Your Logo

Your Company Name

BASIC ENHANCED QUALITY PLAN

Origination Date: xxxx

Document Identifier:	Quality Plan
Date:	Latest Revision Date
Project:	Client, Unique ID, Part Number
Document Status:	Draft, Redline, Released, Obsolete
Document Link:	Location on Server (if used)

(Your Customer Name)

CONTRACT NO. XXXXXXXXXXX

Abstract: This document describes the quality plan for (your project).

REVISION LOG

Issue	Date	Comment	Author
0-0			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

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1.0 SCOPE

The Company's quality plan has been fully documented and implemented and is maintained as needed to meet the requirements of the Company vision and governing policies.

The Company has adopted a process-oriented method of management. This approach emphasizes the importance of:

a) continuous improvement of processes based on objective measurement and analysis;

b) need to consider processes in terms of added value,

c) obtaining results of process performance and effectiveness and

d) understanding, meeting and integrating Customer, statutory and regulatory requirements,

The sequence and interaction of processes has been determined and are controlled by specific criteria and methods. During Management Review, process resources are discussed and allocated as applicable. Corrective and preventive action is taken to ensure the processes achieve the desired results and continually improve.

Production operations are performed according to the ***Production Procedure*** and/or applicable process flowcharts/maps. Processes are validated and documented on form named ***Verification and Validation***.

See Plant Layout that displays applicable work areas.

2.0 RESPONSIBILITY AND AUTHORITY

All employees are empowered to request corrective or preventive action to prevent the occurrence of nonconformities relating to the production process or the quality management system. The Project Inspector oversees this effort and makes sure that such issues are identified and recorded, that solutions are transmitted to and resolved by the proper functions, and that the solutions are verified for effectiveness.

Project Manager (guidance note: find and replace "project manager" with applicable title)

The Project Manager oversees all aspects of the job - responsibilities include:

- Evaluation of the purchase order, determination of applicable regulatory requirements and document initiation and control.
- Preparation of Work Order(s) that detail work instructions for the project.
- Request and attend bi-weekly progress meetings
- Request monthly meetings to be attended by the Company, Customer and other local agencies.
- Ultimately responsible for both production and quality of the project

The Project Manager has the authority to direct all work, subcontractors and project personnel, initiate and negotiate change orders, approve and disapprove any and all submittals, issue purchase orders and subcontracts or cancel them for noncompliance with contract documents, issue stop work orders and require corrective action on any deficiencies. The Project Manager does not supervise the Project Inspector.

Project Inspector

The Company's Project Inspector verifies conformance to all Work Orders, Plans and Specifications - responsibilities include but are not limited to:

- Approve submittals not requiring Customer approval
- Attend all scheduled progress meetings
- Complete and maintain Daily Report/Work Order and copy to responsible authorities
- Conduct and report preliminary, initial and follow-up inspections
- Conduct daily quality control inspections, report deficiencies, monitor progress and coordinate corrective actions with responsible authorities
- Conduct weekly QC Meetings
- Ensure all materials comply with the Plans and Specifications for the project
- Ensure approval and delivery of required submittals
- Ensure all tests are conducted according to the applicable procedure(s)
- Report all deficiencies to the responsible authorities
- Review all work for compliance with the Plans and Specifications as well as quality workmanship
- Stop work and require corrective action on any deficiencies

The Project Inspector has the authority to direct all work, subcontractors and project personnel, approve and disapprove any and all submittals, issue stop work orders, require corrective action on any deficiencies and submit Requests for Information.

See Attachment 1 for Company organization chart that displays lines of authority.

3.0 SUBMITTALS

Submittals are scheduled, reviewed, certified and managed to include submittals for compliance to Customer, Regulatory and Statute requirements.

Submittal Register

The Work Order is tailored to meet project schedules and is used as a checklist to assure all material and equipment requiring submission is submitted.

General Submittal Procedure

Prior to submittal, all items are checked and approved by the Project Inspector and each item is stamped, signed and dated by the Project Inspector indicating action taken. Submittals include items such as: building instructions, drawings and descriptive literature including but not limited to catalog cut sheets, diagrams, operating charts or tables, certifications, warranties and other required submittals.

4.0 INSPECTION SYSTEM

Supplies are purchased according to the ***Purchasing Procedure*** and incoming materials are inspected according to the ***Receiving Procedure*** to ensure they meet requirements before use and as a means of monitoring ongoing Supplier quality.

Project specific technical documentation provides the requirements for all work. In all cases, this includes criteria for acceptance and rejection. Where this is not clear, the Project Inspector oversees clarification of these criteria with the Project Manager.

Inspection consists of Preparatory, Initial, Follow-up, Completion and Final Inspections and applicable records for each Inspection. Inspects may be documented on an ***Inspection Plan*** and/or ***Daily Report/Work Order.***

Preparatory Inspections

This inspection is conducted prior to beginning all definable segments of work as well as at the beginning of all of the Phases of the Contract. The Authorized Inspection Agency and other involved personnel are notified in advance of this inspection.

PREPARATORY INSPECTION SHOULD BE POSTPONED UNTIL APPLICABLE SUBMITTALS ARE COMPLETED.

Preparatory Inspections may include:

- [redacted]

RESULTS OF THESE INSPECTIONS ARE RECORDED ON SEPARATE SHEETS AND ATTACHED TO THE DAILY REPORT/WORK ORDER.

Initial Inspections

This inspection is held after a representative portion of the work has been accomplished. The Authorized Inspection Agency and other involved personnel are notified in advance of this inspection.

Initial Inspections may include:

- [redacted]

- [redacted]

RESULTS OF THESE INSPECTIONS ARE RECORDED ON SEPARATE SHEETS AND ATTACHED TO THE DAILY REPORT/WORK ORDER.

Follow-up Inspections

This inspection is performed as required. The Authorized Inspection Agency and other involved personnel may arrange with the Project Inspector to be present for this inspection.

Follow-up Inspections may include:

- [redacted]

Completion Inspection

Punch-Out Inspection:

The Project Manager and Project Inspector conduct an inspection of the work and [redacted]

Final Acceptance Inspection

The Project Inspector or other primary management personnel and the Authorized Inspection Agency Representative are [redacted]

Documentation and Control

- All Inspections are documented on a separate form and submitted with the Daily Report/Work Order.
- [redacted]

5.0 TESTING

The Testing Plan for the (your project name) is as follows:

- [redacted]
- [redacted]

Control, verification and acceptance testing procedures for each specific test include the test name, specification paragraph requiring test, feature of work to be tested, test frequency and person responsible for each test.

6.0 DOCUMENTS AND RECORDS

Records are controlled according to the ***Records Control Procedure*** to provide evidence of conformity to requirements. Documents are controlled according to the ***Document Control Procedure*** so that the information on them is [redacted]

7.0 CONTROL OF NONCONFORMANCES

Deficiencies that are found to be [redacted]

[redacted]

REWORK PROCEDURES

The Company has long standing successful ***Control of Nonconformances*** and ***Corrective and Preventive Action*** programs to ensure [redacted]

[redacted]

[redacted]

The Noncompliance Program is maintained [redacted]

8.0 DOCUMENTATION

Site documentation is controlled by [redacted]

All reportable records include [redacted]

All submittals of records are [redacted]

Test Reports are attached to [redacted]

The Project Inspector submits all Inspection Reports not more than [redacted]

Typical Registers / Files Maintained

- [redacted]

9.0 WORKMANSHIP

The Company plans and carries out work activities that may include workmanship requirements for:

- [redacted]

10.0 WORK DETAILS

(Guidance Note:

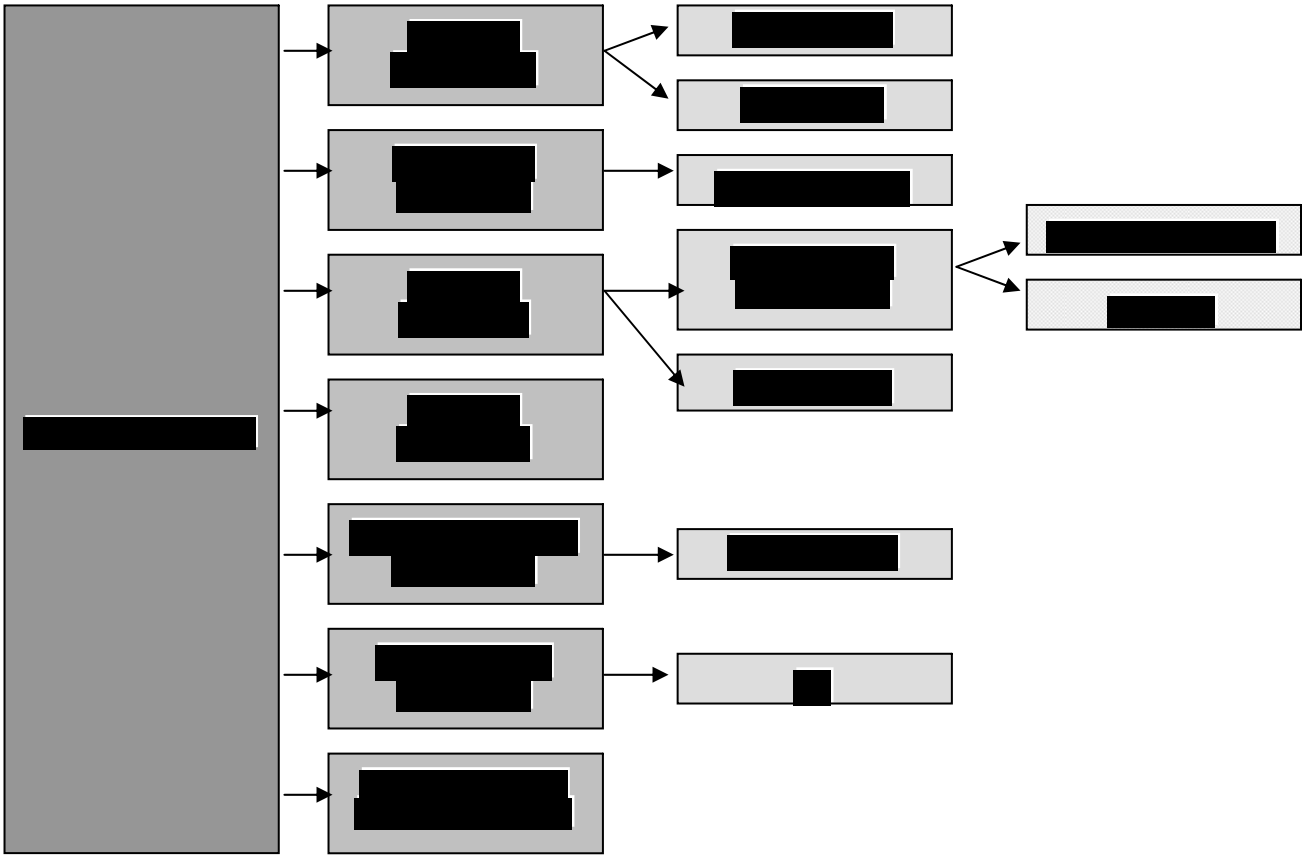
Tailor Section 10.0 to address key elements of the project. A work detail is a task that is separate and distinct from other tasks and has separate control requirements and may be identified by different trades or disciplines or it may be work by the same trade in a different environment. Work details should be agreed upon during the coordination meeting.)

For instance –

(Guidance Note continued…

To make this quality plan into a template, delete content in Section 10.0 and replace with the next project details and change the cover page to match the project.)

