

Questions? Call First Time Quality 410-451-8006

[CompanyName]

[CompanyAddress]

[CompanyPhone]

[ComplianceStandard]

Quality Manual

Operating Policies of the
[CompanyName] Quality System

Management acceptance

This Quality Manual has been reviewed and accepted

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

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1. INTRODUCTION

This Quality Manual outlines the policies and procedures implemented by [CompanyName] to ensure compliance with [ComplianceStandard] standards for modular construction. It serves as a reference guide for all employees, contractors, and stakeholders involved in our manufacturing processes. The manual provides an overview of our quality management system and establishes the framework for maintaining consistent quality, safety, and environmental practices throughout our operations.

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5. MANAGEMENT RESPONSIBILITY

5.1. OVERVIEW

Responsibilities for quality are specified not only for compliance with policies and procedures but also so that decisions are based on principles that ensure quality.

Documented responsibilities ensure that expected behaviors are communicated throughout the company rather than left to discretionary interpretation.

5.2. [COMPANYNAME] QUALITY POLICY RESPONSIBILITIES

Quality is everyone's responsibility. The President holds everyone in the organization personally accountable for adhering to the [CompanyName] Quality System policies and procedures.

The [CompanyName] Quality Policy describes the [CompanyName]' commitment to quality and reinforces compliance with the Quality System.

The President communicates the Quality Policy message throughout the company so that all employees understand their respective quality responsibilities.

The President reviews the [CompanyName] Quality Policy with all employees at least annually.

The President ensures that a copy of the [CompanyName] Quality Policy is distributed to all employees and is posted in all offices.

5.3. QUALITY DUTIES, RESPONSIBILITIES, AND AUTHORITY

Each job position has specific duties, responsibilities, and authorities defined as follows.

5.3.1. PRESIDENT: QUALITY DUTIES, RESPONSIBILITIES, AND AUTHORITY

While everyone is responsible for quality, the President is the one person in the company ultimately responsible for quality. Regardless of other duties, quality responsibilities of the President include:

- Identify external and internal issues relevant to the purpose and strategic direction of the quality management system.
- Ensuring that each employee understands his or her quality responsibilities as well as [CompanyName]' quality policies.
- Establishing company quality policies and objectives
- Conducting management reviews of the [CompanyName] Quality System to meet its intended objectives.
- Ensuring the availability of necessary resources and information for effective operation of the Quality System
- Demonstrating commitment to the [CompanyName] Quality System and its integrity
- Ensuring achievement of [CompanyName] quality objectives
- Continuously improving the Quality System
- Fully support the Quality Control Program Supervisor in the execution of assigned quality responsibilities.

5.3.2. PRODUCTION MANAGER: QUALITY DUTIES, RESPONSIBILITIES, AND AUTHORITY

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The Production Manager is the one person responsible for management of a specific project. Regardless of other duties, the Production Manager is responsible for:

- Demonstrating commitment to the [CompanyName] Quality System and its integrity
- Ensuring achievement of project quality objectives
- Providing adequate resources for effective operation of the Quality System on the project
- Ensuring that each design employee understands his or her quality responsibilities as well as [CompanyName] quality policies
- Ensuring that each project employee understands his or her quality responsibilities as well as [CompanyName] quality policies
- Conducting management reviews of the [CompanyName] Quality System
- Ensuring the availability of necessary resources and information for effective operation of the [CompanyName] Quality System

The Production Manager has authority to:

- Stop work when continuing work adversely affects quality or covers up a defect
- Prevent the use of equipment or materials that would adversely affect quality or cover up a defect
- Suspend work and/or supply of materials by any staff member, subcontractor personnel, or supplier as deemed necessary to assure quality results.

5.3.3. PRODUCTION SUPERVISOR: QUALITY DUTIES, RESPONSIBILITIES, AND AUTHORITY

A Production Supervisor verifies that work performed by subcontractors and suppliers and [CompanyName]' work crews conform to [CompanyName] quality standards. The Senior Manager

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- Direct the removal or replacement of any non-conforming work, equipment, or material
- Suspend work and/or supply of materials as deemed necessary to assure quality results

Alternate Production Supervisor has the same quality duties, responsibilities, and authority as the Production Supervisor. Multiple Production Supervisors may be assigned to the project.

