



## Essentials QA/QC Plan Sample

Good for smaller projects and bid qualifications

*Has All the Essential Elements of a well-founded  
Quality Control Plan*

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# Quality Control Plan

## Table of Contents

<b>A. Key Elements of the Quality Control Plan</b> .....	<b>3</b>
<b>B. Project QC Personnel</b> .....	<b>5</b>
QC Job Position Assignments.....	5
Duties, Responsibilities, and Authority of QC Personnel.....	5
Quality Responsibilities .....	5
Project QC Organization Chart .....	7
<b>C. Project Quality Coordination and Communication</b> .....	<b>8</b>
<i>[CompanyName] Project Quality Communications Plan</i> .....	9
<b>D. Quality Assurance Surveillance</b> .....	<b>11</b>
<b>E. Employee Qualifications</b> .....	<b>13</b>
<i>Resume [Insert Name]</i> .....	14
<b>F. Qualification of Subcontractors and Suppliers</b> .....	<b>15</b>
<i>[CompanyName] Source of Supply Form</i> .....	16
<b>G. Project Quality Specifications</b> .....	<b>17</b>
<b>H. Testing Plan</b> .....	<b>18</b>
<i>[CompanyName] Quality Inspection and Test Plan</i> .....	19
<i>[CompanyName] Inspection and Test Report</i> .....	20
<b>I. Work Task Quality Inspections</b> .....	<b>21</b>
Daily Quality Control Report.....	21
<i>[CompanyName] Quality Controlled Task List</i> .....	22
<i>[CompanyName] Task Inspection Form</i> .....	23
<i>[CompanyName] Daily Production Report</i> .....	24
<b>J. Quality Controls of Punch Items and Nonconformances</b> .....	<b>25</b>
<i>[CompanyName] Nonconformance Report</i> .....	26
<b>K. Project Completion Inspections</b> .....	<b>27</b>
<i>[CompanyName] Project Completion Inspection Form</i> .....	28

## A. KEY ELEMENTS OF THE QUALITY CONTROL PLAN

Key elements of the [CompanyName] Quality System include:

**Quality Control Personnel.** [CompanyName] fully integrates its quality management system into the organizational structure and performance management systems for each project. We:

- Appoint a Project QC Manager, Project 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 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.

**Qualification of Subcontractors and Suppliers.** [CompanyName] purchases only from subcontractors and suppliers that consistently meet [CompanyName] standards for quality. We:

- Clearly define subcontractor and supplier qualification requirements including licensing requirements, compliance with specific quality standards, quality responsibilities, qualification of personnel and quality improvement processes.

This is page 1 of 2 pages of Key Elements

## B. PROJECT QC PERSONNEL

[CompanyName] ensures that quality control personnel remain independent from the pressures of production through our organizational lines of authority as defined by our QC Organization Chart.

The President appoints a Quality Manager, Superintendent, and Project Manager, and then assigns each with specific quality responsibilities and authorities of their job position.

### QC JOB POSITION ASSIGNMENTS

Table A-1 shows the job positions assigned to personnel on this project.

Table A-1

QC Personnel Name	Job Position
	QC Manager
	Superintendent

### DUTIES, RESPONSIBILITIES, AND AUTHORITY OF QC PERSONNEL

QC personnel assigned to this project have the duties, responsibilities and authority defined by their job position.

Each appointment is recorded on a Letter of Appointment. The project-specific Letter of Appointment exhibits are included as exhibits in this subsection. Key project personnel have accepted their appointments and declared their ability to carry out the appointments as indicated by their signature.

### QUALITY RESPONSIBILITIES

#### PROJECT QC MANAGER: QUALITY DUTIES, RESPONSIBILITIES, AND AUTHORITY

The Project QC Manager is responsible for ensuring the overall effectiveness of the Quality System for a specific project. Regardless of other duties, the QC Manager is responsible for:

- Planning project quality controls required by the [CompanyName] quality systems and contract requirements
- Fully implementing all provisions of the [CompanyName] Quality System and related documents on the project.
- Manage the operation of the [CompanyName] Quality System on the project.
- Implement and manage all phases of quality control
- Communicating project-specific quality requirements to all affected departments, subcontractors, and customers
- Ensuring that the Quality System is established and implemented by persons doing work that impacts quality
- Monitoring progress of activities
- Ensuring that the Quality System is maintained

## I. 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 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.

### DAILY QUALITY CONTROL REPORT

The Superintendent records a summary of daily work activities. The report will include:

- Schedule Activities Completed
- General description of work activities in progress.
- Problems encountered, actions taken, problems, and delays
- Meetings held, participants, and decisions made
- Subcontractor and Company Crews on site
- Visitors and purpose
- General Remarks
- Improvement Ideas
- Weather conditions

