



## **QA/QC Documents Sample**

**Selected pages (15 out of over 100)**

### **Sample Includes:**

- Standard Operating Procedures
- Report Templates
- Submittal and Record-Keeping Forms

**This library of documents is used for record-keeping and documenting your QA/QC procedures.**

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# STANDARD OPERATING PROCEDURES

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QUALITY SYSTEM SOP 3.4.6 CHANGE ORDER	
Version	Approved by:
February 19, 2012	Quality Manager

**Purpose:**

To clearly communicate proposed project change orders and record customer acceptance.

**Scope:**

All projects

**Definitions:**

None:

**Responsible Person(s):**

Project Manager has overall responsibility

**References:**

Quality Manual Section 3.4.6 Change Order

Quality Manual section 3 Contract Specifications

Quality Manual Section 12.4.2 Project Records Control

**Procedure:**

1. Use the Contract Change Order Form 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 identifies contract changes as required by the Quality Manual.
3. The Responsible Person records the requested change on the Contract Change Order Form.
4. The Responsible Person records the approved change order on the Contract Change Order Form.
5. The Responsible Person records the submitted change order on the Contract Submittals and Schedule Form (see SOP 3.4.1 Contract Submittal Schedule)
6. The Responsible Person stores the completed form in the field office as required by Quality Manual Section 12.4.2 Project Records Control

Change Order Form			
Version February 19, 2012			
Change Order ID#	Project ID	Project Name	Preparer and Date
	[ProjectNumber]	[ProjectName]	
Requestor Name : _____ Date: _____ Request Reference Document: _____		Contract change requested by: <input type="checkbox"/> Caldeira Contracting <input type="checkbox"/> Client <input type="checkbox"/> Architect/Engineer <input type="checkbox"/> Project Manager <input type="checkbox"/> Code Enforcement Official <input type="checkbox"/> Other: _____	
Change order description:		Reason(s) for change order:	
		Supporting documentation provided:	
Time Extension Required: <input type="checkbox"/> Yes <input type="checkbox"/> No Number of Days*: _____ Reason: _____ Supporting documentation attached: _____		Cost Change Required? <input type="checkbox"/> Yes <input type="checkbox"/> No Amount* \$ _____ Reason: _____ Supporting documentation attached: _____	
Customer Approval: Name/Date _____		Approval: Name/Date _____	

## QUALITY SYSTEM SOP

### 6.2 QUALIFICATION OF SUPPLIERS, SUBCONTRACTORS, AND DEPARTMENTS

Version	Approved by:
February 19, 2012	Quality Manager

#### Purpose:

To assess and record the qualification of suppliers, subcontractors, and company departments to meet the quality requirements of the company and/or project and to keep a record of their licenses and certifications

#### Scope:

All projects

#### Definitions:

None:

#### Responsible Person(s):

Project Manager has overall responsibility

Quality Manager

#### References:

Quality Manual Section 6.2 Qualification of Suppliers, Subcontractors, and Departments

Quality Manual Section 12.4.2 Project Records Control

#### Procedure:

1. Use the Subcontractor and Supplier Qualification Form and Project Subcontractor and Supplier List Form 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 identifies subcontractor and suppliers that require qualification as required by the Quality Manual.
3. Records the subcontractor's or supplier's company name on a Subcontractor and Supplier Qualification Form.
4. When no qualifications are required "none required" is entered and then this procedure is regarded as complete.
5. The Responsible Person assesses the subcontractor or supplier and records the qualifications on the Subcontractor and Supplier Qualification Form.

## Subcontractor or Supplier Qualification Form

Version February 19, 2012

Company Name:	Scope of Work (specification sections):
---------------	---

Project ID	Project Name	Approval	Approved By
[ProjectNumber]	[ProjectName]	<input type="checkbox"/> Yes <input type="checkbox"/> Conditional <input type="checkbox"/> No	

<b>Subcontractor Quality System:</b> <input type="checkbox"/> Works under Quality System <input type="checkbox"/> Approved to Work under subcontractor's quality system	<b>Subcontractor or Supplier site quality inspection</b> <input type="checkbox"/> Site quality inspection required before approval <input type="checkbox"/> Site quality inspection of product/material required before delivery
---	--