QUALITY CONTROL PROGRAM SUPERVISOR: QUALITY DUTIES, RESPONSIBILITIES, AND AUTHORITY

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The Quality Control Program Supervisor is responsible for ensuring the overall effectiveness of the Quality System. Regardless of other duties, the Quality Control Program Supervisor is responsible for:

- Planning manufacturing quality controls required by the [CompanyName]' quality systems and contract requirements
- Fully implementing all provisions of the [CompanyName] Quality System and related documents on the contract.
- Manage the operation of the [CompanyName] Quality System on the contract.
- Implement and manage all phases of quality control
- Communicating contract-specific quality requirements to all affected departments, subcontractors and suppliers, and customers
- Ensuring that the Quality System is established and implemented by persons doing work that impacts quality

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- Suspend work and/or supply of materials by any staff member, subcontractor personnel, or supplier as deemed necessary to assure quality results.

Alternate Quality Control Program Supervisors acting in the role of the Quality Control Program Supervisor has the same quality duties, responsibilities, and authority as the Quality Control Program Supervisor.

DESIGN/EVALUATION SUPERVISOR

A Design/Evaluation Supervisor has specific responsibilities for:

- Performing design work and/or overseeing the work of a design subcontractor.
- Ensuring achievement of project design quality objectives
- Ensuring that each design employee understands his or her quality responsibilities as well as [CompanyName] quality policies

The Design/Evaluation Supervisor has the authority to carrying out the above responsibilities including:

- Stop work when continuing work adversely affects quality or cover up a design flaw
- Prevent the use of designs that would adversely affect quality or cover up a defect

9. MANUFACTURING PROCESSES

9.1. MANUFACTURING PROCESSES

Process Diagram

[Insert a flowchart/diagram or list of steps showing your manufacturing processes and inspections. Include Material Inspections in addition to milestone inspections during the manufacturing process]

9.2. PROCESS CONTROL STANDARDS

9.2.1. 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 Control Program Supervisor identifies supplemental start-work requirements that apply to a specific project when they are necessary to assure quality results.

9.2.2. 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.

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The Quality Control Program Supervisor identifies supplemental protection requirements that apply to a specific project when it is necessary to assure quality results.

9.2.4. MATERIAL STORAGE

The Production Supervisor 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.

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

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

9.2.5. CONTROLLED USE OF MATERIALS

The Production 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.

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agreement with the customer and documented by a change order (see section 2.1.3.6).

9.2.5.1. 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 Production Supervisor has access to all applicable product installation instructions.

9.3. TESTING EQUIPMENT CONTROLS

9.3.1. SETUP OF TESTING DEVICES

The Production Supervisor or qualified person will use the manufacturer's instructions to calibrate, set up, and utilize testing devices used for the inspection and testing of [ProductName].

Only personnel trained in the calibration, setup, and operation of testing equipment and devices will be authorized to perform these functions.

9.3.1.1. LIST OF EQUIPMENT USED FOR TESTING

- UEI Manometer
- Klein ET600 Megger
- Klein Multi-meter
- Klein GFI tester

9.3.2. EQUIPMENT CONTROL, MAINTENANCE AND CALIBRATION REQUIREMENTS

[CompanyName] uses equipment in the production, measuring and testing of its [ProductName].

12. CONTINUOUS IMPROVEMENT

12.1. OVERVIEW

Fixing problems found during quality inspections is not enough. 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, upgrading 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.

12.2. IDENTIFY PREVENTIVE ACTIONS FOR IMPROVEMENT

The Quality Control Program Supervisor identifies preventive action improvement priorities with respect to frequency, severity, and detectability of quality correction items found during and after completion of work activities. The Quality Control Program Supervisor also reviews company quality performance and customer feedback.

More specifically, the Quality Control Program Supervisor assesses:

- Customer corrective items
- Production Manager quality inspection results
- Code official inspection results
- Post-manufacturing service
- Management field reviews
- Annual system review
- Customer satisfaction surveys

The Quality Control Program Supervisor documents quality items requiring preventive action improvement.

