. Inspection And Test Acceptance Criteria.....	35
8.11. Inspection and Test Status.....	36
8.12. Independent Quality Assurance Inspections	36
8.13. Inspection and Test Records.....	36
8.14. Project Completion and Closeout Inspection	37
9. Nonconformances and Corrective Actions	39
9.1. Overview.....	39
9.2. Nonconformances	39

9.3. Corrective Actions	40
10. Preventive Actions	41
10.1. Overview.....	41
10.2. Identify Preventive Actions for Improvement	41
10.3. Train Preventive Actions for Improvement	41
11. Quality System Audits	43
11.1. Overview.....	43
11.2. Project Quality System Audit.....	43
11.3. Company-wide Quality System Audit	43
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

Selected Pages

7. PROCESS CONTROLS

HOW WORK IS CARRIED OUT

7.1. OVERVIEW

The roofing process plan defines how project work is to be done and approved for the overall project. The roofing 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:

- Work tasks quality requirements as identified in section 7.3.1
- Findings of the work task preparatory quality inspection in section 7.3.2
- 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

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 paint, 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 marks 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:

REPLACE: The nonconformance can be brought into conformance with the original specification requirements by replacing the nonconforming product or material with a conforming product or material.

REPAIR: The nonconformance can be brought into conformance with the original requirements through re-machining, reassembly, reprocessing, reinstallation, or completion of the required operations.

REWORK: The nonconformance can be made acceptable for its intended use, even though it is not restored to a condition that meets all specification requirements. The Quality Manager may specify

standards that apply to the completion of rework. Rework nonconformances must be approved by the customer.

USE AS-IS: When the nonconforming item is satisfactory for its intended use. Any use as-is items that do not meet all specification requirements must be approved by the customer.

9.2.4. CORRECTION OF NONCONFORMANCES

The Superintendent verifies that corrective actions eliminate the nonconformance to the requirements of the original specifications or as instructed by the disposition of the nonconformance report, and then removes, obliterates, or covers the nonconformance marker.

Furthermore, the Superintendent ensures that previously completed work is reinspected for similar nonconformances and corrective actions are taken to avert future occurrences (see section 9.3 Corrective Actions).

9.3. CORRECTIVE ACTIONS

Selected Pages

List of Included Forms

Military Forms:

- Preparatory Phase Checklist
- Initial Phase Checklist Form
- Contractor Production Report
- Contractor Quality Control Report
- Testing Plan and Log

Standard Forms:

- Project Organization Chart Form
- Quality Manager Appointment Form
- Project Manager Appointment Form
- Project Superintendent Appointment Form
- Project Design Manager Appointment Form
- Project Personnel Qualification Form
- Personnel Certifications and Licenses Form
- Quality Controlled Task List Form
- Quality Inspection and Test Plan Form
- Project Quality Communications Plan Form
- Point Of Contact List Form
- Project Quality Training Plan Form
- Task Training Plan and Log Form
- Project Quality Records Plan Form
- Project Submittal Form
- Change Order Form
- Project Design Process Plan Form
- Design Review Meeting Participant Form
- Design Review Form
- Project Regulatory Building Codes Form
- Test Equipment Calibration Form
- Lot Controlled Materials Form
- Project Subcontractor or Supplier Qualification Form
- Subcontractor and Supplier Certifications and Licenses Form
- Source of Supply Form
- Preconstruction Meeting Form
- Task Project Quality Control Plan Form
- Task Project Quality Control Planning Meeting Form

Questions? Call Ed Caldeira 410-451-8006

- Daily Quality Control Report Form
- Monthly Quality Control Report Form
- Task Inspection Form
- Project Completion Inspection Form
- Inspection and Test Report Form
- Nonconformance Report Form
- Nonconformance Report Control Log Form
- Training Record Form
- Project Quality System Audit Form
- Quality System Audit Form
- Project Document Control Form

Selected Pages

[CompanyName] Nonconformance Report		
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

