

## [CompanyName]

# Fire Protection Quality Manual

# Operating Policies of the [CompanyName] Quality System

Version: 20141228

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Version	Version notes
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## **QUALITY MANUAL**

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## 5. Project-Specific Quality Standards

#### APPLICABLE REGULATIONS, INDUSTRY, and COMPANY STANDARDS

#### 5.1. OVERVIEW

[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 results are specified rather than left to discretionary practices.

#### **5.2. REGULATORY CODES**

All [CompanyName] construction activities comply with the relevant regulations. The Quality Manager identifies regulatory requirements applicable to the jurisdictions served, including:

- Applicable Federal regulations
- Applicable State regulations
- Applicable building codes and local addenda to building codes
- Applicable Fire Code
- Applicable Fuel and Gas Code
- Applicable Mechanical Code
- Applicable Plumbing Code
- Additional regulations specified by the customer contract

The Quality Manager identifies regulatory requirements that apply to a specific project on the Project Quality Assurance/Quality Control Plan.

The Superintendent had jobsite access to relevant codes and government regulations.

#### **5.3. Industry Quality Standards**

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

The Quality Manager identifies supplemental requirements for industry standards that apply to a specific project on the Project Quality Assurance/Quality Control Plan when it is not otherwise specified by the contract, contract technical specifications, or approved drawings.

	Negulatory	Codes and	d Industry Standards
Division	Description	Reference Standard No.	Reference Standard Title
21	Flush the piping system with potable water	NFPA 14	Standard for the Installation of Standpipes and Hose Systems
21	Disinfection of water mains	AWWA C651	Standard for Disinfecting Water Mains
21	Sprinkler system installation	NFPA 13	Standard for the Installation of Sprinkler Systems
21	Control and fire alarm wiring installation	NFPA 70	National Electrical Code
21	Installation of underground piping and fittings	NFPA 24	Standard for the Installation of Private Fire Service Mains and Their Appurtenances
21	Joints anchoring	NFPA 24	Standard for the Installation of Private Fire Service Mains and Their Appurtenances
21,22	Installation of High Density Polyethylene (HOPE) Piping	PIP PNSC0036	Installation of High Density Polyethylene (HOPE) Piping
21,22	Site Preparation, Excavation, and Backfill Specification	PIP CVS02100	Site Preparation, Excavation, and Backfill Specification
22	Installation of plastic pipe where in compliance with NFPA	PPFA-01	Firestopping: Plastic Pipe in Fire Resistive Construction
22	Brazed joints	AWS B2.2/B2.2M	Specification for Brazing Procedure and Performance Qualification
22	Soldered joints	ASME B31.5	Refrigeration Piping and Heat Transfer Components
22	Corrosion protection coatings for buried pipe and fittings	NACE SP0169	Control of External Corrosion on Underground or Submerged Metallic Piping Systems
22	Installation of pipe hangers, inserts and supports	MSS SP-58	Pipe Hangers and Supports - Materials, Design and Manufacture, Selection, Application, and Installation
22	Beveling, alignment, heat treatment, and inspection of weld	ASME B31.1	Power Piping
22	Backflow preventers installation	ICC IPC	International Plumbing Code
22	ASTM D 2774 Standard Practice for Underground Installation of Thermoplastic Pressure Piping	ASTM D 2774	Standard Practice for Underground Installation of Thermoplastic Pressure Piping
33	DIP polyethylene encasement installation	AWWA C105/A21.5	Polyethylene Encasement for Ductile-Iron Pipe Systems
33	PE piping installation	ASTM D 2774	Underground Installation of Thermoplastic Pressure Piping
33	PVC piping installation	AWWA M23	Manual: PVC Pipe - Design and Installation
33	PVC piping installation	UBPPA UNI-B-3	Recommended Practice for the Installation of Polyvinyl Chloride (PVC) Pressure Pipe (Nominal Diameters 4-36 Inch)
33	Steel pipe installation	AWWA M11	Manual: Steel Water Pipe: A Guide for Design and Installation
33	Steel pipe welding	AWWA C206	Field Welding of Steel Water Pipe

33	Pipe hanger and support installation	MSS SP-69	Pipe Hangers and Supports - Selection and Application

#### **5.4. MATERIAL AND EQUIPMENT SPECIFICATIONS**

The Quality Manager ensures that all types of materials and equipment that affect quality are identified and controlled.

The Quality Manager evaluates the expected use of materials and equipment and identifies types of materials and equipment that may affect project quality. For each item, the Quality Manager sets specifications for their intended use, including:

- Compliance to contract requirements
- Compliance to code and industry standards and listing requirements
- Structural integrity
- Performance
- Durability
- Appearance
- Product identification for traceability.

The Quality Manager identifies controlled material and equipment that apply to the project.

