

# [CompanyName]

[CompanyAddress]

## Contract Services

### Quality Assurance/Quality Control Plan

[ContractName]

[ContractNumber]

Management acceptance

This Contract Services Quality Assurance/Quality Control Plan has been reviewed and accepted.

Endorsed By: (Name / Title)	[QualityManagerName], Quality Manager		
Signature:	<i>[QualityManagerName]</i>	Date:	[Date]
Version	0	Notes	Initial Issue

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# CONTRACT-SPECIFIC CONTRACT SERVICES QUALITY PLAN

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## B. KEY ELEMENTS OF THE CONTRACT SERVICES QUALITY PLAN

Key elements of the [CompanyName] Quality Assurance/Quality Control Plan include:

**Quality Management and Responsibilities.** [CompanyName] fully integrates its quality management system into the organizational structure and performance management systems for each contract. We:

- Maintain a documented quality system consisting of a quality plan with policies and procedures.
- Tightly control exceptions to the quality system so company standards are applied uniformly to every contract
- Systematically maintains quality system documents and records.

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

- Appoint a Quality Manager, Site Manager, and Senior Manager to each contract, 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 contract quality records and documentation that will be maintained.
- Tightly control exceptions to the quality system so company standards are applied uniformly to every contract
- Enforce policies that monitor work conditions before and during work so that quality results are assured.

**Contract Quality Coordination and Communication.** [CompanyName] tightly controls the Contract Services process to ensure quality results. We:

- Plan quality communications through meetings, reporting requirements, and points of contact.
- Have a contract startup meeting to communicate contract goals and expectations.
- Conduct preparatory meetings in advance of each scheduled service task to communicate requirement details and coordinate work activities.

**Employee Qualifications.** [CompanyName] ensures that only knowledgeable, capable employees carry out the planning, execution, and control of our contracts. 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 outside organization qualification requirements including licensing requirements, compliance with specific quality standards, quality responsibilities, qualification of personnel and quality improvement processes.
- Validate capabilities to meet contract quality requirements at planned production levels.
- Verify ongoing quality performance.

**Contract-Specific Quality Standards.** [CompanyName] clearly defines standards and specifications that apply to each contract. We:

- Identify all relevant regulations, codes, and industry standards.
- Identify specifications for materials that meet contract as well as regulatory requirements.
- Specify quality and certification requirements for materials and equipment that affect quality.
- Identify special requirements for calibration of quality measuring devices.
- Supplement the contract and published standards with [CompanyName] quality standards as required to reduce quality risks and assure quality results.

**Inspections and Test Plan.** [CompanyName] quality inspection processes ensure that all work activities comply with the documented standards and specifications. We:

- Identify inspections and tests required by contract specifications and industry standards.
- Record the result of each quality inspection and test.
- Use independent laboratories certified by nationally recognized accreditation agencies

**Service Task Quality Inspections.** [CompanyName] quality inspection processes ensure that all work activities comply with the documented standards and specifications. We:

- Identify required quality inspections and tests at key milestones during the contract.
- Identify each service task that is subject to a series of quality inspections and quality control activities
- Conduct a series of quality inspections for each contract services task: before work begins, at first article completion, while work is in process, and at completion.
- Inspect all materials before use.
- Record the result of each service task inspection.

**Quality Control of Corrections and Nonconformances.** [CompanyName] nonconformance control processes ensure that we prevent all nonconformances from cover-up, inadvertent use, and corrected. We:

- Mark the item to clearly identify it for correction.

- Make corrections in a timely manner and validate their effectiveness.
- Require customer approval before accepting any nonconforming items.
- Identify nonconformance items for future prevention.
- Address nonconformance causes systematically by updating standards and specifications; improving process and employee capabilities; setting new requirements for outside organizations; and enhancing the effectiveness of field and third-party quality inspections.
- Validate actions taken to prevent nonconformances and their effectiveness.