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12.3. TRAIN PREVENTIVE ACTIONS FOR IMPROVEMENT

The Quality Control Program Supervisor initiates preventive action training to address quality improvement items. Personnel and subcontractors and suppliers performing or inspecting work participate in the training.

14. RECORDS MANAGEMENT

[CompanyName] will keep specific prefabricated buildings documents and records of quality activities.

The Quality Control Program Supervisor ensures that records of the distribution of Quality System documents are kept. When new versions are distributed, obsolete versions are destroyed or controlled to prevent inadvertent use.

14.1. RECORD CONTROLS

The Quality Control Program Supervisor verifies records for conformance to the Quality System Requirements and approves all Quality System records.

Records demonstrating conformance with, and operation of the Quality System are retrievable for at least five years. The Quality Control Program Supervisor verifies records for conformance to the Quality System Requirements.

14.1.1. QUALITY SYSTEM RECORDS CONTROL

The Quality Control Program Supervisor verifies the completeness, accuracy, and retention of manufacturing-specific Quality System records including:

- Annual reviews
- Quality improvement records

14.2. QUALITY RECORDS

Manufactured buildings quality records and documents are kept including:

- Plans,
- Inspection reports,
- Serial numbers of buildings,
- Insignias used,
- First destination of labeled buildings
- Inspection and test records
- Quality submittals to the customer
- Quality system audits
- Calibration certificates
- Daily log reports
- Incident reports
- Redline drawings
- Qualified personnel approvals
- Qualified subcontractor approvals
- Quality improvement records
- Quality records specified by customer contract, or contract technical specifications

The Quality Control Program Supervisor assigns record control responsibilities and document location that apply to a specific prefabricated buildings contract.

14.3. METHOD OF RECORDING AND STORING RECORDS AND DOCUMENTS

Quality records will be stored in the file storage area of the manufacturing office.

15. CERTIFICATION LABELS AND SPECIFICATION SHEETS

15.1. CERTIFICATION LABELING AND SERIAL NUMBER CONTROL AND TRACEABILITY PROCEDURE

[CompanyName] will maintain quality control procedures and quality control testing for all approved manufactured buildings in accordance with the requirements specified in the [CompanyName] approved compliance assurance program that is documented in the [CompanyName] Quality Assurance Manual.

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15.1.1. PROCEDURE:

1. When certification labels are received, the responsible person adds the quantity received, label identifier, and date received to the Certification Label Receipt form.
2. Certification labels are stored in their original condition, in a suitable environment to prevent damage, deterioration, and loss.
3. When a certification label is required for attachment to a building system or module, the Quality Control Program Supervisor adds the building system/module serial number to the label and completes the label with all required information.
4. The assigned serial number(s) are then added to the appropriate column on the Serial Number and Certification Label Control form.

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Label serial number.

- The words, "See Data Plate."

A Certificate Label Receipt Form and Serial Number and Certification Label Control Form are included in the Forms section of this Manual

15.2. DATA PLATE

The Operations Manager ensures that a Data Plate is permanently attached to each manufactured building in a visible location as shown on approved system documentation. Information will be typewritten on a smudge proof; permanent manufacturer's data plate located in the vicinity of the certification label and include the following information:

- Name and address of manufacturer
- Serial number/ Manufacturer's plan approval designation (model/number/name)

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- Certification label number(s) / Third party label number(s)
- Construction classification
- Occupancy classification (use group)
- Seismic zone
- Wind velocity load
- Roof and floor live load
- Fire rating for exterior walls
- Thermal transmittance (Uo) and resistance (R) values
- Date of manufacturer
- Name and date of building code(s) complied with

15.3. LOCATION OF CERTIFICATION LABEL (INSIGNIA OF CERTIFICATION) AND DATA PLATE

The Certification Label and the Data Plate will be located in the kitchen sink base cabinet, which will be readily accessible, visible, and identified on floor plans.

15.4. SERIAL NUMBERING SYSTEM

All [CompanyName] units will be marked with an alpha numeric serial number. At the beginning of the production process, serial numbers will be attached to the bottom of an outside LVL on each unit.