The Quality Manager ensures that purchase orders for listed materials and equipment include the relevant specifications as specified in section 6.7 Purchase Order Requirements.

Only approved materials are used in the construction process.

#### 5.5. WORK PROCESS SPECIFICATIONS

The Quality Manager ensures that work processes are controlled to ensure that the specified requirements are met. When appropriate, the Quality Manager will specify project quality standards for work processes that may include:

- References to documented procedures such as manufacturer's installation instructions
- Procedures for carrying out process steps
- Methods to monitor and control processes and characteristics
- Acceptability criteria for workmanship
- Tools, techniques and methods to be used to achieve the specified requirements.

#### 5.6. CONTROLLED MATERIAL IDENTIFICATION AND TRACEABILITY

The Quality Manager determines types of project materials that require quality controls.

For each type of quality controlled material, the Quality Manager determines lot control traceability requirements, if any, and specifies the means of lot identification. Identification methods may include physical labels, tags, markings and/or attached certification documents.

When lot controlled materials are received, the Superintendent verifies that materials have the specified lot identifications.

The Superintendent maintains lot identification at all production phases from receipt, through production, installation, or assembly, to final completion. Acceptable methods for preserving lot identification include physically preserving observable lot identifications, recording the lot identification on a work task quality

inspection form or other work record, or collecting the physical lot identifier as a record along with supplemented with location.

If lot controlled materials are without lot identification, the Superintendent deems the materials as nonconforming and segregates them and/or clearly marks them to prevent inadvertent use. The Superintendent treats the material according to the company policy for nonconformances. Only the Quality Manager can re-identify or re-certify the materials.

#### 5.7. Measuring Device Control and Calibration

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 validates the accuracy of previous measurements.

#### 5.8. [COMPANYNAME] QUALITY STANDARDS

[CompanyName] quality standards supplement contract requirements when they are necessary to ensure quality.

The Quality Manager identifies supplemental requirements for [CompanyName] Quality standards that apply to a specific project on the Project Quality Assurance/Quality Control Plan.

When [CompanyName] quality standards differ from industry standards or product manufacturer instructions, the Quality Manager justifies that the standard reliably achieves quality results and then documents the justification.

All [CompanyName] construction activities conform to the company quality standards.

#### 5.9. APPLICATION OF MULTIPLE SOURCES OF SPECIFICATIONS

Should multiple sources of specifications apply to a work task, the higher level of specification applies. When there are equal levels of specifications that conflict, the specifications are applied in this order:

- Submittals approved by the customer
- Contract technical specifications
- Contract drawings
- Government regulations that exceed requirements of items below
- [CompanyName] quality specifications, including subcontract specifications
- [CompanyName] Quality Manual
- Product installation instructions
- Industry standards
- Generally accepted practices

Should multiple sources of conflicting specifications apply to a project, the Quality Manager defines the standards that apply to the specific project on the Project Quality Assurance/Quality Control Plan.

## 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, 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:

- 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

#### 7.4. WEEKLY QUALITY PLANNING AND COORDINATION MEETINGS

The Superintendent conducts a meeting with key company, subcontractor and supplier personnel responsible for carrying out, supervising, or inspecting the work, and interested customer representatives.

The meeting is held on a nominal weekly schedule. During the meeting, the Superintendent facilitates coordination among the participants, communication among the participants, and reinforces heightened awareness for critical requirements.

The Superintendent maintains a record of the meeting event on the Daily Quality Control Report.

#### 7.5. PROCESS CONTROL STANDARDS

#### 7.5.1. JOB-READY START WORK STANDARDS

Work on a work task starts only when conditions do not adversely impact quality, comply with government regulations, contract technical specifications, industry standards, or product installation instructions.

The Quality Manager identifies supplemental start-work requirements that apply to a specific project when they are necessary to assure quality results.

#### 7.5.2. WORK IN PROCESS STANDARDS

Work is conducted only when conditions do not adversely impact quality; comply with government regulations, contract technical specifications, industry standards, or product installation instructions.

The Quality Manager identifies supplemental work in process requirements that apply to a specific project when they are necessary to assure quality results.

#### 7.5.3. PROTECTION OF COMPLETED WORK STANDARDS

[CompanyName] will preserve and protect work in process, completed work, component parts, materials, and when applicable, delivery to the destination so as to maintain so that compliance with project requirements and standards. This includes handling, storage, protection from natural elements, and reducing risks of damage.

Completed work is protected from damage as specified by government regulations, contract technical specifications, industry standards, or product installation instructions.

The Quality Manager identifies supplemental protection requirements that apply to a specific project when they are necessary to assure quality results.

#### 7.5.4. MATERIAL STORAGE

The Superintendent ensures all materials will be delivered, stored and handled in a manner that protects them from damage, moisture, dirt and intrusion of foreign materials.

Delivery of materials will be planned according to the work progress to minimize storage on site, where there are higher possibilities of damages and deterioration of materials.

