

Questions? Call First Time Quality 410-451-8006

[CompanyName]

[CompanyAddress]

[CompanyPhone}

**Architectural Glass and Metal
Quality Assurance/Quality Control Plan**

[ProjectName]

[ProjectNumber]

Management acceptance

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

Endorsed By: (Name / Title)	[QualityManagerName], Quality Manager		
Signature:	<i>[QualityManagerName]</i>	Date:	[Date]
Version	1.0	Notes	Initial Issue

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F. PERSONNEL QUALIFICATIONS

[CompanyName] ensures that only knowledgeable, capable employees carry out the planning, execution, and control of the project.

We train our employees in quality standards and procedures based on project requirements as well as their job positions. Then we validate their capabilities before they are assigned to carry out their quality job responsibilities on the project. Ongoing monitoring of performance continually validates qualifications of each employee.

The Quality Manager qualifies employee capabilities to ensure that they are capable of completely carrying out their assigned quality responsibilities including the following capabilities:

- Knowledge of Company quality standards
- Knowledge of job responsibilities and authority
- Demonstrated skills and knowledge
- Demonstrated ability
- Demonstrated results
- Required training
- Required experience

The Quality Manager also evaluates independent contractor personnel on the same standards that apply to employees.

ESTIMATING AND PROJECT MANAGER QUALIFICATIONS

The Quality Manager qualifies [CompanyName] Estimating and Project Managers as having CSI Construction Document Technologist (CDT) designation or otherwise having knowledge of the following:

- Construction contracts
- Contract documents
- Contract provisions
- Procedures for modifications and substitutions
- Interpreting construction documents

ESTIMATING AND PROJECT MANAGERS HAVE ANNUAL CONTINUING EDUCATION INCLUDING AT LEAST ONE OF THE FOLLOWING:

- CSI – CDT Boot Camp
- GANA Blueprint Reading and Labor Estimating Course
- GANA Project Managers Reference Manual – self study
- GANA Glazing Manual – self study
- Manufacturers Training
- Other training or courses relevant to the job position qualifications

SHOP SUPERVISOR AND FIELD INSTALLATION SUPERVISOR QUALIFICATION REQUIREMENTS

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The Quality Manager qualifies [CompanyName] Shop Supervisors who are responsible for supervising the fabrication activities of Shop Fabrication craftsmen. Qualification requirements include:

- Demonstrated experience as a craft worker with expertise that is adequate to perform any reasonable task within the fabrication craft.
- At least 4 years of experience as a fabricator.

SHOP FABRICATOR AND INSTALLER QUALIFICATION REQUIREMENTS

Only [CompanyName] approved fabricator and installers are responsible for the quality of fabricating and installing activities. The Quality Manager approves fabricators and installers as qualified to perform specific fabricating and installing work tasks, including one or more of the following:

- Industry-specific training or vocational course given by an organization recognized by the US Department of Labor or Canadian Provincial College of Trades.
- Other Industry-specific courses
- [CompanyName] training
- Manufacturer training

When required, the Quality Manager may approve the qualification of fabricator and installers to the specific fabricating or installing procedure.

The Quality Manager approves the qualification of all fabricator and installers before they begin fabricating and installing on a specific project, work task, or procedure.

INSPECTOR REQUIREMENTS

Inspectors require special skills, experience, and knowledge. The Quality Manager approves the qualification of all personnel performing fabricating and installing inspections.

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H. SUBMITTALS

CONTRACT SUBMITTALS

The Quality Manager prepares submittals that provide additional details of how [CompanyName] plans to carry out quality-related aspects of the customer contract, contract technical specifications, and contract drawings and reporting of quality records to the customer.

The Quality Manager lists, schedules, and approves all quality-related submittals that are required by the project including submittals prepared by subcontractors and suppliers. The Quality Manager must review all submittals for compliance with the requirements of the [CompanyName] Quality System. The Quality Manager must sign approval of each contract submittal.

[CompanyName] extends compliance to contract specifications to all customer approved submittals. All [CompanyName] activities comply with customer approved submittals.

