

[CompanyName]

[CompanyName]

[CompanyPhone]

Construction Quality Assurance (CQA) Program

Management acceptance

This Construction Quality Assurance Program has been reviewed and accepted.

| | | | |
|---------------------------------------|----------------------------|-------------|--------|
| Endorsed By: (Name / Title) | [PresidentName], President | | |
| Signature: | <i>[PresidentName]</i> | Date | [Date] |

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CONSTRUCTION QUALITY ASSURANCE (CQA) PROGRAM

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1. QUALITY POLICY GOALS AND PERFORMANCE MEASURES

1.1. QUALITY POLICY GOALS

[CompanyName] is committed to quality. Our objective is to safely deliver 100 percent complete, on-time construction projects that meet all contract and customer expectations the first time, every time. Our commitment to quality means:

- Every [CompanyName] employee is responsible for fully implementing and complying with all provisions of the [CompanyName] quality program.
- Our quality standards meet or exceed all applicable regulations, codes, industry standards, and manufacturer specifications as well as with our customers' contract and individual requirements.
- We stand behind our work. We inspect every work task to assure conformance to the project requirements. Should problems be found, we correct them.
- We are always improving. All employees receive regular training to make systematic improvements to remove quality risks and enhance quality performance.
- We conduct our work with dignity and respect for the customer, subcontractor and supplier partners, and ourselves.

1.2. QUALITY PROGRAM PERFORMANCE MEASURES

Company-wide quality performance measures evaluate the effectiveness of the Quality Program to meet [CompanyName]'s Quality Policy Goals. The following indicators are the primary measures of quality performance:

- Number of customer correction items identified
- Percentage of project tasks delivered on time
- Customer satisfaction feedback

At least annually, the President evaluates [CompanyName] quality performance and set improvement goals.

1.3. CUSTOMER SATISFACTION PERFORMANCE MEASURES

[CompanyName] obtains feedback at project milestones and after project completion on whether customer quality expectations are being met, and to what extent. The President analyzes customer satisfaction data to determine opportunities for improvement and address any items of customer dissatisfaction.

1.4. ON-TIME DELIVERY PERFORMANCE AND MEASURES

[CompanyName] tracks, and measures on-time delivery as compared to the date issued and expected completion date provided to us by our customer and contract requirements.

At least monthly, the President reviews project progress with the expected completion date for on-time delivery conformance. If a project is behind schedule, the President completes a Nonconformance Report and communicates the issue with the customer. President and customer agree on corrective and prevention actions.

4. OPERATIONAL PLAN FOR ESTABLISHING AND REVIEWING WORK CONTROLS, CERTIFICATIONS, AND DOCUMENTATION

The CQA Manager establishes, and reviews work task controls, certifications, and documentation of quality control operations, inspections, and test records, including those for subcontractors.

4.1. CONSTRUCTION PROCESS SPECIFICATIONS

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

- Documented quality procedures
- Methods to monitor and control processes and characteristics
- Acceptability criteria for workmanship
- Tools, techniques and methods to be used to achieve the specified requirements.

4.2. MEETINGS AND COORDINATING PROCEDURES

4.2.1. PRE-CONSTRUCTION MEETING

A preconstruction meeting shall be held at the site prior to the beginning of construction. The meeting shall be attended by the CQA Manager and other concerned parties. Specific topics for the preconstruction meeting shall include the plans and specifications, the CQAP, areas of confusion, safety, CQC documentation, and the responsibilities of each party.

4.2.2. WEEKLY PROGRESS MEETINGS

Weekly progress meetings shall be held between the CQA Manager, appropriate subcontractors, and other concerned parties. The purpose of these meetings is to discuss current progress, planned activities for the next week, issues requiring resolution, and any revisions to the work. The CQA Manager shall report any deficiencies noted during the previous week.

4.2.3. CONTRACTOR COORDINATION MEETINGS

The CQA Manager and appropriate personnel shall attend coordination meetings with each major subcontractor prior to the start of construction activities. Specific topics for the coordination meetings shall include the plans and specifications, the CQAP, areas of confusion, safety, and the responsibilities of each party.

4.2.4. SAFETY MEETINGS

The CQA Manager and appropriate personnel shall attend required safety meetings.

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6. QA METHODS USED DURING THE PROCUREMENT CYCLE

6.1. PURCHASING CONTROLS

The Project Manager must review, approve, and sign each purchase order.

For critical materials or equipment, the Project Manager submits purchase orders to the CQA Manager for review and a final recommendation for rejection or approval. The CQA Manager ensures that contracts and purchase orders are issued only to qualified outside organizations.

6.2. QUALIFICATION OF SUBCONTRACTORS AND SUPPLIERS

The CQC Manager qualifies outside organization and company work department capabilities to ensure that they are capable of completely carrying out their assigned quality responsibilities before approving and signing the contract, purchase order, or work order.

The CQC Manager documents the qualifications of outside organizations on the Project License and Qualifications. An exhibit of the Project License and Qualifications is in the Appendix at the end of this CQA Program.

The CQA Manager reviews the Project License and Qualifications form of each subcontractor and supplier and recommends rejection or approval based on the requirements of the contract and documented qualifications, certifications and documentation requirements.

For critical components, the CQA Manager determines if a source quality inspection is necessary to validate supplier quality and delivery capabilities.