ATTACHMENT 1 - ORGANIZATION CHART



Your Logo	**BULLETIN**	NUMBER: _____ PAGE: 1 of 1

PROGRAM NAME:		DOCUMENTS AFFECTED:	
PROCESS AFFECTED:		PROJECT ENGINEER AFFECTED:	
PROCESS OPERATOR AFFECTED:		SUPERVISOR AFFECTED:	
QUALITY OPERATOR AFFECTED:		PREPARED BY:	Date:

This Bulletin is a protected document -- 'tab' to each field to input information.

[redacted]

Additional Distribution:

[redacted]

DISTRIBUTION:

CALCULATED RISK RELEASE

Form Rev: Orig

Your Logo

Your Logo

Your Company Name

CONFIGURATION MANAGEMENT

Origination Date: XXXX

Document Identifier:	Configuration Management
Date:	Latest Revision Date
Project:	Customer, Unique ID, Part Number
Document Status:	Draft, Redline, Released, Obsolete
Document Link:	Location on Server (if used)

Abstract:
This document describes configuration management procedures.

REVISION LOG

Issue	Date	Comment	Author
0-0			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

TABLE OF CONTENTS

1.0 PURPOSE

This procedure defines the requirements for the management of the configuration of engineering documents, which include the following:

- Control of engineering documents such as prints, specifications and other technical documents developed by the Company's engineering staff.
- Maintenance of records that reflect the current configuration of documents as well as previous configurations for historical purposes.
- Management of changes to work details.

The following are not governed by this control procedure:

- Quality system documents controlled by the ***Document Control Procedure***.
- Research activities (R&D)

2.0 THEORY

Work includes a variety of aspects of a given item, including its shape, function, internal components, chemical analysis, raw materials, suppliers used and more. Because a given work product may change over its life, typically due to design improvement activities or Customer requirements, it is important to maintain control and records over changes. This dramatically improves future design and work efforts.

3.0 CONFIGURATION DOCUMENTATION

3.1. The current configuration of a given item is identified through applicable technical documents. These may include, but are not limited to:

- Acceptance Procedures
- Configuration Control Board (CCB) approved Bulletins
- Data lists
- Drawings
- Specifications (these define the requirements relating to performance, functional and physical characteristics, test provisions, physical constraints and interfaces.)
- Inspection Plans

3.2. All such technical documents are developed by Engineering and approved by the CCB, which are controlled according to this procedure (See section 4.0).

3.3. The baseline documentation is entered into a database that maintains current data for every configuration item. As new configuration items are generated, approved and placed in the release system, they are added to the database. As changes are approved and released, the change information is entered into the database. All drawings and specifications are entered into the database after release as an item of the configuration identification documentation. Approved and released specification and drawing changes provide an input for regular update of the database. The database may be used to generate breakdown lists that may be a complete top-down list or a set of individual work detail breakdowns. The breakdowns include revision letters of all listed documents and represent the 'as-designed' configuration. Configuration accounting lists and reports may be generated by using selective sorting of a computer database or by manual sorting of a paper database.

3.4. Configuration documents and Customer intellectual property received are forwarded to the Document Control Center (DCC) for logging and distribution to project personnel according to the release system shown herein. Project personnel are responsible for the production of configuration documents that meet the requirements of the Customer provided documents.

4.0 CONFIGURATION CONTROL BOARD (CCB)

4.1. The Responsible Engineering Authority (REA) and Quality Manager serve as the Configuration Control Board, which has full authority and responsibility for maintaining, evaluating and regulating the baseline identification. MRB actions approved by the CCB that affect configuration may be immediately implemented and are noted on the configuration status records as the authorizing document for the configuration change.

4.2. The Chairperson of the CCB is any specified member dependent upon the circumstance. The Customer may be invited to attend CCB meetings.

4.3. The CCB serves as the point of authority to resolve all program configuration management questions at all levels of activity, e.g., within the Company, between the Company and subcontractors and with the Customer.

4.4. CCB responsibilities include:

•

5.0 BASELINE MANAGEMENT

5.1. The Company may establish a configuration baseline to

5.2. All descriptions of the baselines used to state work performance and design requirements are .

5.3. For configuration management purposes, four major baselines may be required as discussed below.

5.3.1. Pre-Release Baseline:

5.3.2. Functional Baseline:

5.3.3. Allocated Baseline:

These include:

- .

5.3.4. Work Baseline:

.

This baseline prescribes:

- .

This baseline and approved changes serve as the

5.4. Baseline Maintenance

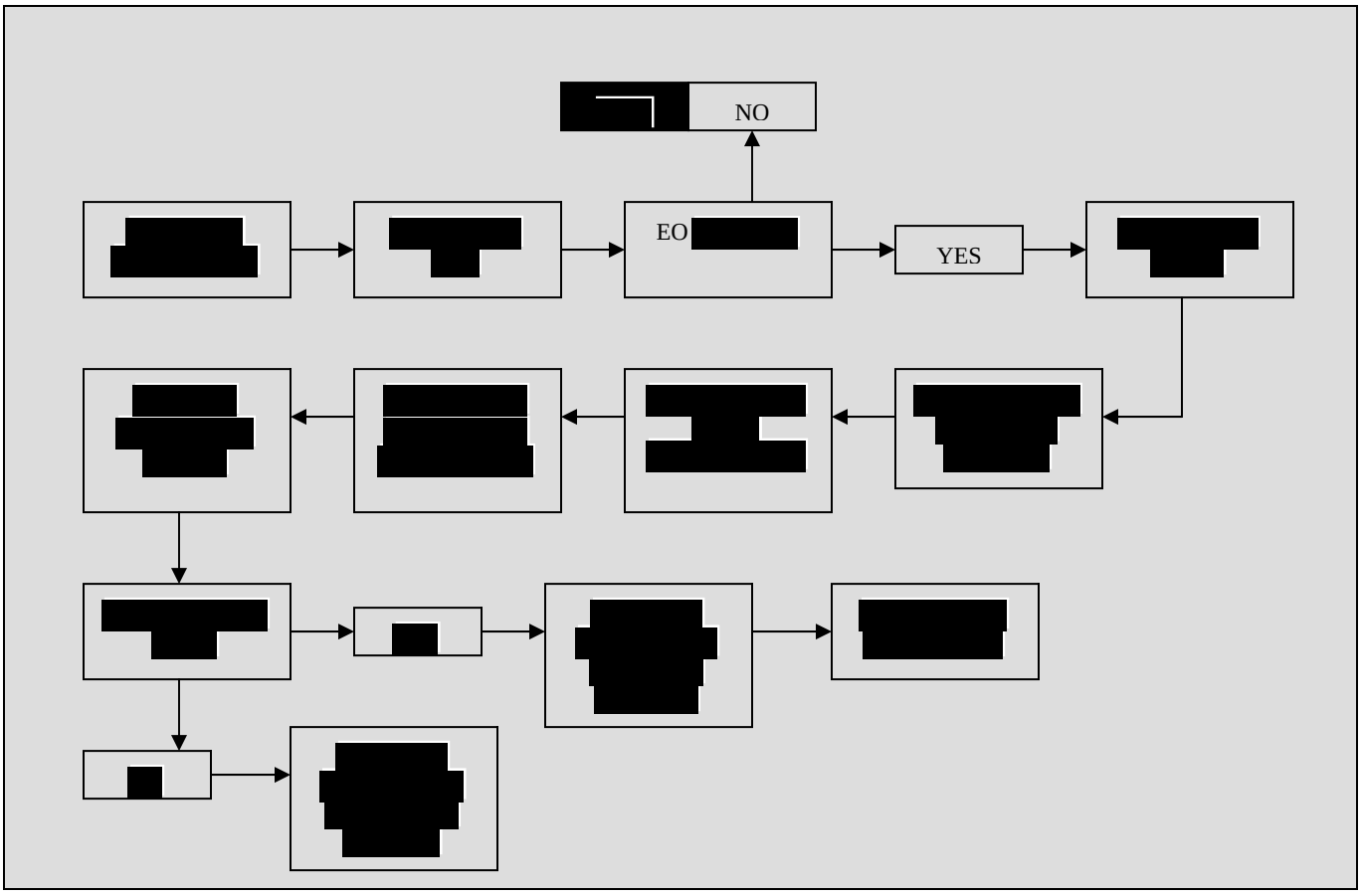
Once established, the baselines serve as the

[redacted]

The release of a technical document requires that it be placed into the normal control system for configuration documents. The release system is shown in Figure 1, which…,

- [redacted],

Figure 1: Release System Flowchart



5.5. Document approval is indicated by any of the following methods:

- [redacted]

5.6. The Document Control Center prepares the release package after insuring that [redacted]

6.0 CONFIGURATION CHANGE CONTROL

6.1. Configuration change control is the process of maintaining the baseline identification and regulating all changes to that baseline. The [redacted] documentation must equal the [redacted]

6.2. Change control is vested in the [redacted]

6.3. Joint change control authority is established where any program shares a commonly identified item with another program.

6.4. Evaluations of changes include the consideration of [redacted].

6.5. The evaluation will take into consideration all aspects of [redacted]

6.6. All associated changes and affected work are included on [redacted].

6.7. Types of Configuration Change

Changes to the configuration are implemented after approval of engineering changes, deviations or waivers. The definition for each is as follows:

6.7.1. Engineering Change: [redacted]

6.7.2. Deviation: [redacted]

6.7.3. Waiver: [redacted].

6.8. Change Classification

Changes in configuration are classified by the CCB as either Class I or Class II. The change classification assigned by the CCB is entered on the Engineering Order, which serves as the [redacted]

6.8.1. Class I Changes

The engineering change is classified as Class I when it affects one or more of the following:

- [redacted]

6.8.2. Class II Changes

Any change that does not fall within the Class I definition is a Class II change. Class II changes are implemented after [redacted].

6.9. Change Implementation

6.9.1. All approved changes are implemented under the guidance of the configuration management function.

6.9.2. Configuration Management maintains approval records for all configuration changes. These records identify [redacted]

6.9.3. [redacted]

6.9.4. Superseded revision levels of electronic documents are stored in [redacted]

6.9.5. During the evaluation of the ECP, EO or NCR, the CCB determines what implementation actions are required to [redacted].

6.9.6. The CCB provides a complete description of the effort required to accomplish the approved change. The definition of the actual tasks required is [redacted]