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**

- Lighting fixtures approved by the ARCHITECT prior to ordering and installation **1767**
- Lighting Fixtures compatible with operating environments **1768**
- Location of underground conductors noted on Record Drawings **1769**
- Lighting Poles and Standards installed plumb and in line **1770**
- Lighting Fixtures installed level// square// and plumb **1771**
- Ground and bond all metal conduits// junction boxes// poles// standards// and fixtures **1772**
- Dimming ballasts functional over entire range without light flicker **1773**
- Lighting ballasts free of PCB's **1774**
- Fluorescent fixtures do not cause electromagnetic interference with data// video// and audio systems **1775**
- Fixture finishes free of scratches// nicks// dents// and warps and of matching color and gloss **1776**

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

<b>[CompanyName]</b> <b>Task Inspection Form</b> Version October 24, 2011		
Task :		
Project: Id# [ProjectNumber]	Project Name: [ProjectName]	Subcontractor Company ID/Name:
Location/Area:	Reference drawing version #:	Crew ID/Name
<b>Compliance Verification</b> <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	<b>Heightened Awareness Checkpoints</b> <input type="checkbox"/> [Insert items identified at project startup and preparatory meetings] <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Production Notes:		
Reported Nonconformances:		
Verification of Task Completion (sign and date)		
Subcontractor Sign and date*: Task verified complete to specifications (sign and date)		
Project Superintendent Sign and date*: Task verified complete to specifications (sign and date)		
Project Superintendent score subcontractor/crew performance and feedback notes	<b>Quality: 5 4 3 2 1</b> <b>Safety: 5 4 3 2 1</b> <b>Delivery: 5 4 3 2 1</b>	
<b>QC Manager Sign and date*:</b> Task verified complete to specifications (sign and date)		
QC Manager score quality performance and feedback notes	<b>Quality: 5 4 3 2 1</b>	
* 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.		

## J. QUALITY CONTROLS OF PUNCH ITEMS AND NONCONFORMANCES

Should a problem occur in the quality of work, we systematically contain the issue and quickly make corrections. Our first action is to clearly mark the item by tape, tag, or other easily observable signal to prevent inadvertent cover-up.

Then we expedite a corrective action that brings the workmanship or material issue into conformance by repair, replacement, or rework. Previously completed work is reinspected for similar nonconformances. In the event that we cannot correct the item to meet contract specifications, the customer will be notified and customer approval of corrective actions is required before proceeding.

Fixing problems found is not sufficient. [CompanyName] systematically prevents recurrences to improve quality. First enhanced controls and management monitoring are put into place to assure work proceeds without incident. Then using a structured problem solving process, [CompanyName] identifies root causes and initiates solutions. Solutions may involve a combination of enhanced process controls, training, upgrading of personnel qualifications, improved processes, and/or the use of higher-grade materials. Follow-up ensures that a problem is completely resolved. If problems remain, the process is repeated.

Nonconformances and their resolution are recorded on a Nonconformance Report form. A Nonconformance Report form exhibit is included in this subsection.

Selected Pages

<b>[CompanyName]</b> <b>Nonconformance Report</b> Version October 24, 2011		
Nonconformance Report Control ID	Project ID	Project Name
	[ProjectNumber]	[ProjectName]
Preparer Signature/ Submit Date		QC 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: _____	

## LIST OF INCLUDED INSPECTION FORMS FOR ELECTRICAL

- Conduit for Electrical Systems
- Electrical and Cathodic Protection
- Enclosed Bus Assemblies
- Exterior Lighting
- Grounding and Bonding for Electrical Systems
- Identification for Electrical Systems
- Interior Lighting
- Low-Voltage Circuit Protective Devices
- Low-Voltage Controllers
- Low-Voltage Electrical Power Conductors and Cables (<600V)
- Low-Voltage Electrical Service Entrance
- Low-Voltage Switchgear
- Low-Voltage Transformers
- Raceway and Boxes for Electrical Systems
- Switchboards and Panelboards

Selected Pages

**Industry-Specific Information  
Available by Division**

<b>03 Concrete</b>	<b>08 Openings</b>	<b>27 Communications</b>
<b>04 Masonry</b>	<b>09 Finishes</b>	<b>28 Electronic Safety and Security</b>
<b>05 Metals</b>	<b>21 Fire Suppression</b>	<b>31 Earthwork</b>
<b>06 Wood Plastic Composite</b>	<b>22 Plumbing</b>	<b>32 Exterior Improvements</b>
<b>07 Thermal and Moisture Protection</b>	<b>23 HVAC</b>	<b>33 Utilities</b>
	<b>26 Electrical</b>	



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