Key outside organizations that have been approved for use by the CQA Manager are listed on the Source of Supply form. A Source of Supply form exhibit is included in Appendix at the end of the CQA Program.

6.3. MATERIAL AND EQUIPMENT RECEIVING AND STORAGE

6.3.1. MATERIAL AND EQUIPMENT INSPECTIONS AND TESTS

A receiving inspection program documents inspections for each procurement. When materials or equipment are received, the Superintendent or qualified inspector inspects the materials and verifies that materials have the specified lot identifications and meet purchase contract quantity and quality requirements. The Superintendent records receiving inspections on the Material Receiving and Inspection Report form or Metals Materials Receiving Inspection form included as an exhibit in the Appendix of this QAP.

When materials or equipment are rejected or nonconforming, the Superintendent or qualified inspector records the rejection on the Material Inspection and Receiving Report and follows the procedures for handling and disposing of nonconforming components and materials. The CQA Manager reviews Nonconformance Reports to confirm that all nonconforming components and materials are handled and disposed of properly.

9. APPENDIX

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| [CompanyName] Construction Process Plan | | | |
|---|-----------------------------------|------------------------------------|-----------|
| Project ID | Project Name/Address | Customer | Report ID |
| [ProjectNumber] | [ProjectName] | | |
| Work Task | | Quality Procedure | |
| | | | |
| Qualification requirements | | Applicable Qualification Standard | |
| | | | |
| Reference Documents | | | |
| (contract specifications, contract drawings, submittals, quality standards, work instructions, product installation instructions) | | | |
| ID # | Title or Description | Version / Issue Date | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| Required Inspections, Process Controls, and Tests | | | |
| ID # | Inspection Protocol / Test Points | Acceptance Criteria | |
| | Completion Inspection | [CompanyName] Quality Requirements | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| Required Records of Work Task and Completion | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| Signatures (Sign and Date) | | | |
| Inspector/Tester | Subcontractor | CQA Manager | |
| | | | |

**[CompanyName]
Work Task Inspection Form
[TaskName]**

| | | |
|---|--|--|
| Project: Id# [ProjectNumber] | Project Name: [ProjectName] | Subcontractor and Supplier Company ID/Name: |
| Location/Area: | Reference drawing version #: | Crew ID/Name |
| Compliance Verification | Heightened Awareness Checkpoints | |
| <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 inspection requirements <input type="checkbox"/> Compliance with work task completion inspection requirements <input type="checkbox"/> Compliance with inspection and test plan | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> | |
| Photos (before and after): | | |
| | | |
| Reported Nonconformances: | | |
| | | |
| Verification of Work Task Completion (sign and date) | | |
| Project Superintendent score subcontractor/crew performance and feedback notes | Quality: 5 4 3 2 1 Safety: 5 4 3 2 1 Delivery: 5 4 3 2 1 | |
| CQA Manager Sign and date*: Work task verified complete to specifications (sign and date) | | |
| CQA Manager score quality performance and feedback notes | Quality: 5 4 3 2 1 | |
| * 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. | | |

| [CompanyName] Material Inspection and Receiving Report | | | | | | | | |
|--|----------------|--------------------|-------------------|-----------|---------|--------------------------|--------------------------|--------------------------|
| Contract ID | Contract Name | Purchase Order No. | Supplier | | | Bill of Lading No. | Date | |
| [ProjectNumber] | [ProjectName] | | | | | | | |
| Item No. | Stock/Part No. | Description | Quantity Received | Condition | Marking | Accept | Conditional Use | Reject |
| | | | | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | | | | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | | | | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | | | | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | | | | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | | | | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Receiving Quality Control | | | | | | | | |
| <p>ACCEPTANCE</p> <p>Listed items have been accepted by me or under my supervision</p> <p><input type="checkbox"/> Conform to contract specifications EXCEPT as noted herein or on supporting documents.</p> <p><input type="checkbox"/> Received in apparent good condition EXCEPT as noted</p> <p>Signature of authorized person and date: _____</p> <p>Signature of CQA Manager and date: _____</p> | | | | | | | | |
| EXCEPTIONS: | | | | | | | | |

| [CompanyName] Project Quality Program Audit Form | | | |
|--|---------------|---------|------|
| Project ID | Project Name | Auditor | Date |
| [ProjectNumber] | [ProjectName] | | |
| Review Topics: (Place check mark next to each item audited) | | | |
| <ul style="list-style-type: none"> <input type="checkbox"/> Customer satisfaction <input type="checkbox"/> On-time task completion <input type="checkbox"/> Contract administration <input type="checkbox"/> Safety compliance <input type="checkbox"/> Quality risk planning and mitigation <input type="checkbox"/> Performance improvement results <input type="checkbox"/> Action plan for improvements <p>Quality Plan Conformance:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Project Quality Coordination and Communication <input type="checkbox"/> Employee Qualifications <input type="checkbox"/> Qualification of subcontractors and suppliers <input type="checkbox"/> Project Quality Specifications <input type="checkbox"/> Testing Plan <input type="checkbox"/> Test Reports <input type="checkbox"/> Work Task Quality Inspections <input type="checkbox"/> Daily Quality Control Report <input type="checkbox"/> Control of Punch Items and Nonconformances <input type="checkbox"/> Project Records and Documents | | | |
| Nonconformance Notes and observations | | | |
| Action plan for improvement | | | |
| Follow-up results and date | | | |