Quality Assurance & Quality Control (Plan/Manual)

1. **Policy/Approach Authority**
   a. Write up on how the company views/implements the program
   b. Who has the authority to stop the work, make corrections
2. **Areas of Responsibility**
   a. Define roles of each participant (e.g. estimator/PM/Supt/etc.)
   b. Define roles for second tier subs, etc.
3. **Systems/Inspection Procedures**
   a. Define how you conduct inspections for compliance (e.g. frequency, who does them, etc.)
   b. Define how you track open items to closure
   c. Define how you compare Manufacturers installation instructions versus contract documents and identify/forward conflicts with either.
4. **Project Review & Set Up**
   a. Define how the project is reviewed up front for constructability / conflicts
   b. Define project requirements, material certs, preconstruction meetings, etc.
5. **Document Control**
   a. Define how the record documents are updated with RFIs, changes, etc. By who and how often.
   b. Define how as-builts are kept/updated
6. **Material/Equipment Procurement Controls**
   a. Define the process for verification that the materials/equipment meet the drawings and specifications. Ensure no variations.
   b. How does this relate to the submittal process
7. **Verification of Material/Equipment Deliveries**
   a. Define how inspections are made at the site to ensure what was approved and ordered is what shows up to the site
   b. Define how test reports, material labels, etc. are accounted for
   c. Define what happens if it is incorrect
8. **Controls / Inspections / Testing for Work put in place**
   a. Define how & when inspections are made (frequency, etc.)
   b. How are they documented and how are open items tracked
   c. Define how installation instructions with crews are in compliance with contract documents
   d. Define when the GC/Architect/Engineer are in agreement that the work in place is in compliance with the Contract Documents
9. **Controls for Non-Conforming Reports (NCR's) & Corrective Actions**
   a. Who manages the process and how do they get closed (signed off/approved as corrected)
10. **Records**
   a. How do you organize all of the above including file retention for access for warranty issues, etc.
   b. Warranty documents are complied