The serial numbering system is as follows:

- Year and Month Building is Started
- Model abbreviation that corresponds to the building
- Alphabetical character that corresponds to the building
 - A, B, C, D, etc.

19. FORMS

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[CompanyName] Controlled Materials Form				
Contract ID	Contract Name	Preparer	Date	

Contract Section/ Activity ID	Material	Intended Use (If description is necessary)	Lot Traceability Requirements	Method for identification of Approved Inspection Status

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[CompanyName] Material Inspection and Receiving Report								
Product ID	Product Name	Purchase Order No.	Supplier			Bill of Lading No.	Date	
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>								
EXCEPTIONS:								

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[CompanyName] Inspection and Test Report						
Inspection Report ID #	Product ID	Product Name	Preparer Signature	Date		
Work Activity:			Item inspected and/or tested:			
Ref#	Specification reference documents (titles or description with version/date)					
Inspection/Test Record (additional items on next page)						
Inspection/ Test/ ID #	Inspection/Test Points/Location	Acceptance Criteria / Ref#	Test Result, Nonconformance	Non-conformance Disposition rework/reject/Non-conformance Report	Corrections Made / Final Acceptance	
					Initial	Date
Acceptance of completed work activity (sign and date)						
Inspector/Tester		Subcontractor and Supplier/Supplier		Production Manager		

Electric-Rough QC Checklist

Community:	Lot:	P.O.#:	Subcontractor:	Crew:
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<p><u>Verification of Compliance with Quality Program Requirements</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Compliance with initial job-ready requirements <input type="checkbox"/> Compliance with required material inspection and tests <input type="checkbox"/> Compliance with work in process inspection requirements <input type="checkbox"/> Compliance with Task completion inspections and tests <input type="checkbox"/> Compliance with safety policies and procedures <p>Notes: Nonconformances, incomplete items, observations, and corrections:</p>	<p>FTQ 2TQ Checkpoints</p> <ul style="list-style-type: none"> <input type="checkbox"/> <input type="checkbox"/> Duplex outlets roughed at 14 1/2" with a tolerance of +/-1/4" <input type="checkbox"/> <input type="checkbox"/> Alarm wires roughed at 4" above sill unless stud configuration requires a bottom entry <input type="checkbox"/> <input type="checkbox"/> Check options for outlets <input type="checkbox"/> <input type="checkbox"/> Ceiling boxes are per plan within 1/2 inch. <input type="checkbox"/> <input type="checkbox"/> Alarm wire complete <input type="checkbox"/> <input type="checkbox"/> Tuck wires inside wall cavity <input type="checkbox"/> <input type="checkbox"/> Sweep out house <input type="checkbox"/> <input type="checkbox"/> Countertop and garage outlets roughed at 44" with a tolerance of +/-1/4" <input type="checkbox"/> <input type="checkbox"/> Outlets, switches, fixture, phone, and TV locations per plan <input type="checkbox"/> <input type="checkbox"/> Smoke detector box installed in rooms per code <input type="checkbox"/> <input type="checkbox"/> Damaged outlet and switch boxes replaced <input type="checkbox"/> <input type="checkbox"/> Nail plates installed 100% <input type="checkbox"/> <input type="checkbox"/> Check Correct Service Amps
---	--

Scores and Completion Sign-off

Inspection-5051

Quality 5 4 3 2 1 *Notes:*

On-Time 5 4 3 2 1 *Notes:*

Sign and date*: Cell # / ID #: _____ Signed: _____ Date: _____

Task has been verified complete and in compliance with contract drawings and specifications except for non-conformances and incomplete items reported above.

