Telecom QA/QC Manual Sample
Selected pages (not a complete plan)

- Quality Manual
- Reporting Forms
- Inspection Forms

Contact:
Ed Caldeira
410-451-8006
[CompanyName]

Telecommunications

Quality Manual

Operating Policies of the
[CompanyName] Quality System

Version: 20150128

<table>
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</tr>
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<tr>
<td>20141228</td>
<td>Initial issue</td>
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Approval Signature and Date: ________________________________ _____________________

President/ Date

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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 .................................................................................. 12
   2.4. Project Quality Assurance/Quality Control Plan ............................................................... 14
   2.5. Identification of Quality Controlled Work Tasks ............................................................... 14
   2.6. Project Quality Inspection and Test Plan ............................................................................ 14
   2.7. Project Quality Communications Plan ................................................................................ 14
   2.8. Project Quality Training Plan ............................................................................................. 14
   2.9. Customer Training On Operation and Maintenance ......................................................... 15
   2.10. Project Records and Documentation Plan ......................................................................... 15
   2.11. Project Audit Plan ............................................................................................................... 15

3. Contract Specifications ........................................................................................................... 16
   3.1. Overview ................................................................................................................................. 16
   3.2. Contract Technical Specifications ...................................................................................... 16
   3.3. Contract Drawings ............................................................................................................... 16
   3.4. Contract Submittals ............................................................................................................. 16
   3.5. Customer Submittal Approval ............................................................................................ 18
   3.6. Contract Warranty ............................................................................................................... 19
   3.7. Contract Review and Approval ........................................................................................... 19

4. Design Review and Control ................................................................................................... 20
   4.1. Overview ................................................................................................................................. 20
   4.2. Design Input Review ............................................................................................................ 20
   4.3. Project Design Quality Assurance/Quality Control Plan ................................................... 20
   4.4. Design Progress Reviews .................................................................................................... 21
   4.5. Design Output Verification and Approval ........................................................................... 21

5. Project-Specific Quality Standards .......................................................................................... 22
   5.1. Overview ................................................................................................................................. 22
   5.2. Regulatory Codes ................................................................................................................ 22
5.3. Industry Quality Standards .................................................................................................................. 22
5.4. Material and Equipment Specifications ................................................................................................. 24
5.5. Work Process Specifications ................................................................................................................. 25
5.6. Controlled Material Identification and Traceability ................................................................................ 25
5.7. Measuring Device Control and Calibration ............................................................................................ 25
5.8. [CompanyName] Quality Standards ....................................................................................................... 28
5.9. Application of Multiple Sources of Specifications ................................................................................... 26

6. Project Purchasing ....................................................................................................................................... 27

6.1. Overview .................................................................................................................................................. 27
6.2. Qualification of Outside Organizations and Company Departments ..................................................... 27
6.3. Quality Responsibilities of Key Subcontractor and Supplier Personnel ................................................ 28
6.4. Requirements for Subcontractor QC Plan ............................................................................................... 29
6.5. Subcontractor and Supplier Quality Policy ............................................................................................. 29
6.6. Project Subcontractor and Supplier List ................................................................................................ 30
6.7. Purchase Order Requirements ............................................................................................................. 30
6.8. Project Purchase Order Approvals ....................................................................................................... 30

7. Process Controls .......................................................................................................................................... 31

7.1. Overview .................................................................................................................................................. 31
7.2. Project Startup and Quality Control Coordination Meeting ................................................................. 31
7.3. Preparatory Project Quality Assurance/Quality Control Plan Planning ............................................... 31
7.4. Weekly Quality Planning and Coordination Meetings ......................................................................... 32
7.5. Process Control Standards .................................................................................................................... 32
7.6. Daily Quality Control Report ............................................................................................................... 34
7.7. Monthly Quality Control Report .......................................................................................................... 34

8. Inspections and Tests ................................................................................................................................... 35

8.1. Overview .................................................................................................................................................. 35
8.2. Required Work Task Quality Inspections and Tests .............................................................................. 35
8.3. Material Inspections and Tests ............................................................................................................ 35
8.4. Work in Process Inspections ............................................................................................................... 36
8.5. Work Task Completion Inspections ..................................................................................................... 36
8.6. Inspection of Special Processes ............................................................................................................ 37
8.7. Independent Measurement and Tests .................................................................................................... 37
8.8. Commissioning Functional Acceptance Tests ....................................................................................... 37
8.9. Hold Points for Customer Inspection ................................................................................................... 37
8.10. Quality Inspection and Test Specifications ......................................................................................... 37
8.11. Inspection and Test Acceptance Criteria ............................................................................................. 38
8.12. Inspection and Test Status .................................................................................................................. 39
8.13. Independent Quality Assurance Inspections ....................................................................................... 39
8.15. Project Completion and Closeout Inspection ....................................................................................... 40

9. Nonconformances and Corrective Actions ................................................................................................. 42

9.1. Overview .................................................................................................................................................. 42
# 9.2. Nonconformances