6.9.7. Deviation: [redacted]

6.9.8. Waiver: [redacted].

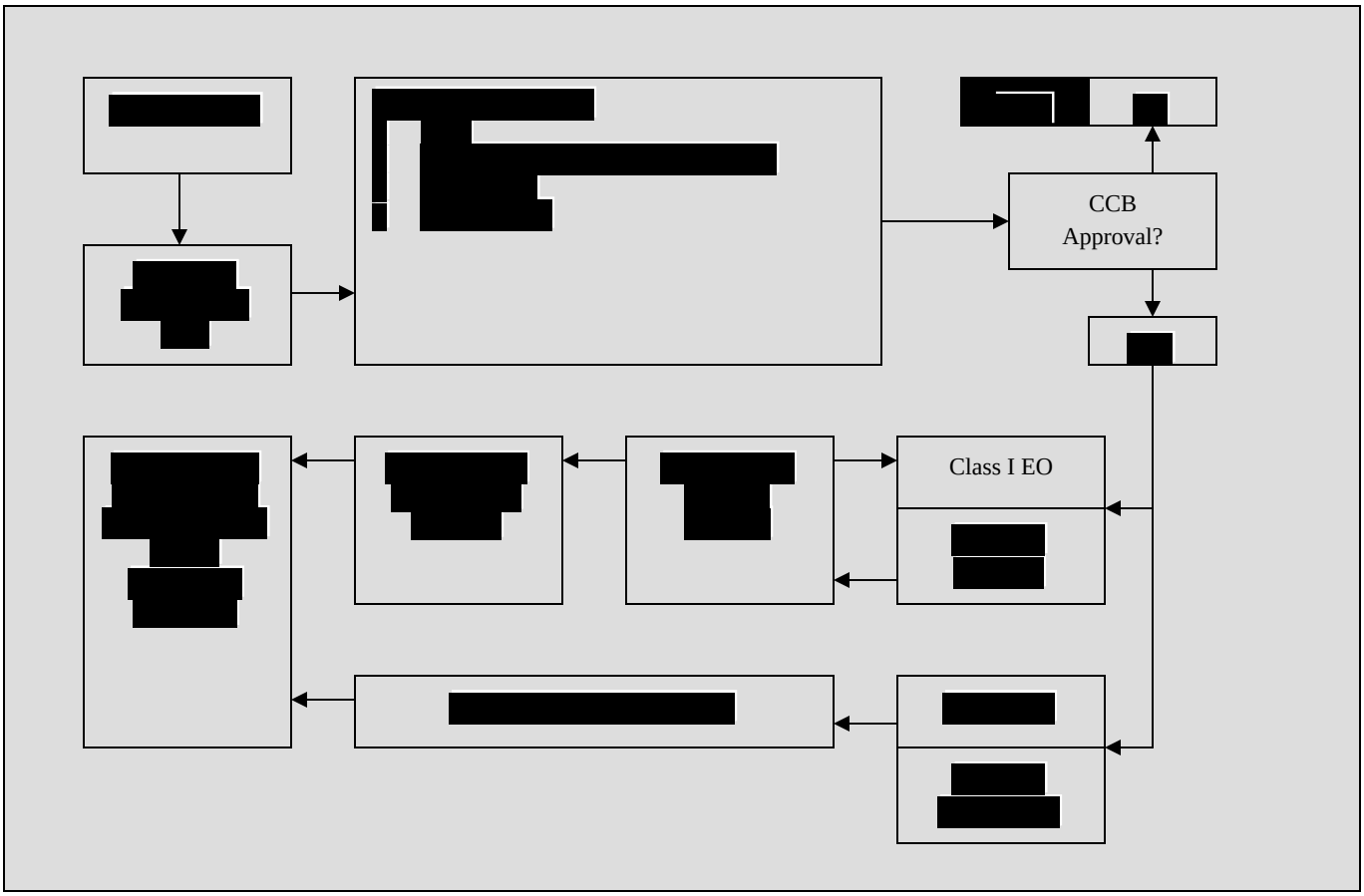
[redacted]

6.9.9. Supplement Releases:

[redacted]

6.9.11. Proposed Class I engineering changes are approved by the CCB and are submitted to [redacted] shown in Figure 2.

Figure 2: Change Control Flow



6.9.12. Re-identification Practices

[redacted] items are produced according to [redacted]

6.9.14. [redacted]

7.0 SUBCONTRACTOR AND VENDOR CHANGES

7.1. [redacted]

7.2. [redacted]

8.0 MANAGEMENT DIRECTIVES

8.1. Management members of the CCB/MRB issue their binding policies, [redacted]

8.2. The Bulletin is completed as [redacted]

9.0 CONFIGURATION RECORDS AND REPORTS

The following lists are revised as required to include the latest configuration status of listed documents. Dependent upon contract requirements, records and reports may include:

9.1. [redacted]

[redacted]

[redacted]

[redacted]

[redacted]

CONTROL OF NONCONFORMANCES

Origination Date: XXXX

Document Identifier:	Control of Nonconformances
Date:	Latest Revision Date
Project:	Customer, Unique ID, Part Number
Document Status:	Draft, Redline, Released, Obsolete
Document Link:	Location on Server (if used)

Abstract:
This document describes procedures for control of nonconformances.

REVISION LOG

Issue	Date	Comment	Author
0-0			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

TABLE OF CONTENTS

1.0 PURPOSE

This document defines and makes reference to the procedures necessary for the control of nonconformances.

2.0 THEORY

Work that has failed inspections or tests or that in any way does not meet requirements are considered "nonconformances". Such work must be controlled to ensure it is not accidentally delivered or used. The Company's system ensures that nonconformances are identified when found and are segregated, investigated and dispositioned. Corrective and/or preventive actions are taken to ensure nonconformances do not reoccur.

3.0 GENERAL PROCEDURE

3.1 "Nonconformance" is any work or raw material used by the Company or listed as a Customer complaint, such as:

- Acceptable inspection limits
- Acceptable test results
- Customer requirements (prints, specs, etc.)
- Design requirements (prints, specs, etc.)
- Material shelf life limits
- Statutory or regulatory requirements (safety, packaging, etc.)

3.2 Nonconformances must be withheld pending disposition by a completed Request for Support (RFS) or by direction from Quality. A Calculated Risk Release may also be used for disposition; however, the Calc-Risk must be closed before Customer acceptance.

3.3 All employees are empowered to engage this procedure when they discover nonconformances. No employee may work on yellow-tagged nonconformances.

3.4 Upon discovery of a nonconformance, an employee may make an attempt to perform immediate rework if such rework is within that employee's ability. For example, if an item requires sanding and the nonconformance appears to be insufficient sanding, the employee may continue to sand the item to bring it into conformance without any further action.

3.5 When an employee cannot bring the work into conformance through immediate rework, the employee begins a Request for Support or notifies their supervisor. In the latter case, if the supervisor agrees that the work is nonconforming, the supervisor will begin the Request for Support.

3.6 If an employee or supervisor cannot find a Request for Support form, they may obtain one from Quality.

3.7 The employee completes the top portion of the Request for Support form, filling in all pertinent spaces. The employee then submits the Request for Support (RFS) to Quality.

3.8 [redacted]

3.9 Upon receipt of the Request for Support, the [redacted]

3.10 [redacted].

3.11 If the nonconformance is ascertained or estimated to be the fault of a Supplier, [redacted].

3.12 [redacted]

3.13 The RFS is submitted to the Material Review Board (MRB) for [redacted]

3.14 The MRB consists of the following personnel, at a minimum:

- [redacted]

3.14.1 MRB Qualification

A Material Review Board member must:

1) [redacted].

3.15 [redacted]

3.16 The Company provides timely reporting of delivered work that may affect [redacted]

4.0 DISPOSITIONS

4.1 Dispositions are classified as Major, Minor or None.

4.1.1 Major: [redacted]

4.1.2 Minor: [redacted]

4.1.3 None: [redacted] .

4.2 MRB dispositions may include, but are not limited to:

4.2.1 [redacted]

4.2.2 [redacted]

4.2.3 [redacted]

4.2.4 [redacted]

4.2.5 [redacted]

4.2.6 [redacted]

4.2.7 [redacted]

4.2.8 [redacted]

4.2.9 [redacted].

4.2.10 [redacted]

5.0 CUSTOMER DISPOSITION AUTHORITY

5.1 Major: [redacted].

5.2 [redacted]

5.3 Minor: [redacted]

5.4 [redacted].

5.5 None: [redacted].

Your Logo	**INVESTIGATION AND CORRECTIVE ACTION REQUEST**

ICAR Responsible Supplier: _____

Customer: _____ Part# _____ Applicable Customer P.O or Job # _____

Customer CA or corresponding documentation received? Y ☐ N ☐ Number: _____

Date Opened:_____ Step 3. Due: _____ Date ICAR closed: _____ Closed By: _____

Raw Material affected # _____ Ht# _____ P.O # _____

1. Champion: _____ Team Members: _____ _____ _____ _____

2. Problem Description: _____

[redacted]

9. Congratulate the Team!

CORRECTIVE AND PREVENTIVE ACTION

Origination Date: XXXX

Document Identifier:	Corrective and Preventive Action
Date:	Latest Revision Date
Project:	Customer, Unique ID, Part Number
Document Status:	Draft, Redline, Released, Obsolete
Document Link:	Location on Server (if used)

Abstract:
This document describes the procedures used to correct and prevent nonconformities.

REVISION LOG

Issue	Date	Comment	Author
0-0			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

TABLE OF CONTENTS

1.0 PURPOSE

This document provides details and procedures for the process governing the discovery, reporting, resolution and recording of actions taken to correct or prevent nonconformities.

2.0 THEORY

Corrective action is taken to correct nonconformities, which could be work defects found during production, errors found in documents, equipment problems or problems related to how the Company performs functions in its processes. "Corrective action" is simply the "fix" that corrects the problem.

Whenever we take corrective action we also attempt to prevent the problem from recurring, which is known as "preventive action". There are times when preventive action is a standalone activity, specifically when reporting a problem that does not exist at the moment but could exist if something isn't done.

Having a formal system to record and resolve both existing and potential problems ensures that these problems do not occur or reoccur, thereby improving our work, processes and work environment.

3.0 PROCEDURE: INTERNAL REPORTS

3.1 The Company utilizes a Request for Support (RFS) form to record both nonconformances related to its work, processes and quality system as well as compliments or positive feedback. The form and system are used for both potential problems (corrective action) and possible problems (preventive action.) In all cases such problems or compliments may be reported internally, reported by Customers or other external parties. A Bulletin form should be used to clarify management instructions for activities that do not strictly fall within MRB or CCB disposition.

3.2 ALL employees are empowered with the ability to report sources of problems and nonconformances.

3.3 No disciplinary action may be attached to the submission of RFS's.

3.4 The Project Inspector has been assigned the role of RFS Administrator.

3.5 For the processing and routing of RFS's see Process Map.

3.6 If the responsible manager determines they are not responsible for the issue involved, they must return the RFS to the RFS Administrator for re-routing.

3.7 Actions taken are to the degree appropriate to the problem, as deemed by management.

3.8 The Project Inspector monitors the RFS Log to determine overdue RFS's and takes appropriate action to see that such RFS's are resolved.

3.9 In addition to corrective action efforts, management utilizes audit results, Customer feedback, management review and other sources of information to generate preventive action requests, which are used to prevent potential nonconformances. These are reported to management for review.