Stored materials will be segregated to prevent cross contamination and limit losses should a delivery be rejected.

The Superintendent surveys stored materials during daily jobsite reviews and identifies any material that have incurred damage or otherwise become defective and therefore unfit for use.

#### 7.5.5. CONTROLLED USE OF MATERIALS

The Project Manager ensures that contracts and purchase orders are awarded only to outside organizations qualified to perform the work task and/or supply materials as required for the specific project.

Only approved materials are used in the construction process. Only approved materials are specified in purchase and/or subcontracts.

Materials that are defective, deteriorated, damaged, or not approved are not used. The Superintendent clearly marks such materials for non-use or otherwise holds them aside.

When customer-supplied materials are lost, damaged, or otherwise found unsuitable for use, the Superintendent reports such findings to the customer.

When subcontractor–supplied materials are damaged or otherwise found unsuitable for use, the Superintendent reports such findings to the subcontractor.

The Superintendent ensures that construction uses only materials specified in the contract technical specifications, contract drawings, and approved submittals. Substitutions are made only by agreement of the customer and documented by a change order (see section 2.1.3.6).

#### 7.5.6. CONTROLLED PRODUCT USE AND INSTALLATION

[CompanyName] construction activities conform to manufacturers' product use and installation instructions that apply to the construction process.

When installing a product, the Superintendent has access to all applicable product installation instructions.

#### 7.6. 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 Supplier and Company Crews on site
- Visitors and purpose
- General Remarks
- Improvement Ideas
- Weather conditions

#### 7.7. MONTHLY QUALITY CONTROL REPORT

When a monthly quality control report is required by the Project Quality Plan, the Superintendent records a monthly status report. The report includes:

- A summary of work completed and work in progress
- Outstanding issues
- Issues resolved during the reporting period
- Outstanding potential change orders
- Project status with current project costs and estimated completion date
- A cost analysis summarizing actual costs to date and estimated future costs
- Project pictures as appropriate

## **14.** FORMS

[CompanyName] Controlled Materials Form	54
[CompanyName] Material Inspection and Receiving Report	55
[CompanyName] Daily Production Report	56
[CompanyName] Work Task Inspection Form	57
[CompanyName] Nonconformance Report	58



[CompanyName]  Material Inspection and Receiving Report									
Version 20150126									
Contract ID	Contrac	t Name	Purchase Order No.		Supplier		Bill of L	ading No.	Date
[ProjectNumber]	[Project	Name]							
	Stock/Part			Quantity				Conditional	
Item No.	No.	D	escription	Received	Condition	Marking	Accept	Use	Reject
			Receiv	ing Quality Co	ntrol				
☐Conform to cont☐Received in appa	Listed items have been accepted by me or under my supervision  Conform to contract specifications EXCEPT as noted herein or on supporting documents.  Received in apparent good condition EXCEPT as noted  Signature of authorized person and date:								

## LIST OF INCLUDED INSPECTION FORMS

#### **PLUMBING**

- Plumbing Insulation
- Facility Water Distribution

## ELECTRONIC SAFETY AND SECURITY

- Commissioning of Electronic Safety and Security
- Conductors and Cables for Electronic Safety and Security
- Electronic Access Control and Intrusion Detection
- Electronic Surveillance
- Fire Detection and Alarm
- Mass Notification Systems
- Pathways for Electronic Safety and Security

#### **UTILITIES**

Water Utility Distribution
 Equipment

#### FIRE SUPPRESSION

- Facility Fire-Suppression Water-Service Piping
- Fire Pumps
- Fire-Suppression Sprinkler
   Systems
- Fire-Suppression Standpipes
- Fire-Suppression Water Storage

## Electronic Safety and Security - Commissioning of Electronic Safety and Security 28.08.00

D : .	In:	Ι		1			I o		
Project:	Phase:	Contra	Contract#:		Subcontractor:		Crew:		
Compliance Verification		FTQ	2TQ	Heightened	Awareness Checkpoints	_			
☐ Compliance with initial jo	ob-		ctional testing						
ready requirements				Start-up sequence verified with ENGINEER					
☐ Compliance with materia	al inspection and tests			System Ope frequency in	erations free of electrom nterference	agnetic	and radio		
☐ Compliance with work in	process first			CCTV syste	m operational over enti	re expe	cted light range		
article inspection require				Sensor outp	out verified under all ope	rationa	l scenarios		
☐ Compliance with work in					ting locations verified w	ith OW	NER prior to		
inspection requirements	3				ng and connection as connection (fire// elev	/ator// d	loor / window//		
☐ Compliance with Task co	ompletion inspection		_		ectrical// water// sewer//				
requirements				Hardware a	nd Software compatible	across	the System		
☐ Compliance with inspect	tion and test plan			-	cess Settings enabled				
☐ Compliance with safety	policies and procedures			Password a the OWNER	nd Access Codes docu	mented	I and provided to		
Reported Nonconformances	and incomplete items:			200	5				
		C							
	FTQ Scores at	nd C	omp	letion Sign	-off				
Field Mgmt <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 #::		_Signe			Date:				
Task has been has been verified complete and in	compliance with contract drawings and specification	ons exce	pt for non	-conformances a n d	incomplete items reported above.				
Quality Score         5 = 100% NO           On-Time Score         5 = On Time           Safety Score         5 = 100% NO	4 = Late	3	= Late $l$	oot or 2-3 minor by 1 day oot or 2-3 minor	2 = 6+ or major problems 2 = Late by 2 days 2= 4+ or major problem	l = La $l = Inja$	accessive problems ate more than 2 days ury 2012 First Time Quality		

