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QMS-00 Quality Manual
Special Inspection Agency

Origination Date: (mo-yr)

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Released By: (Your Authority)

Liability Insurance: (Your Policy Number)

This document describes (Your Company Name) accredited policies and procedures.

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DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

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Superscript numbers denote compliance with paragraph numbers from AC291. For instance, paragraph 3.3.1 in the above Table of Contents is also compliant with AC291 paragraph 4.2.

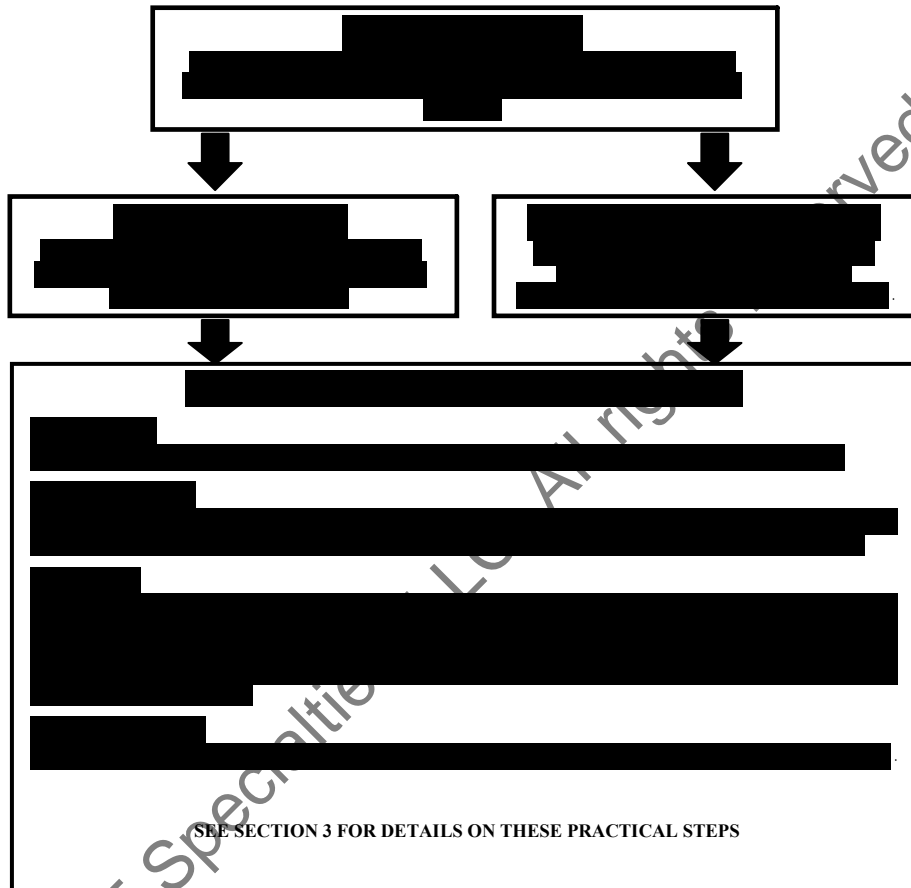
Subscript numbers denote compliance with paragraph numbers from ISO 17020. For instance, paragraph 3.3.1 in the above Table of Contents is also compliant with ISO 17020 paragraph 5.1.1.

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1.0 SCOPE^{4.1.6, 4.2.1, 8.2.4}

This quality manual establishes policies and procedures for accreditation of (Your Company Name) – Type A Accredited Special Inspection Agency (SIA).

2.0 COMPANY VISION and GOVERNING POLICIES^{8.2.1}



2.1 Definitions and Abbreviations

Unless otherwise noted, the Company applies the definitions of key terms according to *QMS-16 Definitions and Abbreviations*. Subordinate or external documentation is referenced in *Bold Italics*.

3.0 QUALITY MANAGEMENT SYSTEM

3.1 Responsible Authorities (RA)

The Company employs [REDACTED] Other inspection [REDACTED]

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projects are [REDACTED]
 [REDACTED] Designated authorities are detailed in the *QMS-05 Responsibilities and Authorities Procedure*.

3.2 Management System Documentation^{7.5.2, 8.2.4, 8.2.5}

The Company has prepared and maintains a quality system that is compliant with relevant requirements of *ISO 17020* and all requirements of *IAS AC291*. The quality manual [REDACTED]

Documented information that is related to special inspections and quality system policies, procedures and forms [REDACTED]

3.3 Requirements

3.3.1 Legal Status^{4.2} ^{5.1.1, 5.1.3, 5.1.5, 5.2.2, 7.1.2, 8.3.2}

The Company's [REDACTED]

Field and Types of Special Inspections

The Company is a Type A inspection body that [REDACTED]

The Company maintains work instructions for specific fields and types of special inspections listed in [REDACTED] Special inspection operations are performed [REDACTED]

[REDACTED] Special inspection instructions [REDACTED]
 [REDACTED] All such documents [REDACTED]

fully defined in the *QMS-10 Inspection Procedure* and *QMS-27' Rt q r q u n F g x g l o p m e n t c p f ' E q p v t c e v ' T g x l y ' Procedure*.