<u>Quality Score</u>	5 = 100% NO problems	4 = 1 minor problem	3 = Hotspot or 2-3 minor	2 = 6+ or major problems	1 = Excessive problems
<u>On-Time Score</u>	5 = On Time	4 = Late	3 = Late by 1 day	2 = Late by 2 days	1 = Late more than 2 days
<u>Safety Score</u>	5 = 100% NO problems	4 = 1 minor problem	3 = Hotspot or 2-3 minor	2 = 4+ or major problem	1 = Injury

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Trim Carpentry-1st Interior Trim QC Checklist

Community:	Lot:	P.O.#:	Subcontractor:	Crew:
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<p><u>Verification of Compliance with Quality Program Requirements</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Compliance with initial job-ready requirements <input type="checkbox"/> Compliance with required material inspection and tests <input type="checkbox"/> Compliance with work in process inspection requirements <input type="checkbox"/> Compliance with Task completion inspections and tests <input type="checkbox"/> Compliance with safety policies and procedures <p>Notes: Nonconformances, incomplete items, observations, and corrections:</p>	<p>FTQ 2TQ Checkpoints</p> <ul style="list-style-type: none"> <input type="checkbox"/> <input type="checkbox"/> Door swing verified <input type="checkbox"/> <input type="checkbox"/> Closets and shelves installed per plan <input type="checkbox"/> <input type="checkbox"/> 100% complete - if missing material see Production Supervisor <input type="checkbox"/> <input type="checkbox"/> Doors close and latch smoothly <input type="checkbox"/> <input type="checkbox"/> Verify deadbolts operate smoothly <input type="checkbox"/> <input type="checkbox"/> Excess materials and debris place in a SINGLE BOX in the garage <input type="checkbox"/> <input type="checkbox"/> Exterior door hardware installed 100% complete <input type="checkbox"/> <input type="checkbox"/> Set nails below surface <input type="checkbox"/> <input type="checkbox"/> Install attic catwalks <input type="checkbox"/> <input type="checkbox"/> Even reveals around doors <input type="checkbox"/> <input type="checkbox"/> Corners coped and mitered for base, casing, and crown molding. <input type="checkbox"/> <input type="checkbox"/> Seams tight and flush
---	---

Scores and Completion Sign-off

Inspection-5051

Quality 5 4 3 2 1 *Notes:*

On-Time 5 4 3 2 1 *Notes:*

Sign and date*: Cell # / ID #: _____ Signed: _____ Date: _____

Task has been verified complete and in compliance with contract drawings and specifications except for non-conformances and incomplete items reported above.

<u>Quality Score</u>	5 = 100% NO problems	4 = 1 minor problem	3 = Hotspot or 2-3 minor	2 = 6+ or major problems	1 = Excessive problems
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<u>Safety Score</u>	5 = 100% NO problems	4 = 1 minor problem	3 = Hotspot or 2-3 minor	2 = 4+ or major problem	1 = Injury

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Window & Ext. Doors-Installation QC Checklist

Community:	Lot:	P.O.#:	Subcontractor:	Crew:
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Verification of Compliance with Quality Program Requirements

- Compliance with initial job-ready requirements
- Compliance with required material inspection and tests
- Compliance with work in process inspection requirements
- Compliance with Task completion inspections and tests
- Compliance with safety policies and procedures

Notes: Nonconformances, incomplete items, observations, and corrections:

FTQ 2TQ Checkpoints

- Window reveals even
- Windows/Doors - set plumb and level
- Windows/Doors - Installed, caulked, and taped as per specifications.
- Windows/Doors - check for manufacturing errors
- Windowsill flashing leads water outside of house wrap
- Window operation verified

Scores and Completion Sign-off

Inspection-5051

Quality 5 4 3 2 1 *Notes:*

On-Time 5 4 3 2 1 *Notes:*

Sign and date*: Cell # / ID #: _____ Signed: _____ Date: _____

Task has been verified complete and in compliance with contract drawings and specifications except for non-conformances and incomplete items reported above.

<u>Quality Score</u>	5 = 100% NO problems	4 = 1 minor problem	3 = Hotspot or 2-3 minor	2 = 6+ or major problems	1 = Excessive problems
<u>On-Time Score</u>	5 = On Time	4 = Late	3 = Late by 1 day	2 = Late by 2 days	1 = Late more than 2 days
<u>Safety Score</u>	5 = 100% NO problems	4 = 1 minor problem	3 = Hotspot or 2-3 minor	2 = 4+ or major problem	1 = Injury

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