# 9.3. Corrective Actions

# 10. Preventive Actions

## 10.1. Overview

## 10.2. Identify Preventive Actions for Improvement

## 10.3. Train Preventive Actions for Improvement

# 11. Quality System Audits

## 11.1. Overview

## 11.2. Project Quality System Audit

## 11.3. Company-wide Quality System Audit

# 12. Record and Document Controls

## 12.1. Overview

## 12.2. Quality System Documents

## 12.3. Document Controls

## 12.4. Record Controls

# 13. Appendix

## 13.1. Definitions of Terms

# 14. Forms
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.
## Regulatory Codes and Industry Standards

<table>
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<th>Reference Standard No.</th>
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<td>Construction and placement of forms, shoring and scaffolding</td>
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<td>ACI Detailing Manual and Building Code Requirements for Structural Concrete and Commentary</td>
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<td>Cold weather requirements</td>
<td>ASTM C 49A/C 494M</td>
<td>Standard Specification for Chemical Admixtures for Concrete</td>
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<td>Hot weather requirements</td>
<td>ACI 305R</td>
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<td>North American Specification for the Design of Cold-Formed Steel Structural Members</td>
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<td>Install high-strength bolts</td>
<td>Select as per design</td>
<td>RCSC's &quot;Specification for Structural Joints Using ASTM A 325 or A 490 Bolts&quot;</td>
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<td>CFSEI</td>
<td>Field Installation Guide for Cold-Formed Steel Roof Trusses</td>
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<td>NFPA 70</td>
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<td>Mounting height of wall-mounted outlet and switch boxes</td>
<td>ICC/ANSI A117.1</td>
<td>Accessible and Usable Buildings and Facilities</td>
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</table>
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 ................................................................. 55
[CompanyName] Material Inspection and Receiving Report .......................................... 56
[CompanyName] Daily Production Report .................................................................... 57
[CompanyName] Work Task Inspection Form ................................................................ 58
[CompanyName] Nonconformance Report ................................................................... 59
## Material Inspection and Receiving Report

**Version 20150128**

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### Receiving Quality Control

**ACCEPTANCE**

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: ________________________________

### EXCEPTIONS:
LIST OF INCLUDED INSPECTION FORMS

CONCRETE

- Cast Decks and Underlayment
- Concrete Finishing
- Concrete Forming
- Concrete Reinforcing
- Grouting
- Precast Concrete
- Structural Concrete

EARTHWORK

- Bored Piles
- Caissons
- Clearing and Grubbing
- Driven Piles
- Excavating and Fill
- Grading

METALS

- Metal Decking
- Metal Railings
- Metal Stairs
- Structural Steel Framing

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
## 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

- Construction benchmark placement is stable and protected 1050
- Underground Facilities located and marked to prevent damage from placement equipment 1051
- Overhead Utility Crossings located and marked in work area and along travel routes 1052
- Decking forms adequately braced and supported 1053
- Reinforcing adequately supported to ensure proper final location in placed concrete 1054
- Long dimension of wire reinforcement is perpendicular to form corrugations 1055
- Concrete Toppings adequately bonded to substrate 1056
- Finished surfaces are level/even sloped and sloped to drains 1057
- Openings sealed and appurtenances protected before Cement Underlayment placement 1058
- Cement Underlayment material curing temperature maintained as per manufacturer's recommendation 1059

## FTQ Scores and Completion Sign-off

### Field Mgmt.-Superintendent Inspection 91.45.01

<table>
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### Field Mgmt.-QA Inspection 91.45.02

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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**
- Shop applied primer and galvanizing intact and without blemishes 2580
- Drainage holes installed to prevent water traps with unobstructed openings 2581
- Bearing base plates fully and evenly supported 2582
- Connecting bolts, washers, and nuts tight and clean of dirt/rust 2583
- Welded connections continuous, even, clean, and free of blow holes or other irregularities 2584
- Connecting hardware and welds primed with paint of the same quality as the shop coat 2585
- Openings in structural members approved by ENGINEER 2586
- Spray-on fireproofing evenly applied and without gaps 2587
- Framing members free of twist, bow, buckle, or other directional irregularity 2588
- Framing members installed plumb, level, and true to line 2589

### FTQ Scores and Completion Sign-off

#### Field Mgmt.-Superintendent Inspection 91.45.01

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Electrical Conduit for Electrical Systems 26.05.33.13

|----------|--------|------------|---------------------|----------------------|

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- 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**

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**Quality Score**
- 5 = 100% NO problems
- 4 = 1 minor problem
- 3 = Hotspot or 2-3 minor
- 2 = 6 or major problems
- 1 = Excessive problems

**On-Time Score**
- 5 = On Time
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- 2 = Late by 2 days
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**Safety Score**
- 5 = 100% NO problems
- 4 = 1 minor problem
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- 2 = 4 or major problem
- 1 = Injury

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### Compliance Verification
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Reported Nonconformances and incomplete items:

### FTQ 2TQ Heightened Awareness Checkpoints

- Locate and mark Overhead Utility Crossings in work area and along travel routes **2240**
- Locate and mark Underground Facilities **2241**
- Prevent damage to Underground Facilities in equipment traffic areas **2242**
- Properly support and do not excessively stack stored piles / caissons / piers **2243**
- Same equipment is utilized for placement of test and production piles **2244**
- Do not place concrete near active pile placement to prevent aggregate segregation **2245**
- Limit concrete placement rate and properly vibrate fill to prevent void formation **2246**
- Prevent “flashes” caused by ignition of volatile gas buildup within hollow piles **2247**
- Verify placement / stability / protection of construction benchmark **2248**
- Observe adjacent ground / structures for heave during pressure-injection operations **2249**

### FTQ Scores and Completion Sign-off

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For More Information:
Contact: Ed Caldeira
410-451-8006
www.firsttimequality.com
EdC@FirstTimeQuality.com