3.10 The management review process ensures [redacted]

3.11 Where work is suspected of a nonconformance, the Company [redacted]

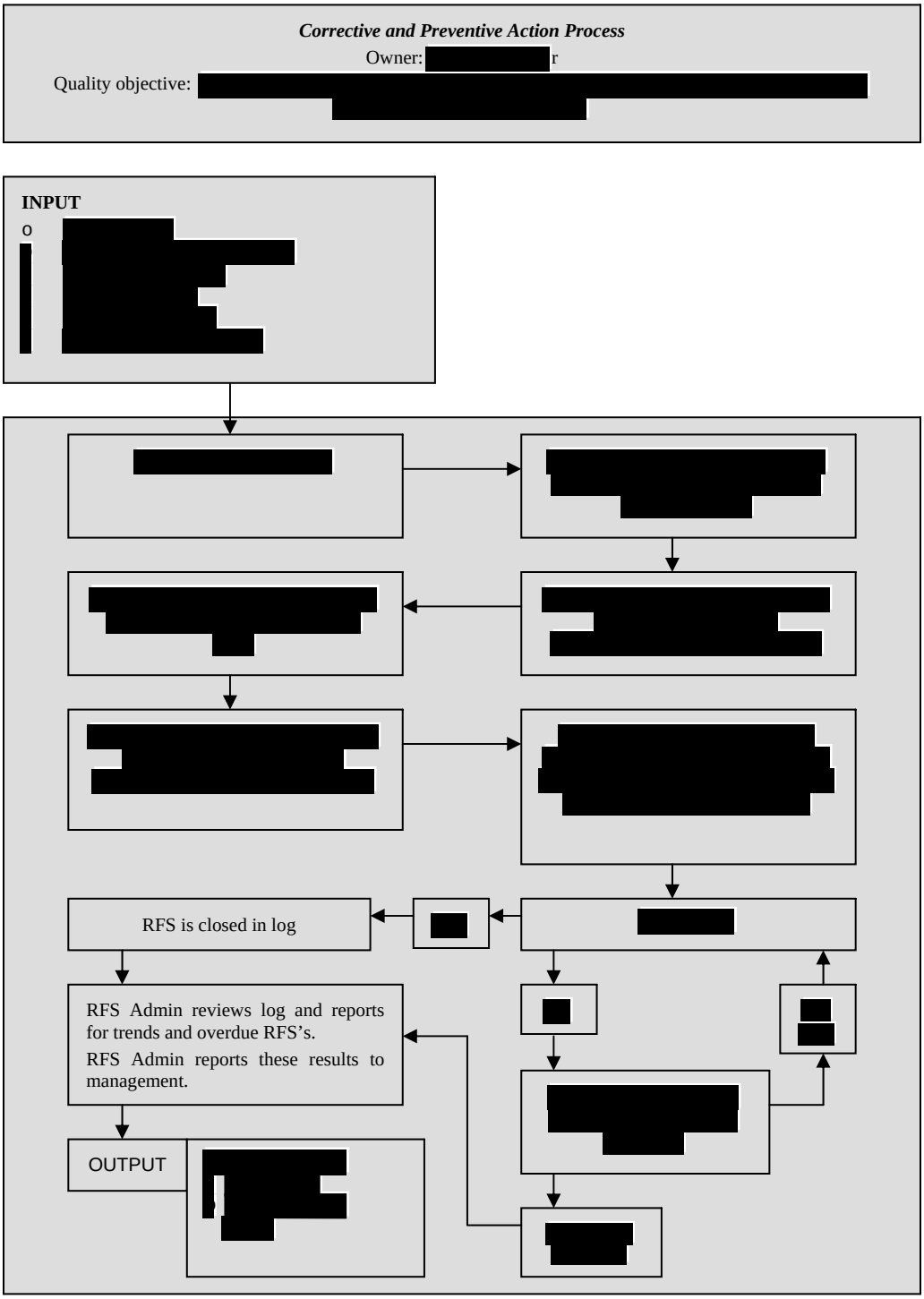
4.0 PROCEDURE: CORRECTIVE ACTION REQUEST (CAR)

4.1 Any purchasing agent may submit a [redacted]

4.2 [redacted]

4.3 [redacted]

5.0 PROCESS MAP



DOCUMENT CONTROL

Origination Date: XXXX

Document Identifier:	Document Control
Date:	Latest Revision Date
Project:	Customer, Unique ID, Part Number
Document Status:	Draft, Redline, Released, Obsolete
Document Link:	Location on Server (if used)

Abstract:
This document describes procedures for controlling documents.

REVISION LOG

Issue	Date	Comment	Author
0-0			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

TABLE OF CONTENTS

1.0 PURPOSE

This procedure defines the requirements for the control of documents within the quality program. The scope of this procedure is to control documents specifically defined in section 3.0. The Document Control Center ensures that documents are controlled so that information on them is accessible, legible and suitably maintained and obsolete documents are stamped “Superseded”.

The following documents are not subject to this procedure:

- Engineering documents; including drawings, specifications and job-specific work instructions
- Personal notes
- Records
- Signs and labels
- Test equipment software programs
- Third party reference materials (owner’s manuals, encyclopedias, buyer’s guides, etc.)

2.0 THEORY

Documents must be controlled so that only reviewed and approved information is released and used by employees. This ensures that no mistakes are made due to the usage of obsolete information.

3.0 DOCUMENT TYPES

3.1. Quality Program: this document provides the primary Governing Policies. It also defines top-level requirements for the quality program and defines how the Company meets the requirements of Colorado Resolution 35 for non-residential structures.

3.2. QMS Procedures: these documents provide additional detail for certain procedures where such detail is required. The Quality Program includes references in bold-italic font to the applicable QMS procedures.

3.3. General Work Instructions: these documents provide machine-level or task-level details on what is required to perform specific work. These are typically specific to a department or work step. These do not include job-specific work instructions that are made part of the engineering documents and controlled via other procedures (see 1.0 above.)

3.4. Inspection Instructions: these documents are developed by or under the supervision of the Project Inspector using requirements from the applicable engineering drawings and/or technical documentation.

3.5. Forms: these documents are produced by a streamlined creation and control process.
Any department manager or area supervisor may develop a new form for use in their area.

3.6. Records that are created for temporary retention of miscellaneous information are not required to be maintained or controlled, such as personal notes written on a scratch pad, post-it note or form identified with a watermark or the term “Note Pad”.

4.0 QUALITY PROGRAM

4.1. Creating the Quality Program

The Quality Program has been developed by top management of the Company.

4.2. Review and Approval

The Quality Program is reviewed and approved by top management before release. Approval is indicated by reference to the applicable Engineering Order number (EO) exhibited on each document.

4.3. Distribution

The Quality program is distributed electronically through the Company's internet server.

The Document Control Center may retain older hardcopies or softcopies for historical purposes, but these are not available for general access.

In some cases, a hardcopy of the Quality Program may be given to an employee, department or Customer. If the document is needed for more than thirty (30) days it is marked "Released" and dated with the month and year of release by the Responsible Authority (RA).

Each employee must then confirm that their stamped and released document is the latest revision prior to each use. If the document is not marked "Released" it is marked with the date printed and expires thirty (30) days after printing.

4.4. Change Control

Any employee may request a change to the Quality Program. Requests for changes may be made by filing a Request for Change or an Engineering Order (EO) form and submitting it to top management or to the Project Inspector who will forward it to top management. All changes to the Quality Program go through the same review and approval as the original release. When changes are approved, the revision history table is updated and the revision indicator advanced.

5.0 QUALITY PROGRAM PROCEDURES (QMS)

5.1. Creating New QMS Procedures

QMS procedures should be created as [redacted]

5.2. Review and Approval

QMS Procedures are reviewed and approved by [redacted]

5.3. Distribution

QMS procedures are distributed [redacted]

5.4. Change Control

[redacted]

6.0 GENERAL WORK INSTRUCTIONS

6.1. Creating New Work Instructions

Where necessary, work affecting quality is described by clear and complete documented work instructions that define [redacted]

NOTE REGARDING JOB SPECIFIC WORK INSTRUCTIONS:

Engineering may develop work instructions that are [redacted]

6.2. Review and Approval

Work instructions must be reviewed and approved by [redacted]

6.3. Distribution

General work instructions are [redacted]

6.4. Change Control

[redacted]

7.0 INSPECTION INSTRUCTIONS

7.1. Creating New Inspection Instructions

[redacted]

7.2. Review and Approval

Approval is indicated by [redacted]

7.3. Distribution

Inspection instructions are [redacted]

7.4. Change Control

[redacted]

8.0 FORMS

8.1. Creating New Forms

Forms undergo a streamlined creation and control process. [redacted]

8.2. Review and Approval

Forms may be reviewed and approved by [redacted]

8.3. Distribution

Forms are made available through [redacted]

8.4. Change Control

[redacted]

[redacted]

9.0 EXTERNAL DOCUMENTS

9.1. Some external (third party) standards or specifications may be maintained on file without [redacted]

9.2. Third party specifications and engineering drawings, including those of the Customer are [redacted].

10.0 PERIODIC RE-EVALUATION OF DOCUMENTS

[redacted]

EO NUMBER:	DATE:	RFS#:	
ENGINEERING ORDER Page of *HOLD PO'S PENDING APPROVAL* YES☐ NO☐	CLASS I☐ II☐	PERSON REQUESTING ENGINEERING ORDER:	
		PERSON WRITING ENGINEERING ORDER:	
	CUSTOMER APPROVAL or CONCURRENCE YES☐ NO☐	DESIGN STAGES or ELEMENTS YES☐ NO☐	EXISTING OR DELIVERED PARTS AFFECTED YES☐ NO☐

TITLE:		CURRENT REV:		PRODUCT S/N(s) or LOT#(s) AFFECTED
DOC#:		CHANGE REV TO:		
USED ON:		FIRST ARTICLE DESIGN VALIDATION:	YES☐ NO☐	

REASON FOR CHANGE:

[redacted]

ITEMS AFFECTED	YES	NO	TITLE	SIGNATURES
DRAWING:	☐	☐	REA:	Date
COMPONENT:	☐	☐	QUALITY:	Date
QC PROCESS/TEST:	☐	☐		
GAGE/FIXTURE:	☐	☐		

Form Rev: Orig

Your Logo

Your Logo	Inspection Plan		Form Rev: Orig Page 1 of 1
	Special Instructions:	Specification:	
		Specification:	
		Approval:	

Oper	Reserved	Description of Inspection Operation	Tools	Comment

Application Inspection Categories:
Preparatory, Initial, Follow-Up, Completion and Final

REQUEST FOR SUPPORT

☐**Nonconformance** ☐**Continuous Improvement Opportunity** ☐**Calculated Risk Release**

SUBCONTRACTOR: _____ DATE RECEIVED: _____

RFS#: SHEET _____ OF _____

Punch #:		Bldg#:		Quantify:		Job Number:	
Item Name:		**Description: ID S/B Spec#, Para# & IS Condition w/Quantity &Dimension Affected**					**# Discrepant**
Dwg/Spec:							
Part#:							
Part# Rev:							
Reserved:							
P.O.#:							
Qty Inspected:							
Area:							
Date:							
Inspector:							Unit Cost
Project Name:							

☐Measurement ☐Machine ☐Personnel ☐Material ☐Method/Process ☐Environment/Design ☐ Documentation

Send-to/Date: Critical Impact to Schedule or Contract: ☐Yes ☐No

[redacted]

[redacted]

Trend? ☐NO ☐ YES *provide details:*

ACN Orientation: ☐Yes ☐No | Suppl.: ☐Yes ☐No | ICAR: ☐Yes # ☐No | EO: ☐Yes # ☐No

CLASSIFICATION	Disposition - check all that apply
MAJOR	[redacted]
MINOR	[redacted]
NONE	[redacted]

Approvals and Effectivity Verification

Review or Verify and Document Effectiveness of Action(s) Taken. Record source of objective evidence (training records, revised procedures):			
Project Engineer – Date	Your Authority Name – Date	QC - Date	Referee - Date
Rework/Repair Operator	Rework/Repair Date	Rework Inspector/Date	Customer/Date
[redacted]			

Your Logo **Shaded Area for Administrative Use** Form Rev: Orig

PRODUCTION PROCEDURE

Origination Date: XXXX

Document Identifier:	Production Procedure
Date:	Latest Revision Date
Project:	Client, Unique ID, Part Number
Document Status:	Draft, Redline, Released, Obsolete
Document Link:	Location on Server (if used)

Abstract:
This document describes the production process.

REVISION LOG

Issue	Date	Comment	Author
Orig			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

TABLE OF CONTENTS

1.0 PURPOSE

This document defines the overall Production process and includes or makes reference to the procedures necessary for the process. The Production process includes all required inspections and tests.

2.0 THEORY

Production operations or tasks are conducted under controlled conditions to ensure Production quality. By this we mean:

- Ensuring Operators have a good work environment and training
- Ensuring Operators have good equipment and tools
- Properly handling and preserving raw materials
- Supplying adequate work instructions, drawings, etc., where needed

3.0 PROBLEM RESOLUTION

All employees are instructed to immediately notify a Responsible Authority (RA) whenever a process or Production related problem occurs that cannot be corrected according to established process controls and could affect or actually affects the quality of the Production.

It is understood that the appropriate responsible authority will occasionally not be available for support; in that event, contact each of the following personnel in the order listed until an appropriate authority can make a decision to resolve the problem. No disciplinary action may be attached to an employee's attempt to resolve a problem.