SHOP DRAWING SUBMITTALS

The Project Manager or Purchasing and Estimating Manager prepare shop drawing submittals that supplement contract drawings. Shop drawings are required when additional details are necessary for fabrication or installation. The following information is included, as applicable:

- Dimensions established by field measurement
- Relationships to adjoining construction
- Identification of products and materials
- Fabrication and installation drawings
- Diagrams showing locations of field-installations
- Shop fabricated manufacturing instructions
- Templates and patterns
- Design calculations
- Compliance with specified standards
- Seal and signature of professional engineer if required
- Additional requirements as specified in the contract, contract technical requirements, or contract drawings.

[CompanyName] extends contract specifications to include customer approved shop drawings.

PRODUCT DATA SUBMITTALS

The Project Manager prepares product data submittals that consist of the manufacturer's product information.

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- Product manufacturer's installation instructions, when applicable
- Additional requirements as specified in the contract, contract technical requirements, or contract drawings.

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ALLOWANCES AND UNIT PRICES SUBMITTALS

When customer contracts specify allowances and unit prices that the customer will select after the contract is awarded, the Project Manager prepares an allowance and unit price submittal for customer approval.

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The Project Manager submits a request for additional information to the customer when errors are found or when required information is not contained in the contract, contract technical specifications, or contract drawings.

Should any number of contract technical specifications or contract drawings result in conflicting requirements, the Quality Manager submits a request for information to the customer to select the standard that applies.

[CompanyName] extends compliance to contract specifications to customer requests for information.

CHANGE ORDER SUBMITTALS

Contract requirements or contract technical specifications may require a change after the contract is awarded. The Project Manager submits the change order to the customer for approval, including any contract price adjustments.

When a customer approves a change order, the customer signs the submission return.

[CompanyName] extends contract specifications to include customer approved change orders.

FIRST ARTICLE AND MOCK-UP DEMONSTRATION SUBMITTALS

The Quality Manager prepares first article and mock-up submittals as required by contract. Additionally, the Quality Manager specifies when first article approvals are necessary to ensure customer expectations are clearly identified.

The Quality Manager ensures that each first article and mock-up submittal demonstrate specific elements of form and/or function, and that they are specified in the submittal documents.

The Quality Manager records key elements of fabrication and assembly processes used to prepare the demonstration submittal, typically with annotated pictures and descriptions of quality-related features of each work step and the completed submittal.

[CompanyName] extends contract specifications to include customer approved mock-up submittals.

ARCHITECTURAL GLASS AND METAL DEMONSTRATION SUBMITTALS

Architectural glass and metal demonstration submittals are a section of framework and glass that demonstrates:

- Framing fabricated and assembled
- Attachment to mock anchors
- Glass set in the frame with sealant
- Stops, pressure plates, and facing
- Exterior sealants.
- Assembly methods

[CompanyName] Project Submittal Form			
Submittal ID#	Project ID	Project Name	Date
	[ProjectNumber]	[ProjectName]	
To:		From: [CompanyName] Location:	
Type of Submittal: <input type="checkbox"/> Shop drawing <input type="checkbox"/> Product data <input type="checkbox"/> Request for information <input type="checkbox"/> Completed form or quality record <input type="checkbox"/> Quality system document <input type="checkbox"/> Other:		Description of submittal:	
List of attachments:		Remarks:	
Submittal Prepared by: [CompanyName] Name: Title: Signature / Date:		Submittal Approved by [CompanyName] Quality Manager: Name: Title: Signature / Date:	
Customer Disposition: <input type="checkbox"/> Approved <input type="checkbox"/> Conditionally approved, resubmission not required (see comments) <input type="checkbox"/> Disapproved, resubmission required <input type="checkbox"/> Other:		Customer Representative: Name: Title: Signature / Date:	
Comments:			

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**[CompanyName]
List of Anticipated Mock-ups and Log**

Contract ID	Contract Name	Preparer	Date	Notes
[ProjectNumber]	[ProjectName]	[ProjectManagerName]		

Contract Section Activity ID	Technical Specification Reference / Version Date	Description of Mock-up Submittal	Version /Date	Required Submittal Date	Date Submitted to Customer	Required Customer Approval Date	Customer Approval Date

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J. ARCHITECTURAL GLAZING AND METAL PROJECT QUALITY SPECIFICATIONS

[CompanyName] personnel, 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.