Project:	Phase:	Contract#:	Subcontractor:	Crew:					
Compliance Verification  Compliance with ready requirem  Compliance with	h initial job-	d tests	□ □ Piping pitched to allow complete drainage □ □ Piping not placed above electrical panels or s						
article inspection  Compliance with inspection requirements  Compliance with Compliance Compliance Compliance with Compliance Compliance With Compliance		an  Pip  Sy  Dection  Wo  an  Decedures	and made watertight  Piping secured to prevent movement and chafe  Piping bends and fittings restrained  System pressure tested and without leaks  Valves provided with tamper-proof seals  Wet piping not exposed to freezing conditions						
		Q Scores and Completi	on Sign-off						
Field Mgmt91.4	3 2 1 Notes:	0							
On-Time 5 4	3 Z 1 <sup>ryotes</sup> :								
Safety 5 4	3 2 1 Notes:								
ign and date*: Cell # / IE		Signed: rawings and specifications except for non-confo		e:					
On-Time Score 5	5 = On Time $4 =$	l minor problems 3 = Hotspot or Late 3 = Late by 1 d I minor problem 3 = Hotspot or	2 = Late by 2 days	I = Excessive problems I = Late more than 2 days I = Injury Copyright 2012 First Time Quality					

Plu	ımbing - Plur	nbi	ng	Insulati	on 22.07.00	
Project: Phase:		Contra	ct#:		Subcontractor:	Crew:
Compliance Verification  Compliance with initial jobready requirements		FTQ	2TQ	Plumbing ar applying Ins		nd operational before
<ul> <li>□ Compliance with material inspector</li> <li>□ Compliance with work in process article inspection requirements</li> <li>□ Compliance with work in process inspection requirements</li> <li>□ Compliance with Task completion requirements</li> <li>□ Compliance with inspection and</li> <li>□ Compliance with safety policies</li> <li>Reported Nonconformances and incompleted in the complete services</li> </ul>	s first  on inspection  test plan  and procedures		moisture Adhesive/Anchors/Staples/Wrapping utilized is compatible with Insulation type Insulation through penetrations maintains fire rating of structure Insulation protected from chafe at all supports and contact points Insulation protected from weathering and moisture intrusion Operation of valves and actuators not hindered by insulation Insulation joints sealed Cladding applied in high abuse/traffic areas			
Field Mgmt91.45.01  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 #::  Task has been has been verified complete and in compliance we consider the same of the sam	ith contract drawings and specification	Signed except	i:	conformances and	Date: incomplete items reported above.	
Quality Score         5 = 100% NO problems           On-Time Score         5 = 0n Time           Safety Score         5 = 100% NO problems	4 = 1 minor problems 4 = Late 4 = 1 minor problem	3	= Late l	ot or 2-3 minor by 1 day ot or 2-3 minor	2 = 6+ or major problems 2 = Late by 2 days 2= 4+ or major problem	<ul> <li>I = Excessive problems</li> <li>I = Late more than 2 days</li> <li>I = Injury</li> <li>Copyright 2012 First Time Quality</li> </ul>

Project: Phase:	Contra			Subcontractor:	Crew:		
Compliance Verification	FTQ	2TQ		Awareness Checkpoints			
Compliance with initial jobready 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:	connection type) with the connection type with the Backflow Preventers in Valves installed in an older Valve boxes do not restrict Protective coating/wrap damage  Pumping station valving labeled  Meter bodies fully acce				atible (material// pressure rating// distribution piping lled with proper flow direction ationally accessible manner		
FTQ Scores FTQ Scores	and C	omp	letion Sign-c	off			
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 #::  Task has been has been verified complete and in compliance with contract drawings and specific	Signe		-conformances a n d	Date:			
	3	= Late	oot or 2-3 minor by 1 day oot or 2-3 minor	2 = 6+ or major problems 2 = Late by 2 days 2= 4+ or major problem	I = Excessive problems I = Late more than 2 days I = Injury Copyright 2012 First Time Quality		



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