Review Topics	Project-Related Job Credentials										
	<table border="1"> <tr> <td>Licenses required:</td> <td>License and expiration dates:</td> </tr> <tr> <td>Certification required:</td> <td>Certifications and expiration dates:</td> </tr> <tr> <td>Training required:</td> <td>Training completed and expiration date:</td> </tr> <tr> <td>Type and length of experience required:</td> <td>Certifications and expiration dates:</td> </tr> <tr> <td>Personnel license, certification, and training required:</td> <td>List each person's credentials on the Subcontractor and Supplier Certifications and Licenses form.</td> </tr> </table>	Licenses required:	License and expiration dates:	Certification required:	Certifications and expiration dates:	Training required:	Training completed and expiration date:	Type and length of experience required:	Certifications and expiration dates:	Personnel license, certification, and training required:	List each person's credentials on the Subcontractor and Supplier Certifications and Licenses form.
Licenses required:	License and expiration dates:										
Certification required:	Certifications and expiration dates:										
Training required:	Training completed and expiration date:										
Type and length of experience required:	Certifications and expiration dates:										
Personnel license, certification, and training required:	List each person's credentials on the Subcontractor and Supplier Certifications and Licenses form.										
	<b>Qualifications</b> <table border="1"> <tr> <td> <input type="checkbox"/> Senior person designated as Quality Manager  <input type="checkbox"/> Knowledge of Company quality standards  <input type="checkbox"/> Demonstrated capability to complete work to Company quality standards  <input type="checkbox"/> Demonstrated skills and knowledge  <input type="checkbox"/> Demonstrated experience                 </td> <td> <input type="checkbox"/> Demonstrated results  <input type="checkbox"/> Effective self-inspection process  <input type="checkbox"/> Access to codes, standards and product instructions  <input type="checkbox"/> Equipment availability  <input type="checkbox"/> Production capacity  <input type="checkbox"/> Staffing availability                 </td> </tr> </table>	<input type="checkbox"/> Senior person designated as Quality Manager <input type="checkbox"/> Knowledge of Company quality standards <input type="checkbox"/> Demonstrated capability to complete work to Company quality standards <input type="checkbox"/> Demonstrated skills and knowledge <input type="checkbox"/> Demonstrated experience	<input type="checkbox"/> Demonstrated results <input type="checkbox"/> Effective self-inspection process <input type="checkbox"/> Access to codes, standards and product instructions <input type="checkbox"/> Equipment availability <input type="checkbox"/> Production capacity <input type="checkbox"/> Staffing availability								
<input type="checkbox"/> Senior person designated as Quality Manager <input type="checkbox"/> Knowledge of Company quality standards <input type="checkbox"/> Demonstrated capability to complete work to Company quality standards <input type="checkbox"/> Demonstrated skills and knowledge <input type="checkbox"/> Demonstrated experience	<input type="checkbox"/> Demonstrated results <input type="checkbox"/> Effective self-inspection process <input type="checkbox"/> Access to codes, standards and product instructions <input type="checkbox"/> Equipment availability <input type="checkbox"/> Production capacity <input type="checkbox"/> Staffing availability										
	<b>QUALIFICATION NOTES:</b>										

<b>Provisional Approval: Action plan for improvement</b>
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<b>Follow-up results and date</b>
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## QUALITY SYSTEM SOP

### 9.2.3.1 RECORDING OF NONCONFORMANCES

Version	Approved by:
February 19, 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

Nonconformance Report		
Version February 19, 2012		
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: _____	

Project:	Phase:	Contract#:	Organization: <b>9101</b> Field Operations	Crew:
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## 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

- ☐ ☐ Cuts for Conduits in structural members approved by ENGINEER **1652**
- ☐ ☐ Firestops installed at penetrations through fire partitions// fire walls// smoke partitions// or floors **1653**
- ☐ ☐ Penetrations through floor// exterior wall and roof sealed and made watertight **1654**
- ☐ ☐ Excess wiring// insulation// ties// etc. removed from Conduits **1655**
- ☐ ☐ Conduits secured to prevent movement and chafe **1656**
- ☐ ☐ Remaining snake lines labeled at both ends **1657**
- ☐ ☐ Conduit bends do not exceed minimum for size of Conduit used and are even **1658**
- ☐ ☐ Metal Conduits bonded and grounded **1659**
- ☐ ☐ Conduits are mechanically continuous **1660**
- ☐ ☐ Flexible connections to equipment subject to vibrations **1661**

## FTQ Scores and Completion Sign-off

### Field Mgmt.-Superintendent Inspection 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 verified complete and in compliance with contract drawings and specifications except for non-conformances and incomplete items reported above.

