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SECURITY SERVICE QUALITY PLAN

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Document Identifier:	Quality Plan for Guard Services
Date:	Latest Revision Date
Project:	

Abstract:

This document describes the quality plan for guard services at (your location).

REVISION LOG

Issue	Date	Comment	Author
Orig			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

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1.0 SCOPE

The Company will provide all management, supervision, manpower, equipment, supplies, monthly progress reports, and planning, scheduling and coordination required to assure effective performance of guard services at the (your location).

2.0 THEORY

The Company is responsible for the day-to-day inspection and monitoring of work performed to ensure compliance with contract requirements. The results of all quality control inspections will be documented on inspection checklists provided by the contract and will be available to the Customer during the term of the contract.

3.0 REFERENCES

Certificate of Medical Examination
 Certification of Firearms Training
 Guard Post Assignment Records (Separate Files)
 Incident Form
 Practical Pistol Course (PPC)
 Productive and Supervisory Post Hours and Locations
 Quality Control Inspections
 Radio Equipment & Vehicle Requirements
 Report of Training Completion
 Training Schedule and Plan
 Training Subjects
 Work Schedule

4.0 EQUIPMENT

Automatic External Defibrillator (AED)
 Cellular Phones
 Firearms and Cleaning Supplies
 Flashlights using 4 D-size Cells and Bulbs
 Handcuffs
 Locking Cabinets
 Walkie-Talkie Radios

5.0 MATERIALS

Inclement Weather Clothing (raincoat, cap covers, overcoats)

- Jackets
- Notebooks
- Pencils
- Pens
- Raincoats
- Uniforms

The Company will not permit the use of any unauthorized supplemental or personal equipment such as [REDACTED]

6.0 PERSONNEL

The Company will assign a Project Manager to be present on-site a minimum of forty (40) hours per week. Their duties will not be performed by a uniformed security officer (SO) performing productive or supervisory man-hours. The Project Manager will be responsible for [REDACTED]

The Company will employ the following supervisory personnel for the project:

The on-site supervisors will not perform the duties of supervisor and security officer except [REDACTED]

The Company will ensure that employees:

- (1) [REDACTED]
- (2) [REDACTED]
- (3) [REDACTED]
- (4) [REDACTED]

6.1 Management Responsibilities

The Company will be responsible for the following operating conditions:

- a. [Redacted]
- b. [Redacted]
- c. [Redacted]
- d. [Redacted]
- e. [Redacted]
- f. [Redacted]

7.0 OPERATING PROCEDURES

7.1 Duty Book

The SO's Duty Book will contain complete duty instructions for all posts involved as well as [Redacted]

[Redacted] All contents and their revisions are subject to [Redacted] The Duty Book will be maintained at the central control point. A separate loose-leaf binder will be maintained at each additional fixed post and will contain [Redacted]

[Redacted] All incidents occurring at the work site will [Redacted]

7.2 Customer Property

All property furnished by the Customer will remain the property of the Customer. Upon termination of the contract, the Company will render an accounting of all such property that has come into its possession. Any property furnished by the Customer that is lost or damaged resulting from improper use or negligence by

employees will be repaired or replaced at the expense of the Company. Customer property (to include telephones) will be used for [REDACTED]

[REDACTED]

The Company will not undertake the repair of Customer furnished property and will notify the Customer when such equipment is malfunctioning.

7.3 Company Furnished Items

Communications equipment, firearms and cleaning equipment, holsters, handcuffs, bullet-proof vests, delivery and moving services, uniforms, badges, nameplates, etc, will [REDACTED]

7.4 Personnel Qualifications

To be eligible to perform work under this contract, each employee must [REDACTED]

All employees shall meet the following personnel and security requirements.

- a. [REDACTED]
- b. [REDACTED]
- c. [REDACTED]
- d. [REDACTED]
- e. [REDACTED]
- f. [REDACTED]
- g. [REDACTED]

7.5 Quality Control

The Company's quality program includes:

- a. [REDACTED]

- b. [Redacted]
- c. [Redacted]
- d. [Redacted]

7.6 Special Events and Incident Response Planning

Security Officer Services will be provided for special events. Expenses for special events will [Redacted]

The Company will be responsible for planning responses to potential situations and for adding additional staff as the situation warrants, such as:

- a. [Redacted]
- b. [Redacted]
- c. [Redacted]
- d. [Redacted]
- e. [Redacted]
- f. [Redacted]

7.7 Additional Effort

The Company takes responsibility for the following functions as they relate to the work site:

- a. [Redacted]
- b. [Redacted]

c.

[Redacted]

All requirements for additional effort that exceed \$2,500 will be submitted to the Customer as a contract modification. The contract modification will describe [Redacted]

[Redacted]

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