For instance (replace with your responsible authority):

- Project Team Leader
- Field Manager
- Project Inspector
- Project Engineer
- Project Manager
- Superintendent
- Department Manager
- Indirect Operations Manager
- Operations Manager

4.0 DOCUMENTATION

4.1 All revision controlled documents are available at the point of use.

4.2 In addition to this procedure, additional documentation may be required according to the Project Quality Plan, applicable work instruction or build ticket.

4.3 Such documentation includes the document number and revision and project name.

4.4 Records that are created for temporary retention of miscellaneous information are not required to be maintained or controlled, such as personal notes written on a scratch pad, post-it note or form identified with a watermark or the term "Note Pad".

5.0 IDENTIFICATION

5.1 Production materials/work-zones are identified by any of the following methods:

- Controlled documentation with the identification information nearby (work orders, signs, labels, etc.)
- Marking of the job # or project name on the Production or work-zone

5.2 Lot traceability of materials is maintained on the appropriate paperwork when required. Supervisory staff reviews order documentation to determine the requirements for serialization and instructs area personnel on the requirements, as needed.

5.3 Nonconforming Production that has failed an inspection or test and cannot be reworked to comply with requirements is segregated or marked with a yellow tag or sign until resolved by the Responsible Authority(s). See ***Control of Nonconformances Procedure***.

5.4 Any materials or Production not marked with a tag are considered good; however, unidentified materials or Production should be re-identified by the RA as soon as practicable.

5.5 Identification of Transfer Chemical Containers

5.5.1 Whenever a portion of chemical is transferred from its original container to a smaller temporary container, the name, item number, lot number and expiration date of the chemical is applied to the smaller container.

5.5.2 Whenever a portion of chemical is transferred from its original container to a smaller permanent container, the name, item number, lot number and expiration date of the chemical and the applicable EHS hazard label is applied to the smaller container.

6.0 MATERIAL HANDLING

6.1 Work instructions and/or training instructs Operators on the proper and safe handling of materials.

6.2 In all cases, Operators [redacted].

6.3 The Company provides suitable safety and personal protection equipment for handling hazardous or toxic materials. Operators are [redacted]

7.0 PRESERVATION

7.1 [redacted]

7.2 [redacted]

7.3 [redacted]

7.4 [redacted]

7.5 Work instructions and training methods ensure [redacted].

7.6 Work instructions and training methods ensure [redacted].

7.7 Work instructions and training methods ensure [redacted].

8.0 CLIENT AND GOVERNMENT PROPERTY CONTROL

8.1 Client and Government Property (C&G Property) means [redacted] which includes:

- [redacted]

8.2 All Client and Government furnished property is [redacted]

8.3 C&G Property is identified [redacted].

8.4 Sensitive material as defined by the Client or Government is [redacted]

8.5 C&G Property is only [redacted].

8.6 C&G provided equipment is subject to internal [redacted]

8.7 The Company investigates and reports to the Client or Government any cases of [redacted].

8.8 [redacted].

9.0 PROCEDURE: VALIDATION OF PROCESSES

9.1 [redacted]

9.2 Provisions for validation and verification includes:

- [redacted]

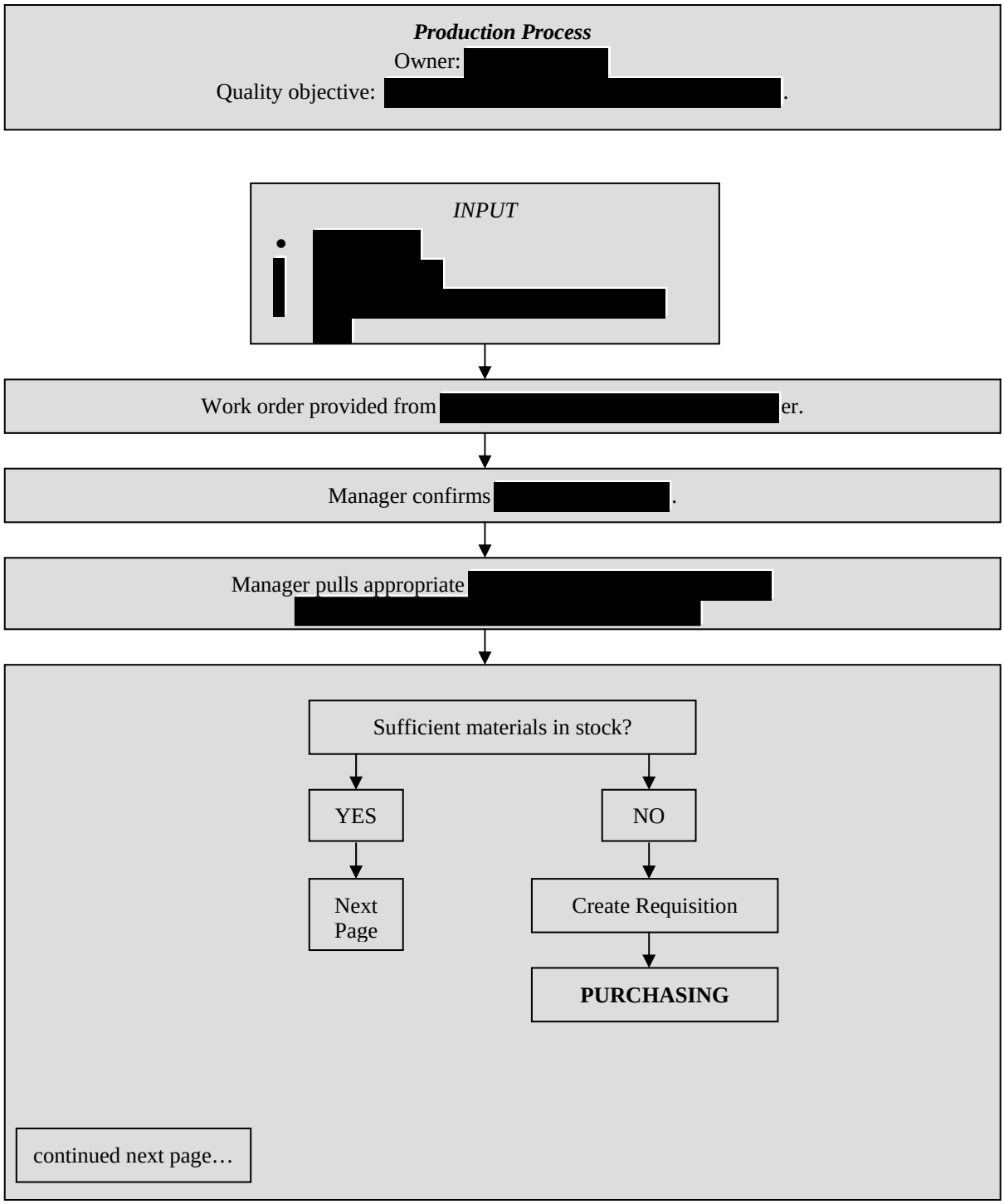
10.0 SHELF LIFE EXTENSION

10.1 [redacted]

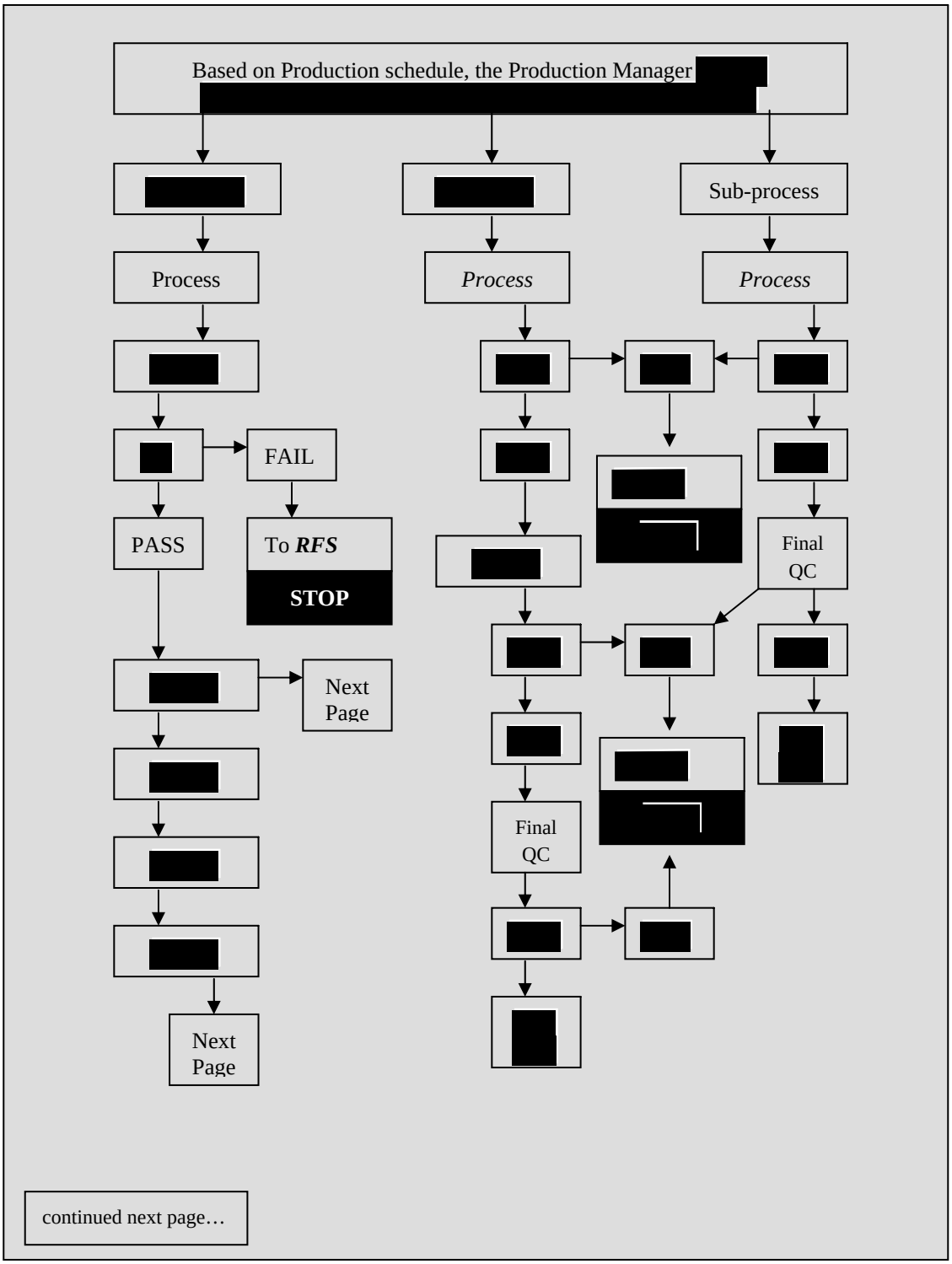
10.2 [redacted].