STANDARD OPERATING PROCEDURES

TABLE OF CONTENTS

Quality System SOP 2.2 [CompanyName] Project License and Qualification Requirements	3
Quality System SOP 2.3.1 Project Organization Chart	6
Quality System SOP 2.3.2 Appointment of Key Project Personnel	8
Quality System SOP 2.3.3 Personnel Qualifications.....	13
Quality System SOP 2.5 Identification of Quality Controlled	18
Quality System SOP 2.6 Project Quality Inspection and Test Plan	20
Quality System SOP 2.7 Project Quality Communications Plan	22
Quality System SOP 2.8 Project Quality Training Plan	27
Quality System SOP 2.10 Project Records and Documentation Plan	31
Quality System SOP 3.4.1 Contract Submittal Schedule	33
Quality System SOP 3.5 Customer Submittal Approval	35
Quality System SOP 3.4.6 Change Order	37
Quality System SOP 4.3 Project Design Quality Assurance/Quality Control Plan.....	39
Quality System SOP 4.4 Design Progress Reviews	41
Quality System SOP 5.2 Regulatory Codes	44
Quality System SOP 5.6 Controlled Material Identification and Traceability	46
Quality System SOP 5.7 Measuring Device Control and Calibration	51
Quality System SOP 6.2 Qualification of Outside Organizations and Company Departments	53
Quality System SOP 6.7 Purchase Order Requirements.....	58
Quality System SOP 7.2 Project Startup and Quality Control Coordination Meeting	62
Quality System SOP 7.3.1 Work Task Requirements Review	64
Quality System SOP 7.3.2 Preparatory Site Inspection	66
Quality System SOP 7.3.3 Work Task Preparatory Quality Planning Meeting	69
Quality System SOP 7.6 Daily Quality Control Report.....	71
Quality System SOP 7.7 Monthly Quality Control Report	75
Quality System SOP 8.12 Inspection and Test Records	77
Quality System SOP 8.12.1 Inspection Records	79
Quality System SOP 8.13 Project Completion and Closeout Inspection	82
Quality System SOP 9.2.3.1Recording of Nonconformances	85
Quality System SOP 10.3 Train Preventive Actions for Improvement.....	90
Quality System SOP 11.2 Project Quality System Audit.....	92
Quality System SOP 11.3 Company-wide Quality System Audit	97
Quality System SOP 12.3.1 Control of System Documents	99
Quality System SOP 12.4.2 Project Records Control	102

QUALITY SYSTEM SOP	
9.2.3.1 RECORDING OF NONCONFORMANCES	
Version	Approved by:
June 6, 2012	Quality Manager

Purpose:

To clearly document a nonconformance found by test or work task completion quality inspection, monitor the disposition status, and to record its disposition.

Scope:

All projects tests and work task completion quality inspections

Definitions:

None:

Responsible Person(s):

Superintendent reports nonconformance on a Nonconformance Report Form

Quality Manager assigns disposition of the nonconformance

Superintendent stores the completed forms

References:

Quality Manual Section 9.2.3.1 Recording of Nonconformances

Quality Manual Section 12.4.2 Project Records Control

Procedure:

1. Use the Nonconformance Report Form and Nonconformance Report Control Log contained in this procedure unless the customer contract or Project Quality Assurance/Quality Control Plan specifies the use of a modified or customer supplied form. In that case, the specified form replaces the standard form for that contract.
2. The Responsible Person records nonconformances as required by the Quality Manual on the Nonconformance Report Form and records the nonconformance report on the Nonconformance Report Log.
3. The Responsible Person records disposition of nonconformances as required by the Quality Manual on the Nonconformance Report Form.
4. The Responsible Person records the disposition on the Nonconformance Report Log.
5. When the corrective actions and/or preventive actions have been completed, the Responsible Person records the action on the Nonconformance Report Form, updates the status on the Nonconformance Report Log.
6. The Responsible Person stores the completed form in the field office as required by Quality Manual Section 12.4.2 Project Records Control



For More Information:

Contact: Ed Caldeira

410-451-8006

www.firsttimequality.com

EdC@FirstTimeQuality.com

For More Information, contact: Ed Caldeira • Caldeira Quality, LLC • First Time QualitySM

410-451-8006 • www.firsttimequality.com • EdC@FirstTimeQuality.com