### Field Mgmt.-QA Inspection 91.45.02

Quality 5 4 3 2 1 Notes:

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

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

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

Project:	Phase:	Contract#:	Organization: <b>9101</b> Field Operations	Crew:
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### 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

- ☐ ☐ Appearance of Air Outlets and Inlets approved by the ARCHITECT prior to ordering and installation **1542**
- ☐ ☐ Registers// grills// and diffusers are compatible with wall and ceiling systems **1543**
- ☐ ☐ Air Outlets and Inlets clean of dirt// dust// rubbish// and debris **1544**
- ☐ ☐ Air Outlet and Inlet connections to duct work is airtight **1545**
- ☐ ☐ Additional supports provided for registers// grills// and diffusers in drop-in ceiling tile systems **1546**
- ☐ ☐ Internal fans are mounted with vibration isolators **1547**
- ☐ ☐ Drive belts properly tensioned **1548**
- ☐ ☐ Ventilators installed with clearance for inspection and maintenance **1549**
- ☐ ☐ Gravity Ventilators installed level and plumb **1550**
- ☐ ☐ Ventilator mountings weatherproof **1551**

## FTQ Scores and Completion Sign-off

### Field Mgmt.-Superintendent Inspection 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 verified complete and in compliance with contract drawings and specifications except for non-conformances and incomplete items reported above.

### Field Mgmt.-QA Inspection 91.45.02

Quality 5 4 3 2 1 Notes:

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

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

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

Project:	Phase:	Contract#:	Organization: <b>9101</b> Field Operations	Crew:
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## 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

- ☐ ☐ Layout/ types/ sizes/ colors and dimensions: per plans **2479**
- ☐ ☐ Drywall and plasters: type/ layers and taping per plans and specifications **2480**
- ☐ ☐ Thicknesses: per plans and specifications **2481**
- ☐ ☐ Sprayed/troweled adheres to substrates/ continuous/ no voids **2482**
- ☐ ☐ Board fireproofing: damage free/ fasteners per specifications **2483**
- ☐ ☐ Flexible/ pipes and flues: mfr and fasteners correct per specifications **2484**
- ☐ ☐ Adhesives: correct types and ratings **2485**
- ☐ ☐ Shipping/ Storage/ Preparation/ Application: per specifications **2486**
- ☐ ☐ Aesthetics: neat workmanship when finished application is exposed **2487**
- ☐ ☐ Tests and Certifications: per specifications **2488**

## FTQ Scores and Completion Sign-off

### Field Mgmt.-Superintendent Inspection **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 verified complete and in compliance with contract drawings and specifications except for non-conformances and incomplete items reported above.

### Field Mgmt.-QA Inspection **91.45.02**

Quality      5   4   3   2   1   Notes:

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

Task 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
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<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

Project:	Phase:	Contract#:	Organization: <b>9101</b> Field Operations	Crew:
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## 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

- ☐ ☐ Subfloor area clean// sealed// and free of dust **1224**
- ☐ ☐ Support pedestals secured plumb to structural flooring **1225**
- ☐ ☐ Support stringers secured to pedestals and free of movement **1226**
- ☐ ☐ Openings around ramps and stairs covered with fascia **1227**
- ☐ ☐ Access area free of scraps// debris// and other foreign material **1228**
- ☐ ☐ Flooring panel style and pattern approved by ARCHITECT **1229**
- ☐ ☐ Floor elevated to proper level **1230**
- ☐ ☐ Floor panels level and even **1231**
- ☐ ☐ Floor panels do not deflect under established load **1232**
- ☐ ☐ Floor panels secure **1233**

## FTQ Scores and Completion Sign-off

### Field Mgmt.-Superintendent Inspection 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.

### Field Mgmt.-QA Inspection 91.45.02

Quality 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

Project:	Phase:	Contract#:	Organization: <b>9101</b> Field Operations	Crew:
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## 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

- ☐ ☐ Course material source and gradation approved by ENGINEER **1951**
- ☐ ☐ Course materials from different sources and for different uses stockpiles separately **1952**
- ☐ ☐ Drainage layer / piping outlets to surface or pervious area **1953**
- ☐ ☐ Course material free of organic material// silt// clay// or other objectionable material **1954**
- ☐ ☐ Aggregate evenly graded and not segregated **1955**
- ☐ ☐ Base Course of even thickness and true to grade **1956**
- ☐ ☐ Bituminous Base Course joints offset from underlying course joints **1957**
- ☐ ☐ Edge material compacted and brought even with finished course surface **1958**
- ☐ ☐ Sieve analysis// field density// and moisture content tests provided to ENGINEER **1959**
- ☐ ☐ Finished surface free of irregularities// soft spots// debris// and excess moisture **1960**

## FTQ Scores and Completion Sign-off

### Field Mgmt.-Superintendent Inspection 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.

### Field Mgmt.-QA Inspection 91.45.02

Quality      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



For More Information:

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