



©\ : 2008
j 'U anual'o

Selected pages (not a complete plan)

Contact:
FirstTimeQuality
410-451-8006

QUALITY MANUAL

TABLE OF CONTENTS

1. Quality System Management and Responsibilities	6
1.1. Overview.....	6
1.2. [CompanyName][CompanySuffix] 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.....	11
2.5. Identification of Quality Controlled 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	12
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.....	16
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

Questions? Call First Time Quality 410-451-8006

5.2. Regulatory Codes.....	20
5.3. Industry Quality Standards	20
5.4. Material and Equipment Specifications.....	20
5.5. Work Process Specifications.....	21
5.6. Controlled Material Identification and Traceability	21
5.7. Measuring Device Control and Calibration.....	22
5.8. [CompanyName] Quality Standards	22
5.9. 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	28
7.1. Overview.....	28
7.2. Project Startup and Quality Control Coordination Meeting.....	28
7.3. Preparatory Project Quality Assurance/Quality Control Plan Planning.....	28
7.4. Weekly Quality Planning and Coordination Meetings.....	29
7.5. Process Control Standards.....	29
7.6. Daily Quality Control Report.....	31
7.7. Monthly Quality Control Report.....	31
8. Inspections and Tests.....	32
8.1. Overview.....	32
8.2. Required Task Quality Inspections and Tests	32
8.3. Material Inspections and Tests.....	32
8.4. Work in Process Inspections.....	33
8.5. Task Completion Inspections.....	33
8.6. Inspection of Special Processes	34
8.7. Independent Measurement and Tests	34
8.8. Commissioning Functional Acceptance Tests.....	34
8.9. Hold Points for Customer Inspection.....	34
8.10. Quality Inspection and Test Specifications.....	34
8.11. Inspection and Test Acceptance Criteria	34
8.12. Inspection and Test Status.....	35
8.13. Independent Quality Assurance Inspections	35
8.14. Inspection and Test Records.....	35
8.15. Project Completion and Closeout Inspection	36
9. Nonconformances and Corrective Actions.....	38

Questions? Call First Time Quality 410-451-8006

9.1. Overview	38
9.2. Nonconformances	38
9.3. Corrective Actions	39
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.....	45
12.1. Overview.....	45
12.2. Quality System Documents	45
12.3. Document Controls.....	45
12.4. Record Controls	46
13. Appendix	47
13.1. Definitions of Terms	47

Selected Pages

CROSS REFERENCES

The [CompanyName][CompanySuffix] Quality System complies with ANSI/ISO/ASQ Q9001-2008: Quality management systems - Requirements

ISO 9001:2008 Requirement	[CompanyName] Quality Manual Section
4 Quality management system	
4.1 General requirements	Key Elements of the Quality System
4.2 Documentation requirements	12 Record and Document Controls
5 Management responsibility	
5.1 Management commitment	[CompanyName][CompanySuffix] Quality Policy 1.3 Quality Duties, Responsibilities, and Authority 11.3 Company-wide Quality System Audit
5.2 Customer focus	[CompanyName][CompanySuffix] Quality Policy
5.3 Quality policy	[CompanyName][CompanySuffix] Quality Policy
5.4 Planning	1.4 Quality System Performance Measures 11 Quality System Audits
5.5 Responsibility, authority and communication	1.3 Quality Duties, Responsibilities, and Authority 2.3.2 Appointment of Key Project Personnel
5.6 Management review	11 Quality System Audits
6 Resource management	
6.1 Provision of resources	2 Project Quality Assurance/Quality Control Plan 6 Project Purchasing
6.2 Human resources	2.8 Project Quality Training Plan
6.3 Infrastructure	2.4 Project Quality Assurance/Quality Control Plan
6.4 Work environment	7 Process Controls
7 Product realization	
7.1 Planning of product realization	3 Contract Specifications 2 Project Quality Assurance/Quality Control Plan
7.2 Customer-related processes	3 Contract Specifications 5 Project-Specific Quality Standards 2.7 Project Quality Communications Plan
7.3 Design and development	4 Design Review and Control
7.4 Purchasing	6 Project Purchasing
7.5 Production and service provision	5 Project-Specific Quality Standards 7 Process Controls
7.6 Control of monitoring and measuring equipment	5.7 Measuring Device Control and Calibration

8 Measurement, analysis and improvement	
8.1 General	8 Inspections and Tests 10 Preventive Actions
8.2 Monitoring and measurement	1.4 Quality System Performance Measures 8.14 Inspection and Test Records 11 Quality System Audits
8.3 Control of nonconforming product	9 Nonconformances and Corrective Actions
8.4 Analysis of data	10 Preventive Actions 11 Quality System Audits
8.5 Improvement	10 Preventive Actions

Selected 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, Task plans provide additional details of how each individual Task is carried out. Tasks planning meetings are used to communicate expectations of the Task plan to key personnel responsible for carrying out the 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. TASK REQUIREMENTS REVIEW

In preparation for the start of an upcoming Task, the Superintendent reviews an integrated and coordinated set of documents that collectively define quality requirements for the Task including:

- Objectives and acceptance criteria of the Task
- Quality standards that apply to the Task
- Work instructions, process steps, and product installation instructions that apply to the 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

Questions? Call First Time Quality 410-451-8006

- 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 Task to begin
- Identifies potential problems

7.3.3. TASK PREPARATORY QUALITY PLANNING MEETINGS

Prior to the start of a 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 Task quality requirements and reinforces heightened awareness for critical requirements. Topics for a 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 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
- Tasks quality inspection form



**For More Information:
Contact: FirstTimeQuality**

410-451-8006

www.FirstTimeQuality.com

EdC@FirstTimeQuality.com