10.3 [redacted]

11.0 PROCESS MAP



from previous page…



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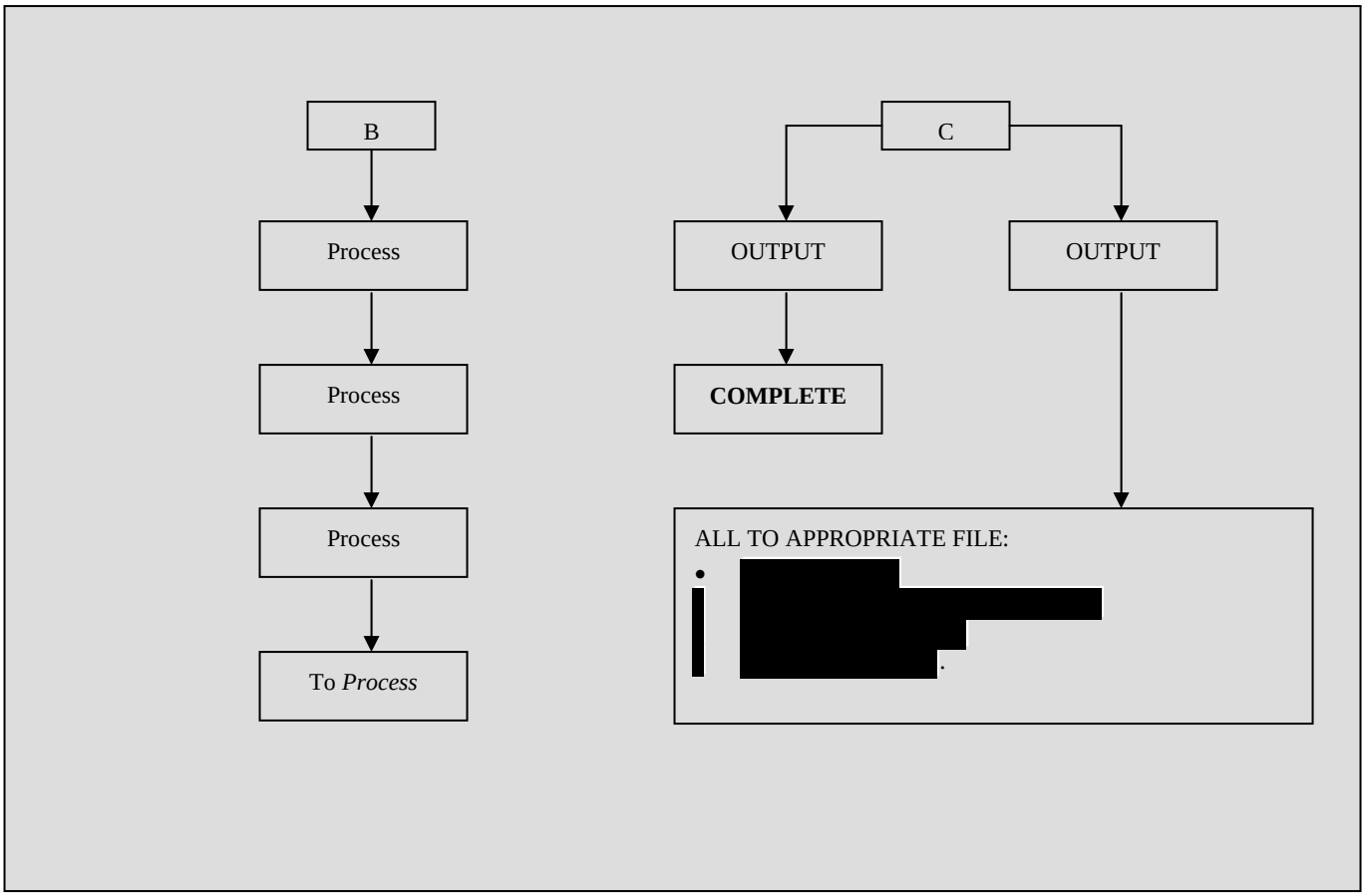


PURCHASING

Origination Date: XXXX

Document Identifier:	Purchasing Procedure
Date:	Latest Revision Date
Project:	Customer, Unique ID, Part Number
Document Status:	Draft, Redline, Released, Obsolete
Document Link:	Location on Server (if used)

Abstract:
This document describes the purchasing process.

REVISION LOG

Issue	Date	Comment	Author
0-0			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

TABLE OF CONTENTS

1.0 PURPOSE

This document defines the Purchasing process including or making reference to procedures for the various activities within the process.

Note: this procedure applies to suppliers of products or providers of services that directly affects the quality of our products or services. Suppliers that provide office and maintenance supplies, furniture, grounds keeping services, etc. are not subject to the controls of this procedure.

2.0 THEORY

The purchase of materials that go into our products or services that help us produce products affects everything we make. As a result, it is important to monitor and control the quality of both products and services that we receive as well as the suppliers of such products and services.

3.0 PROCEDURE: SUPPLIER EVALUATION AND SELECTION

3.1 All suppliers of product related materials or services must be evaluated unless these suppliers are: listed on a Customer's approved Supplier list, Government approved Supplier or listed on the Customer's requirements.

3.2 Supplier evaluation is conducted by following the format on the Supplier Evaluation Form.

3.3 The Supplier Evaluation Form ensures that all new suppliers are properly evaluated for criteria related to quality, delivery, pricing, reputation and other factors.

3.4 Once approved through the Supplier Evaluation Form, the Project Inspector will update the Approved Supplier List.

3.5 The following ratings apply to suppliers:

- RESTRICTED: only for use as defined in the approved Supplier List. Restriction may be limited to certain products from that Supplier or a blanket restriction that disallows any use of the Supplier until the rating is lifted.
- CONDITIONAL: for new suppliers that are undergoing initial surveillance; orders may be placed with such suppliers without restriction. The results of incoming inspections of products or feedback on services received must be gathered until this rating is lifted.
- UNRESTRICTED: for approved suppliers; may be used without any restrictions for the listed commodities.
- DOCK-TO-STOCK: for approved suppliers; delivered supplies may be immediately identified as good material and delivered to stock for use by production

3.6 Once entered into the Approved Supplier List, suppliers are rated as CONDITIONAL. Conditional suppliers are subject to verification of their products or services upon receipt or delivery to advance in rating.

3.7 Using incoming (receiving) inspection results for product suppliers and employee feedback on service providers, the Project Inspector will determine if the Supplier should be increased in rating to UNRESTRICTED.

3.8 Using the results from combination of the following functions for product suppliers, the Project Inspector will determine if the Supplier should be increased in rating to DOCK-TO-STOCK: [redacted]

3.9 For suppliers providing product, incoming inspection results are recorded on the Subcontractor Performance Rating Spreadsheet, which [redacted]

3.10 If a new Supplier rates 50 – 99%, the Supplier remains at [redacted]

3.11 If any Supplier rates less than [redacted]

3.12 If items are returned [redacted].

3.13 Any Supplier may be de-rated to [redacted] oted on the Approved Supplier List.

3.14 Management may override any RESTRICTED Supplier's rating providing [redacted]

3.15 During management review, the entire Approved Supplier List is subject to [redacted].

4.0 PROCESSING REQUISITIONS AND PURCHASE ORDERS

4.1 During review of each requisition, [redacted]

4.2 When appropriate, the purchase order defines [redacted]

4.3 As applicable, purchase order information includes:

[redacted]

[redacted]

4.4 The requirements for delegation are defined when [redacted]

4.5 When the Company or its Customer needs to perform verification activities at a Supplier facility, the Purchase Order will [redacted]

4.6 See the process map herein.

4.7 Emergency Purchasing Authority: The Company will authorize the [redacted]

5.0 OTHER PURCHASING RULES

5.1 In all instances, the Purchasing Department will strive for fairness and equity among suppliers using the [redacted]

5.2 [redacted]

5.3 [redacted].

5.4 The acceptance of items intended for the purpose of [redacted]

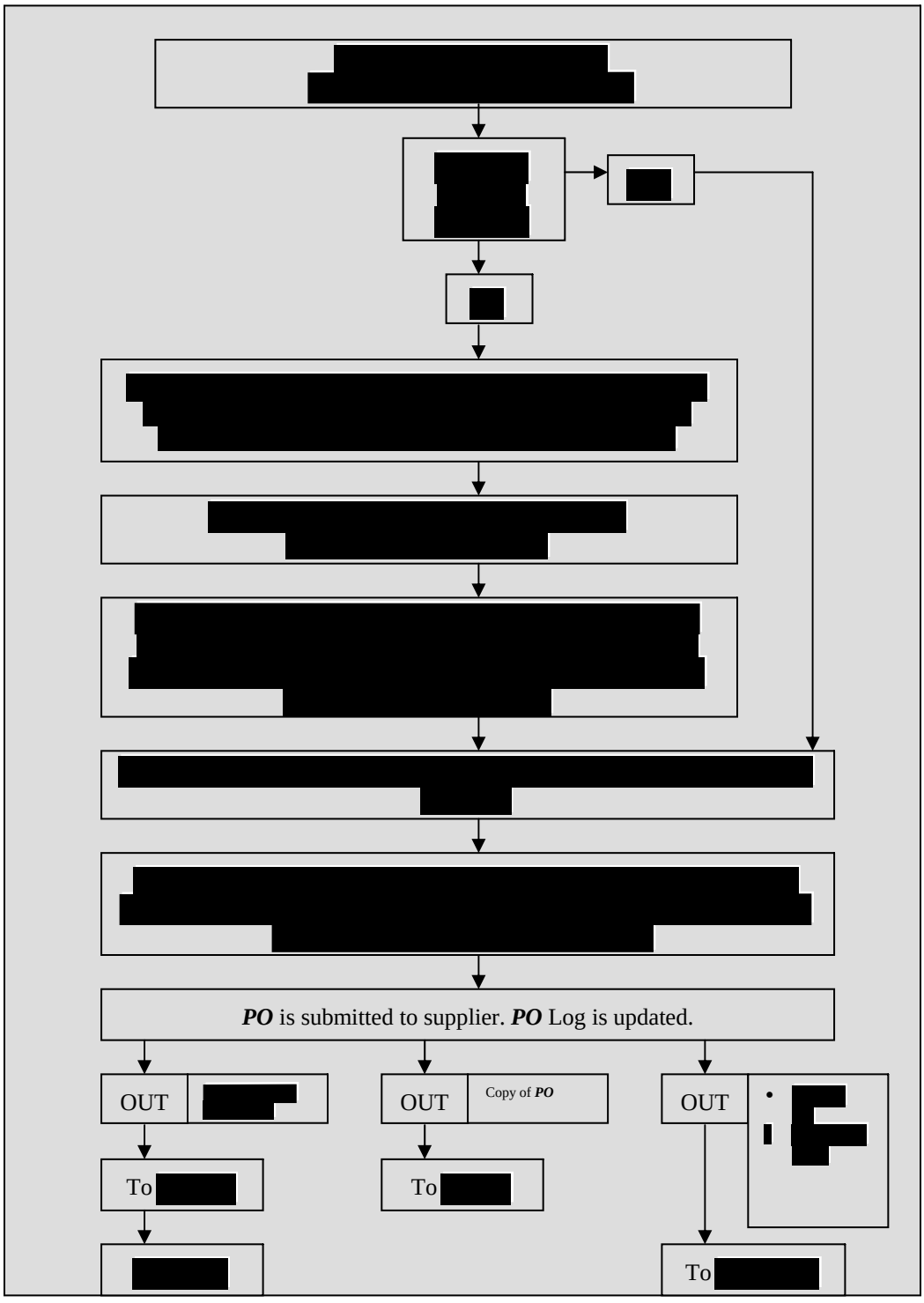
5.5 The Purchasing department will [redacted]

5.6 The Purchasing department will no [redacted].

5.7 The Company will abide by all [redacted]

6.0 PROCESS MAP

from previous page…



RECEIVING INSPECTION

Origination Date: XXXX

Document Identifier:	Receiving Inspection
Date:	Latest Revision Date
Project:	Customer, Unique ID, Part Number
Document Status:	Draft, Redline, Released, Obsolete
Document Link:	Location on Server (if used)

Abstract:
This document describes the receiving and inspection process.

REVISION LOG

Issue	Date	Comment	Author
0-0			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

TABLE OF CONTENTS

1.0 PURPOSE

This document defines the Receiving process including receiving inspection activities and includes or makes reference to procedures for the various activities within the process.

2.0 THEORY

Receiving is the first line of defense to prevent sub-standard supplies from affecting the Company's process or product quality; however, sampling and 100% incoming inspection is only a part of the collection of applications that are necessary to assure the release of conforming supplies to stock. Receiving inspection cannot provide 100% assurance of product or process quality because the affect that the supplies have on production-level activities cannot be assessed or verified - only by 100% use of supplies will defects be detected in product or process quality.