**Service Task Verification.** [CompanyName] verification processes ensure that we complete all service work to the satisfaction of the customer. We verify inspections, testing, balancing, re-work, follow-ups, approval, documentation, and acceptance including the work of all subcontractors and suppliers.

**Quality Assurance Surveillance.** [CompanyName] audits the quality system to assure [CompanyName] is meeting the contract requirements, performance goals and company standards. We:

- Conduct monthly audits of the contract for conformance to the Contract Quality Assurance/Quality Control Plan and the [CompanyName] Quality System requirements.
- Conduct annual company-wide audits to evaluate the effectiveness of the [CompanyName] Quality System and improve its operation.

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## H. QUALITY INSPECTIONS

### SERVICE TASK INSPECTIONS

Each service task is subject to a series of inspections; before, during, and after the work is complete. Each inspection verifies compliance with the 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 contract 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 contract quality requirements. When appropriate, functional tests are performed.

Inspection results are recoded and maintained as part of the contract files.

#### SERVICE TASK INSPECTION PLAN

The Quality Manager prepares a Service Task Inspection Plan covering all services required by this contract. The inspection plan will specify the following:

- Areas to be inspected on either a scheduled or unscheduled basis
- How often the inspections will be performed and documented
- Title of the individual(s) who will perform the inspections

A Service Task Inspection Plan exhibit is included in this subsection.

#### MATERIAL QUALITY INSPECTION AND TESTS

Material quality inspections and tests ensure that purchased materials meet purchase contract quantity and quality requirements. The Site Manager inspects or ensures that a qualified inspector inspects materials prior to use for conformance with contract quality requirements.

The Site Manager ensures that each service task that uses the source inspected materials proceeds only after the material has been accepted by the material quality inspection or test.

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<b>[CompanyName] Inspection Record</b>		
<b>Service Task:</b>		
<b>Contract: Id#</b>	<b>Contract Name:</b> [ContractName]	<b>Crew ID/Name</b>
<b>Location/Area:</b>	<b>Inspection Plan Reference #:</b>	
<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 work 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 contract startup and preparatory meetings] <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
<b>Production Notes:</b>		
<b>Reported Nonconformances:</b>		
Verification of Work Task Completion (sign and date)		
<b>Inspector Sign and date*:</b> Work task verified complete to specifications (sign and date)		
<b>Inspector score - subcontractor/crew performance and feedback notes</b>	<b>Quality:</b> 5 4 3 2 1 <b>Safety:</b> 5 4 3 2 1 <b>Delivery:</b> 5 4 3 2 1	
<b>Quality Manager Sign and date*:</b> Work task verified complete to specifications (sign and date)		
* 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.		

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[CompanyName] Punch List						
Contract ID		Contract Name		Punch List Type		
[ContractNumber]		[ContractName]		<input type="checkbox"/> Service task: _____ <input type="checkbox"/> Contract Final Punch		
Inspection Date		Preparer				
Item	Location	Description	Due Date	Compl. Date	Item Completion Verification	
					Super Initial	QA Initial
Punch List Completion Date		Final QA Sign-off		Remaining Nonconformances Reported ID # and Description		

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## L. MONTHLY PERFORMANCE LOGS

### MONTHLY SERVICE LOG

[CompanyName] will keep a monthly service log to track all services performed for this contract.

The Monthly Service Log will include the following information:

- Log Date
- ID #
- Service Location
- Response Type (Emergency, Urgent, or Routine)
- Description of Service
- Service Started Date/Time
- Service Completed Date/Time

A Monthly Service Log form exhibit is included in this subsection.

### MONTHLY CUSTOMER FEEDBACK LOG

[CompanyName] will keep a Monthly Customer Feedback Log to track all customer feedback for this contract.

The Monthly Customer Feedback Log will include the following information:

- Log Date
- ID #
- Service Location
- Response Type (Emergency, Urgent, or Routine)
- Description of Service
- Customer Feedback
- [CompanyName] Response

A Customer Feedback Log form exhibit is included in this subsection.

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