ARCHITECTURAL GLASS AND METAL SPECIFICATION REQUIREMENTS

All Architectural Glass and Metal contracts must specify:

- Glass construction, thermal performance, coatings, and fire rating including the manufacturer's make and model if applicable.
- Frame construction and finish of exposed surfaces including the manufacturer's make and model if applicable.
- Engineering requirements
- Testing requirements for fabrication and installation
- Nominal square feet of coverage and location on structure
- Substrate and anchor points
- Applicable building code and version
- Sealants or [CompanyName] selected sealants.

ARCHITECTURAL GLASS AND METAL PERFORMANCE FIELD TESTING REQUIREMENTS

When the contract requires field performance testing, the contract must specify:

- The product or system to be tested
- The title and version of the test specification
- Approved testing organizations or required qualifications of the testing organization
- The frequency or number of tests to be performed
- Pass/Fail criteria

MATERIAL SPECIFICATIONS

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- Compliance to contract requirements
- Compliance to code and industry standards and listing requirements
- Structural integrity

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- Performance
- Durability
- Appearance
- Product identification for traceability.

The Quality Manager identifies controlled material and equipment that apply to the project. Only approved materials are used in the construction process.

EQUIPMENT SPECIFICATIONS

The selection and use of equipment are controlled to assure the use of only correct and acceptable equipment on the project.

The Quality Manager determines specifications of required equipment that affect quality and the specifications of quality-controlled equipment.

When equipment is received, the Superintendent verifies that equipment is as specified.

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.

[COMPANYNAME] QUALITY STANDARDS

All [CompanyName] 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 when it is not otherwise specified by the contract, contract technical specifications, or approved drawings.

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

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] activities conform to the company quality standards.

ARCHITECTURAL GLASS AND METAL INDUSTRY STANDARDS

[CompanyName] fabrication and installation activities comply with the following architectural glass and metal industry standards and guidelines when applicable to the scope of work being performed.

- GANA Publications: "Laminated Glazing Reference Manual" and "Glazing Manual."
- AAMA Publications: AAMA GDSG-1, "Glass Design for Sloped Glazing," and AAMA TIR A7, "Sloped Glazing Guidelines."

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- IGMA Publication for Sloped Glazing: IGMA TB-3001, "Guidelines for Sloped Glazing."
- IGMA Publication for Insulating Glass: SIGMA TM-3000, "North American Glazing Guidelines for Sealed Insulating Glass Units for Commercial and Residential Use."
- ASTM C1193 Standard Guide for Use of Joint Sealants
- ASTM C1401 Standard Guide for Structural Sealant Glazing

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 purchaser
- 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

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L. CONSTRUCTION INSPECTION AND TEST PLAN

The Quality Manager prepares quality inspection and test plans for a project that identifies:

- Each required quality inspection and/or test
- Inspection and test specifications for each required quality inspection or test
- Hold points for purchaser quality inspection
- Specification requirements for each quality inspection and test

The Quality Inspection and Test Plan form lists inspections and tests (other than work task inspections) that will be performed on this project.

Results of inspections and tests will be recorded on the Inspection and Test Form. An Inspection and Test Plan and Log form exhibit is included as an exhibit in this subsection.

REQUIRED GLASS AND METAL INSPECTIONS AND TESTS

Glass and metal inspections requirements are determined by the type of fabrication and installation including:

- Storefront
- Curtainwall
- Window wall
- Doors and Frames
- Interior glass walls
- Glass handrails
- Metal panels and louvers
- Skylights

FIELD INSPECTION

Verify the substrate is suitable for installation and measure size for custom-fit installations (Not required when contract specifies client responsibility to “hold to opening” drawing dimensions).

SHOP SPECIFICATIONS PACKAGE INSPECTION

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FRAME ASSEMBLY INSPECTION

Verify each frame assembly meets the shop specifications including materials, locations, dimensions, and labelling.

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SHIPPING AND TRANSPORT INSPECTION

Verify each shipment including match to bill of lading, matches the specification package specification, and is properly packaged and secured.