As a result of teaming and intelligent design, the Company ensures that deliverable supplies meet Customer requirements prior to packaging and shipping.

3.0 PROCEDURE: RECEIVING

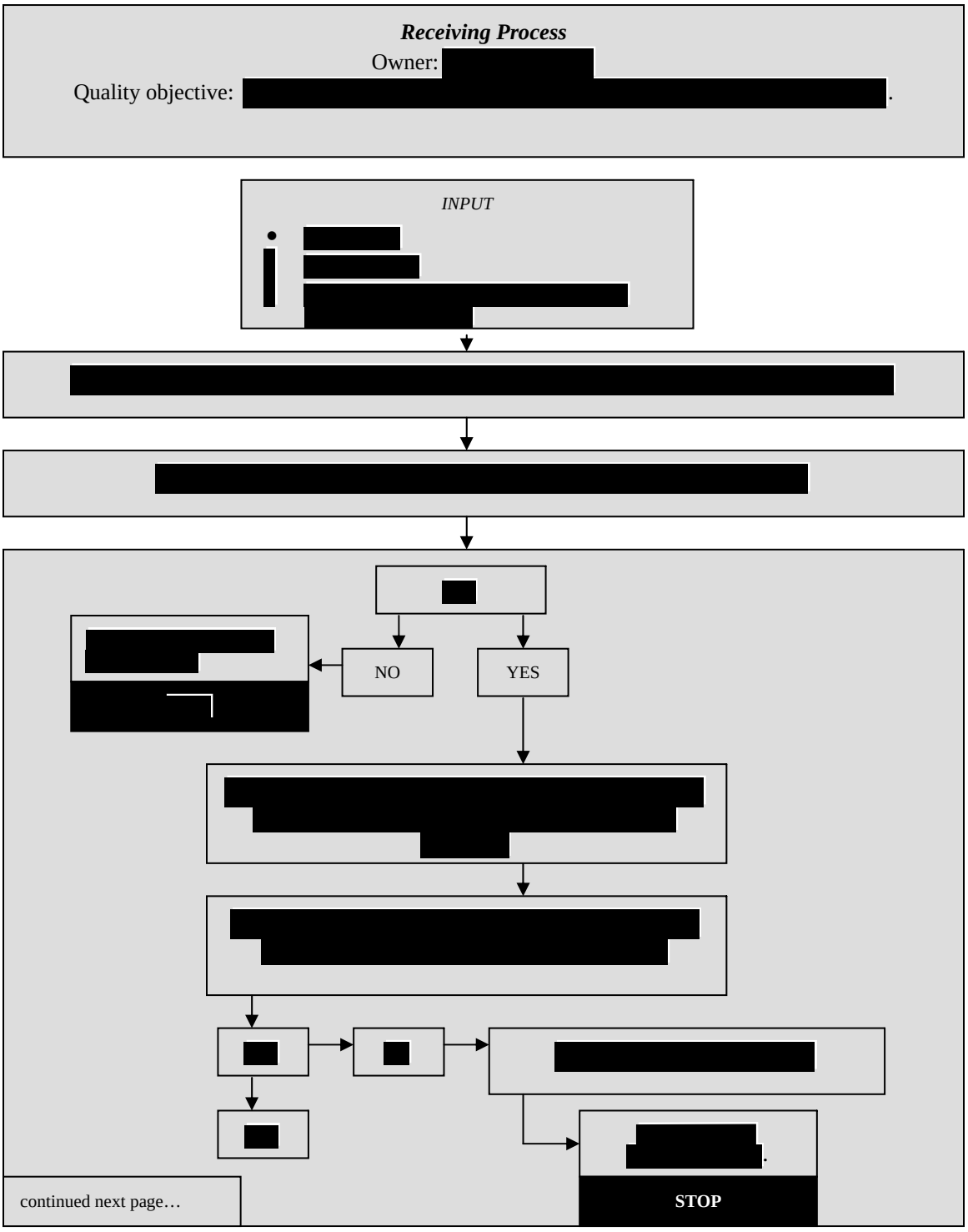
- All deliveries other than mail or express carrier are routed to the appropriate receiving area.
- The Responsible Authority (RA) shall ensure the received items are properly unloaded by the carrier's driver. These items will be held in an area away from items already inspected by receiving.
- The RA will make a copy of the packing slip for packages received.
- If the RA notices any obvious damage to the product's packaging, they will immediately notify Quality and/or Purchasing before allowing the carrier to leave. Quality and/or purchasing will then review the matter and discuss with the person ordering the items to see if delivery should be refused.
- If okay, the RA passes the items and original paperwork to Quality for receiving inspection.

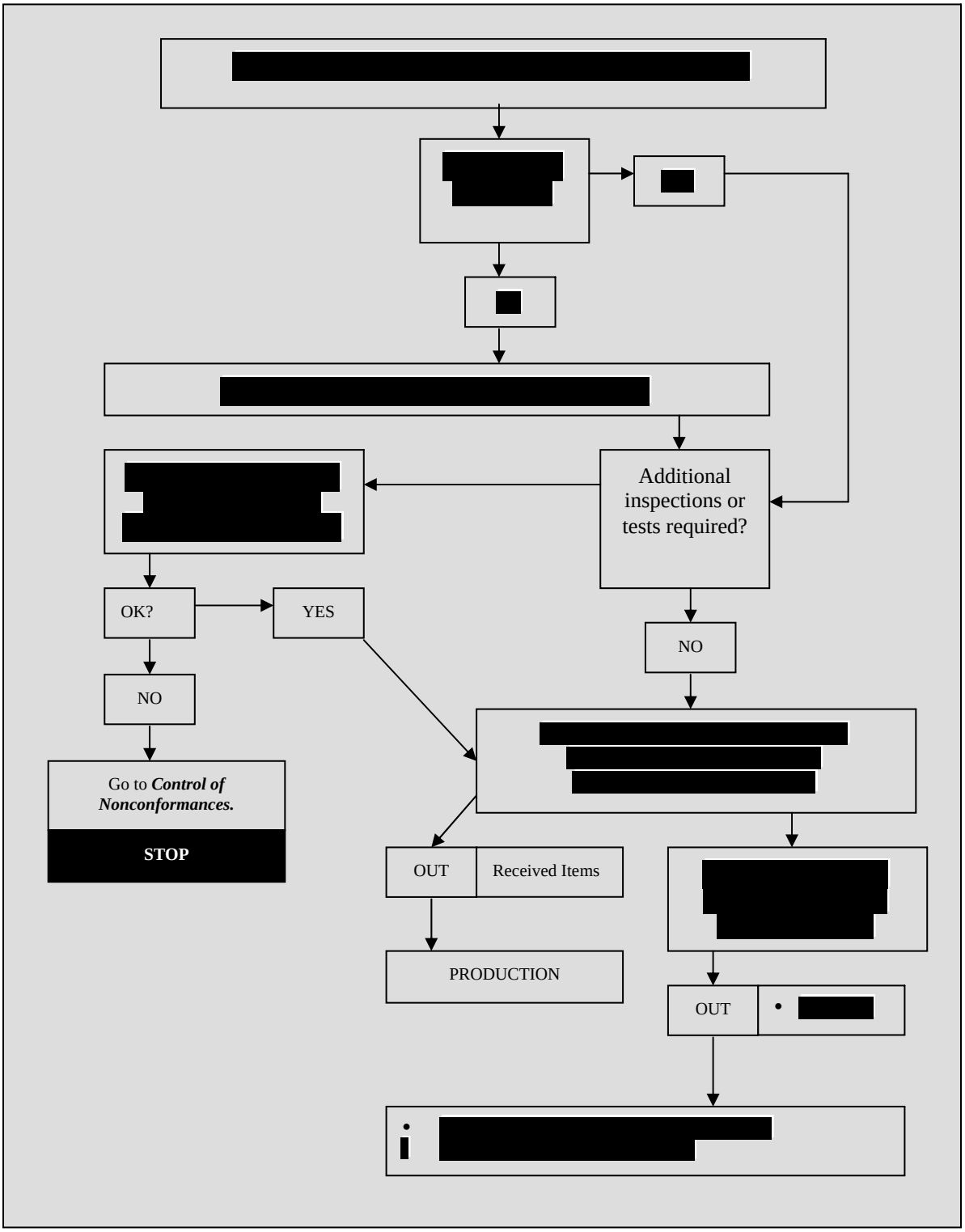
4.0 PROCEDURE: RECEIVING INSPECTION

4.1 The inspector will [redacted]

4.2 Inspections are performed according to Appendix A or [redacted]

PROCESS MAP





APPENDIX A - RECEIVING INSPECTION WORK INSTRUCTIONS

Op 1: [redacted]

Op 2: [redacted]

Op 3: [redacted]

Op 4: [redacted]

Op 5: [redacted]

Op 6: [redacted]

Op 7: SAMPLING PLAN:

[redacted]

Op 8: [redacted]

Op 9: [redacted]

Op 10: [redacted]

Op 11: [redacted]

.

[redacted]

Op 12: [redacted]

Op 13: [redacted]

Op 14: [redacted]

Op 15: [redacted]

Op 16: [redacted]

Op 17: [redacted]

Op 18: [redacted]

Op 19: [redacted]

Op 20: [redacted]

APPENDIX B - PURCHASE ORDER PROCESSING

Step	IF	THEN
1	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]

RECORDS CONTROL

Origination Date: XXXX

Document Identifier:	Records Control
Date:	Latest Revision Date
Project:	Customer, Unique ID, Part Number
Document Status:	Draft, Redline, Released, Obsolete
Document Link:	Location on Server (if used)

Abstract:
This document describes the procedure for control of records.

REVISION LOG

Issue	Date	Comment	Author
0-0			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

TABLE OF CONTENTS

1.0 PURPOSE

This procedure defines the requirements for the control of records within the quality program. The scope of this procedure is to control only the records referenced in this document; other records are not controlled.

2.0 THEORY

A record is any written or electronic piece of evidence that may be needed later to provide evidence of conformity to requirements. Typically a blank "form" becomes a "record" when it is completed. Records must be controlled so that the information on them is accessible, legible and suitably maintained.

3.0 RULES FOR CONTROL OF RECORDS

3.1 The controls for each type of record are defined in ***Appendix A*** of this procedure.

3.2 The listed "controller" must ensure [redacted]

3.3 Records for active contracts are maintained in [redacted]

3.4 The Document Control Center maintains archive files [redacted]

3.5 Records that are discarded after [redacted].

3.6 Hardcopy records are to be stored in [redacted]

3.7 Records are available for review by [redacted].

3.8 Records are [redacted].

3.9 [redacted]

3.10 [redacted]

3.11 [redacted]

3.12 When making corrections [redacted]

3.13 [redacted].

Appendix A: Records Matrix

Required Record or Document Type	Company Record	Controller	Type	Location	Minimum Retention
[redacted]					

REQUEST FOR CHANGE

Desired Change:			
[redacted]		[redacted]	
[redacted]		[redacted]	
[redacted]		[redacted]	
[redacted]		[redacted]	
[redacted]		[redacted]:	

Form Rev: Orig

Your Logo

SHIPPING PROCESS

Origination Date: XXXX

Document Identifier:	Shipping
Date:	Latest Revision Date
Project:	Customer, Unique ID, Part Number
Document Status:	Draft, Redline, Released, Obsolete
Document Link:	Location on Server (if used)

Abstract:
This document describes the shipping process.

REVISION LOG

Issue	Date	Comment	Author
0-0			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

TABLE OF CONTENTS

1.0 PURPOSE

This document defines the Shipping process including product packaging activities.