PRE-INSTALLATION OPENING ACCEPTANCE CHECK

Verify the installation site is suitable for installation including required approvals, substrate, openings, and flashings before beginning installation.

FRAME INSTALLATION INSPECTION

Verify installed frames (before installing glass) including level, anchoring, sealing, and alignment.

GLASS INSTALLATION INSPECTION

Verify glass installation including setting and gaskets.

FINAL PROJECT INSPECTION

Verify completion to contract requirements before turnover to client.

CLIENT INSPECTION AND PUNCHLIST.

Verify that client issues are well documented and after corrective action is taken, record the corrections made.

FIELD WATER PENETRATION TESTING

Verify that Field testing of water penetration resistance is conducted properly when testing is required

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- specifications, contract drawings, and approved submittals.
- Additional quality tests necessary to assure quality results.

HOLD POINTS FOR PURCHASER INSPECTION

The Superintendent stops work when reaching a hold point specified on the inspection and test plan. The Superintendent ensures that work proceeds only with purchaser approval.

REQUIRED INSPECTION FOR EACH TYPE OF GLASS AND METAL

<u>Required Inspection</u>	<u>Type of Glass and Metal</u>							
	Storefront	Curtainwall	Window wall	Doors and Frames	Interior glass walls	Glass handrails	Metal panels and louvers	Skylights
Field measurement	All except "hold to opening" contract specifications	All except "hold to opening" contract specifications	All except "hold to opening" contract specifications	All except "hold to opening" contract specifications	All except "hold to opening" contract specifications	All except "hold to opening" contract specifications	All except "hold to opening" contract specifications	All except "hold to opening" contract specifications
Shop Specifications package	All	All	All	All	All Frame items are not applicable	All	All Glass requirements apply to metal panels and louvers.	All
Fabricated Frame Components	All	All	All	All	Not Applicable	All	All	All
Fabricated Glass	All	All	All	All	All	All	Not Applicable	All
Frame Assembly	All	All	All	All	Not Applicable	All	All	All

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Install Glass	All	All	All	and frame All	All	All	Not Applicable	All
Field Water Penetration Testing	As specified in by contract	As specified in by contract	As specified in by contract	Not Applicable	Not Applicable	Not Applicable	As specified in by contract	As specified in by contract
Final project inspection	Once per project or major phase of a large project							
Client Inspection and Punchlist	Once per project or major phase of a large project							

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**[CompanyName]
Inspection and Test Plan and Log**

Project Number	Project Name	
[ProjectNumber]	[ProjectName]	(All tests verified by Superintendent and/or QC Manager)

Item	Spec Section Number and Title	Applicable Standard	Inspections & Tests Description	Test and Inspection Methods	Number required	Time Schedule/Frequency	Inspection / Test By	Sample Req. Yes/No	Unique characteristics of QC Service
1.									
2.									
3.									
4.									
5.									
6.									
7.									
8.									
9.									
10.									
11.									
12.									
13.									
14.									
15.									

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[CompanyName] Testing Agency Test and Inspection Report		
Date of Issue/Report ID	Project Name	Project Number
	[ProjectName]	[ProjectNumber]
Name, address, telephone, and email address of testing agency		
Dates and locations of samples and tests or inspections		
Description of the Work and test and inspection method		
Identification of product and Specification Section.		
Complete test or inspection data		
Test and inspection results and an interpretation of test results.		
Record of temperature and weather conditions at time of sample-taking and testing and inspection.		
Comments or professional opinion on whether tested or inspected Work complies with the Contract Document requirements		
Name and signature of laboratory inspector.		
Recommendations on retesting and reinspecting.		

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[CompanyName] Testing & Inspection Results Log					
Project ID	Project Name	Preparer	Date		
[ProjectNumber]	[ProjectName]				
Report ID /Date of Issue	Description of Inspection / Test	Report Date	Results		Type of Corrective Action
			Approved	Rejected	

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N. CONTROL OF CORRECTIONS 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. If we cannot correct the item to meet contract specifications, the customer will be notified, and customer approval of corrective actions is required before proceeding.