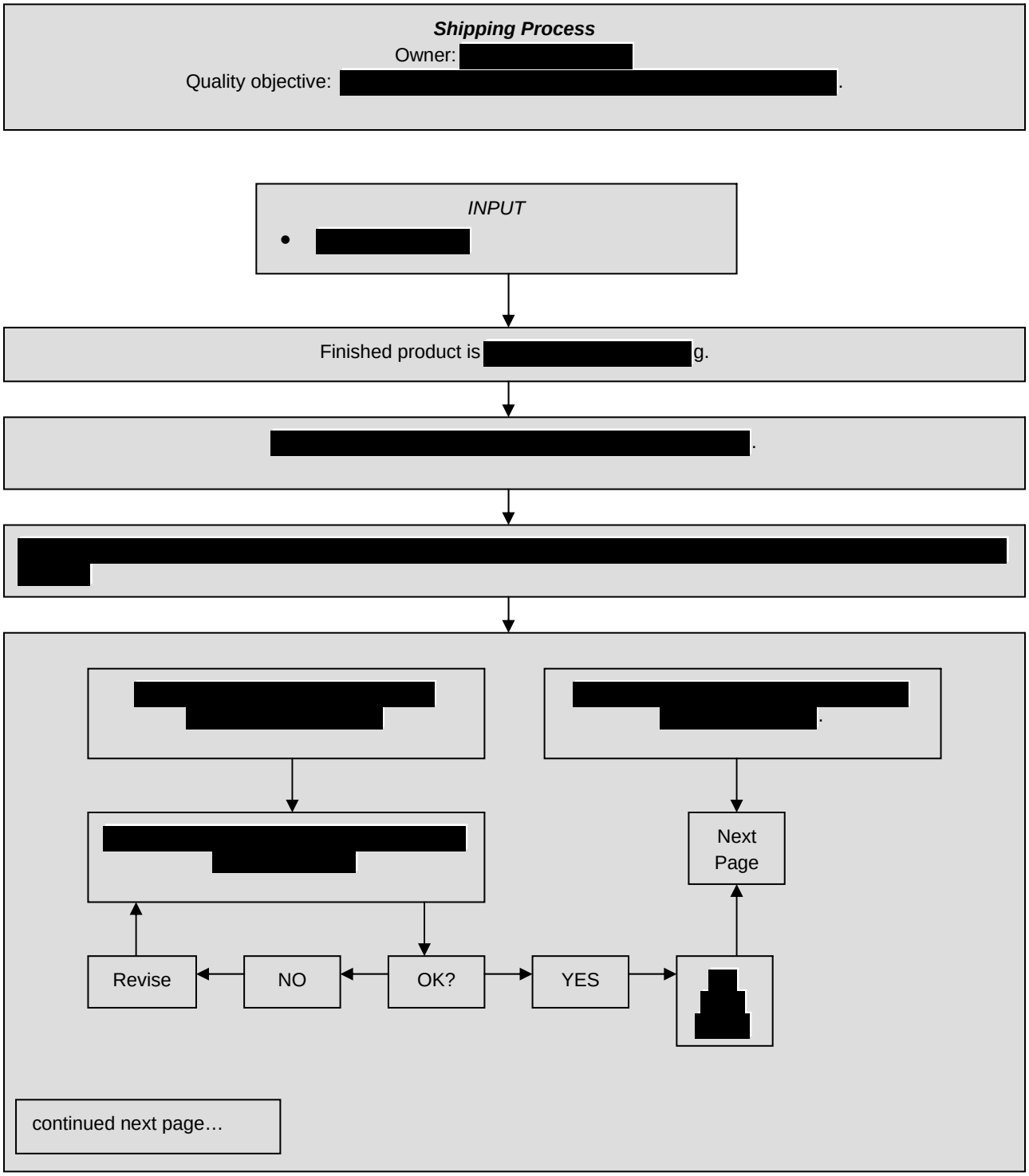
2.0 THEORY

The final packaging and arrangement of shipping is critical to the quality of product as received by the Customer; as a result, the Company controls the methods of packaging and shipping to ensure product quality is not compromised during delivery.

3.0 PROCEDURE: PACKAGING AND SHIPPING

See process map.

4.0 PROCESS MAP



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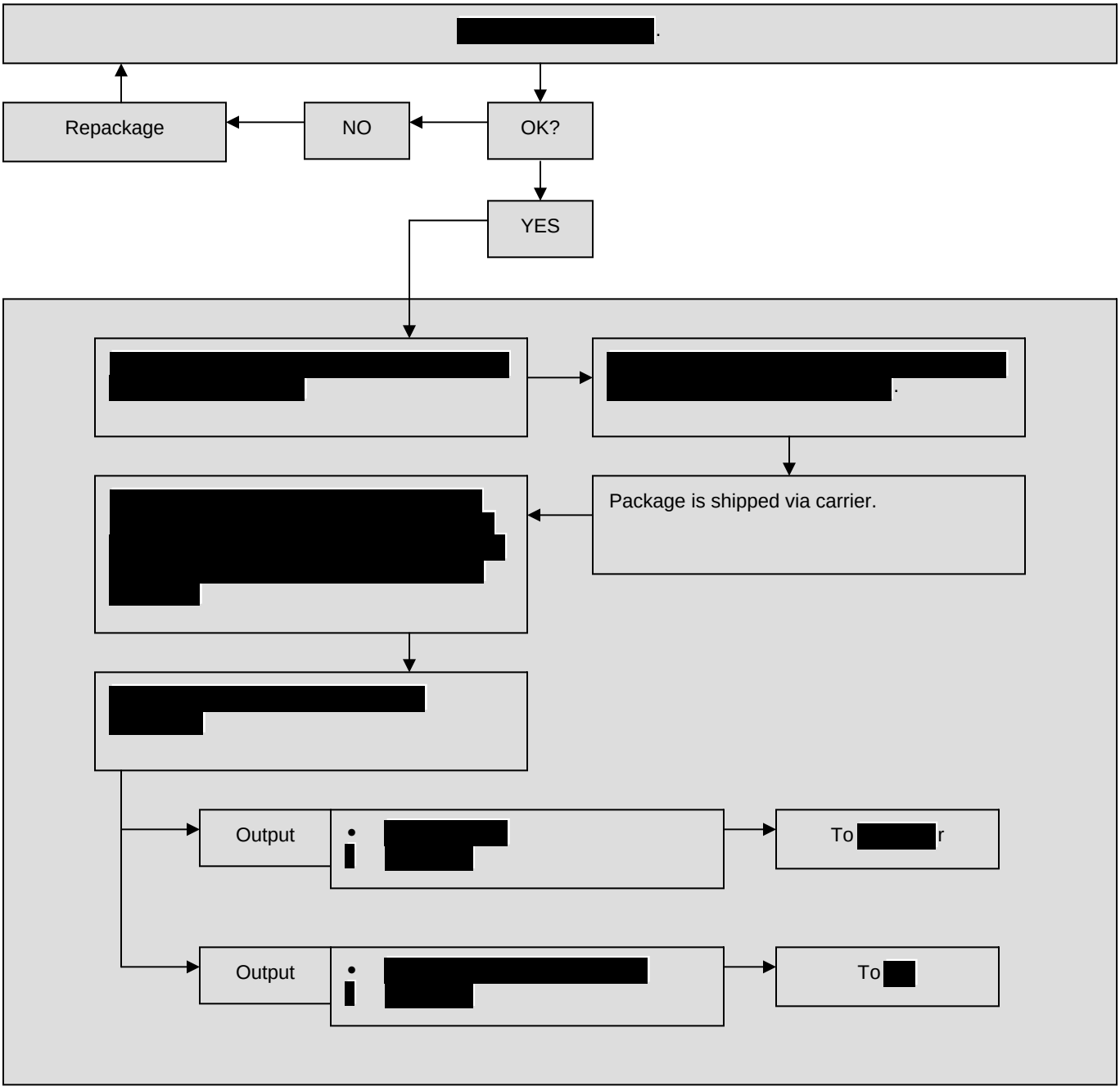

Your Logo

Supplier Evaluation

Supplier: **Commodity:**

If Part I criteria is met, Supplier is approved without further evaluation.

Part I

☐ [redacted] ☐ [redacted]

☐ [redacted] ☐ [redacted]

If Part I criteria is NOT met, Supplier must be evaluated under Part II.

Part II

[redacted].

At least [redacted].

☐ [redacted]
☐
☐
☐
☐
☐

[redacted]
☐ [redacted]
☐ [redacted] _____

RESULTS OF INITIAL EVALUATION
(Ref. Purchasing Procedure)

☐**Supplier Not Qualified** ☐**Supplier Qualified** ☐**Supplier Conditionally Qualified**

Initial evaluation date: _____ **Initial evaluation by:** _____

RESULTS OF RECEIVING INSPECTION OR SERVICE FEEDBACK

Purchase Order Number **Request for Support Number**

☐**Supplier is RESTRICTED** ☐**Supplier UNRESTRICTED**

[redacted]

aged: [redacted]

Supplier will be delegated inspection verifications: ☐**Yes** ☐**N/A**

NOTES

TRAINING PROGRAM

Origination Date: XXXX

Document Identifier:	Training
Date:	Latest Revision Date
Project:	Customer, Unique ID, Part Number
Document Status:	Draft, Redline, Released, Obsolete
Document Link:	Location on Server (if used)

Abstract:
This document describes training program and requirements.

REVISION LOG

Issue	Date	Comment	Author
0-0			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

TABLE OF CONTENTS

1.0 PURPOSE

This document provides details on the Company's training program and requirements.

2.0 THEORY

Employees can only perform their duties adequately when properly trained. The Company intends to ensure adequate employee performance through a robust training program that includes initial orientation, assessment of abilities and on-the-job training to enhance those abilities.

3.0 TRAINING PROCEDURE

3.1 Hiring

Employees are hired on their [redacted].

To accomplish this, potential candidates are [redacted]

3.2 Initial Indoctrination and Orientation

Once hired, new employees are [redacted]

3.3 On the Job Training

Once an employee has completed initial indoctrination they undergo on-the-job training [redacted]

3.4 Additional Training

At the discretion of management, additional training may be conducted at any time.

This may be [redacted]

VERIFICATION AND VALIDATION

Program Name:		Job Number:	
Part Number:		Rev:	
REA:		Date:	
Between-Group Personnel:			

DESIGN STAGE

☐ [redacted] ☐ [redacted] ☐ [redacted] ☐ [redacted] ☐ [redacted]
☐ [redacted]

VERIFICATION INPUTS

VERIFICATION ACTIVITIES

☐ [redacted] ☐ [redacted] ☐ [redacted] ☐ [redacted]

Comments:

VALIDATION ACTIVITIES

☐ [redacted] ☐ [redacted] ☐ [redacted]ration

INTENDED USE OF PRODUCT

TEST-DEMONSTRATION REVIEW

☐ [redacted] ☐ [redacted] ☐ [redacted] ☐ [redacted] ☐ [redacted]
☐ [redacted] ☐ [redacted] ☐ [redacted]

VERIFICATION AND VALIDATION

APPROVED PROCESSES, EQUIPMENT, M&TE and PERSONNEL
ACTION ITEMS – RESPONSIBILITY – DUE DATE

Form Rev: Orig

DOCUMENT NAME

Origination Date: (month year)

Document Identifier:	Name, Number, Unique ID
Date:	Latest Revision Date
Project:	Customer, Unique ID, Part Number
Document Status:	Draft, Redline, Released, Obsolete

Abstract:
This document describes xxxxxx.

REVISION LOG

Issue	Date	Comment	Author
0-0			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

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1.0 SCOPE

2.0 THEORY

3.0 REFERENCES

4.0 EQUIPMENT

5.0 MATERIALS

6.0 OPERATING PROCEDURES

7.0 WORKMANSHIP