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MARKING OF NONCONFORMANCES AND OBSERVATIONS

When the Quality Manager, Superintendent, inspector, or customer identifies a nonconformance or an observation, the item is quickly and clearly marked by tape, tag, or other easily observable signal to prevent inadvertent cover-up.

CONTROL THE CONTINUATION OF WORK

After the item is marked, the Superintendent determines if work can continue in the affected area:

CONTINUE WORK: When continuing work does not adversely affect quality or hide the defect, work may continue in the affected area while the disposition of the item is resolved. The Superintendent may place limitations on the continuation of work.

STOP WORK ORDER: When continuing work can adversely affect quality or hide the defect, work must stop in the affected area until the disposition of the item resolved. The Superintendent identifies the limits of the affected area. The Superintendent quickly and clearly identifies the boundaries of the stop work area.

RECORDING OF NONCONFORMANCES

If nonconformances or observed items exist by the work task completion inspection, the Superintendent or inspector records the nonconformances on a nonconformance report.

The Superintendent sends the nonconformance report to the Quality Manager.

QUALITY MANAGER DISPOSITION OF NONCONFORMANCE REPORTS

When the Quality Manager receives a Nonconformance Report, he or she assesses the effect the reported nonconformance has on form, fit, and function. The Quality Manager may assign a disposition of either:

REPLACE: The nonconformance can be brought into conformance with the original specification requirements by replacing the nonconforming item with a conforming item.

REPAIR: The nonconformance can be brought into conformance with the original requirements through completion of required repair operations.

REWORK: The nonconformance can be made acceptable for its intended use, even though it is not restored to a condition that meets all specification requirements. The Quality Manager may specify standards that apply to the completion of rework. Rework nonconformances must be approved by the customer.

USE AS-IS: When the nonconforming item is satisfactory for its intended use. Any use as-is items that do not meet all specification requirements must be approved by the customer.

CORRECTIVE ACTIONS

The Superintendent verifies that corrective actions eliminate the nonconformance to the requirements of the original specifications or as instructed by the disposition of the nonconformance report, and then removes, obliterates, or covers the nonconformance marker.

Furthermore, the Superintendent ensures that previously completed work is reinspected for similar nonconformances and corrective actions are taken to avert future occurrences.

CONTROL OF CORRECTIVE ACTIONS

When a nonconformance is found, the Superintendent ensures that:

- Previously completed work is reinspected for similar nonconformances
- Corrective actions are taken to avert future occurrences

The Quality Manager identifies requirements for corrective actions with respect to frequency, severity,

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- Inspection processes

CORRECTIVE ACTION TRAINING

The Superintendent initiates corrective action training to address quality nonconformances. Personnel and subcontractors and suppliers performing or inspecting work participate in the training.

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Heightened awareness during quality inspections verifies and documents compliance with the corrective action improvement items. A qualified Superintendent inspects corrective actions during regular quality inspections and records observations on the quality inspection form.

The Superintendent notifies affected subcontractors and suppliers of selected preventive action training requirements.

The Superintendent evaluates the effectiveness of the improvements. The Quality Manager reviews improvement results recorded on quality inspection records and monthly field reviews. When the Quality Manager determines that the improvement actions are effective, the item is no longer treated as a preventive action.

NONCONFORMANCE PREVENTIVE ACTIONS

Fixing problems found during quality inspections is not sufficient. Systematic prevention of recurrences is essential for improving quality.

[CompanyName] makes changes to solve the problem. Solutions may involve a combination of enhanced process controls, training, upgrade personnel qualifications, improved processes, or use of higher-grade materials.

Follow-up ensures that a problem is completely resolved. If problems remain, the process is repeated.

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[CompanyName] Nonconformance Report		
Nonconformance Report Control ID	Project ID	Project Name
	[ProjectNumber]	[ProjectName]
Preparer Signature/ Submit Date		Quality 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: _____	

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[CompanyName] Nonconformance Report Control Log					
Project ID	Project Name	Preparer	Date		
[ProjectNumber]	[ProjectName]				
Nonconformance Report Details					
Nonconformance Report ID #	Description of Nonconformance	Report Date	Disposition Decision Date	Corrective Action Completion	
				Initial	Date

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