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3.3.2 Liability Insurance^{4.3 5.1.4}

The Company's liability insurance

Management considers

3.3.3 Risk to Impartiality^{4.4 4.1.1, 4.1.2, 4.1.5, 5.2.1, 6.1.11}

In all circumstances, the Company

Any employee of the Company

The Operations Manager decides

Each employee must

Purchasing imposes

The acceptance of

is not permitted.

The acceptance of

is allowed. It is recognized

being

The Company cooperates

The Company will not, in any way,

The Company will

Employee compensation is

Affidavit of Compliance to Industry Standards

The Company operates in a transparent manner to

See **Appendix A** for Affidavit

The Company ensures

[Redacted]

3.4 Confidentiality^{4.5} 4.2.1, 6.1.13

All employees [Redacted] where access [Redacted]

3.5 Organization and Independence^{4.6} 5.2.3, 6.1.4

The following organizational chart [Redacted]
 In all cases, [Redacted] which are further defined in the *QMS-05 Responsibilities and Authorities Procedure*. Responsible Authorities include:



3.6 Technical Competency of Special Inspectors^{4.7}

The Company strictly [Redacted]
 [Redacted] For Special Inspectors that are [Redacted] the Company maintains an [Redacted]

The Company monitors inspector performance [Redacted] according to the *QMS-03 Quality Plan for Monitoring Special*

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Inspectors.

The certification and training matrix is defined in the *QMS-06 Training Procedure*.

3.7 Job-Site Safety^{4.8}_{7.1.9}

The Company maintains a safety program [REDACTED]

[REDACTED]

The Company assigns a Responsible Authority to:

- [REDACTED]
- [REDACTED]
- [REDACTED]

The Company maintains the safety [REDACTED]

[REDACTED] with the construction site's [REDACTED]

The Company's safety program is defined in *QMS-11 Safety Program*.

3.8 Measuring and Monitoring Resources^{4.9}_{6.2.2}

All measuring and test equipment instruments and devices [REDACTED]

[REDACTED] which includes equipment used to [REDACTED]
 [REDACTED] Calibration certificates provide evidence of standards traceable to *NIST*. The controls for [REDACTED]
 calibration/maintenance activities are defined in the *QMS-15 Calibration Procedure*.

Maintenance of Equipment Used to Perform Inspections in the Field

The Company maintains equipment according to [REDACTED]

Maintenance of Equipment Used to Verify Inspections in the Field

The Company maintains equipment according to [REDACTED]

3.8.1 Test and Measuring Equipment List^{4.9.1}

[REDACTED] *QMS-15 Calibration Procedure*.

3.8.2 Handling Defective Equipment^{4.9.2}

[REDACTED] *QMS-15 Calibration Procedure*.

3.8.3 Sorting of Test and Measurement Equipment^{4.9.3}

[REDACTED] *QMS-15 Calibration Procedure*.

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3.8.3.1 External Calibration^{4.9.3.1}

[REDACTED]
QMS-15 Calibration Procedure.

3.8.3.2 Internal Calibration^{4.9.3.2}

[REDACTED]
QMS-15 Calibration Procedure.

3.8.3.3 Verification Before Use^{4.9.3.3}

[REDACTED]
QMS-15 Calibration Procedure.

3.9 Record and Document Control^{4.10} 7.3.1, 8.3.1, 8.3.2, 8.4.1, 8.4.2

Records are maintained [REDACTED] for the time specified by contract. Records are controlled to provide [REDACTED]
 Records that are subject to control [REDACTED] ***QMS-01 Control of Documented Information Procedure.***

Documents are reviewed and approved [REDACTED]
 [REDACTED] ***Master List of Controlled QMS Documents.***

Invalid and obsolete documents [REDACTED]
 [REDACTED] ^{4.10.21}. The control of documents is defined in the ***QMS-01 Control of Documented Information Procedure.***

Security and Backup of Stored Data^{4.10.20}

The Company has [REDACTED]
 [REDACTED] **Hardcopy data is** [REDACTED] document storage.

3.9.1 Legal Entity Status^{4.10.1} – see 3.3.1

3.9.2 Confidentiality, Impartiality and Conflict of Interest^{4.10.2} 4.1.4, 4.1.5, 5.2.1

Special inspection operations are independent to enable [REDACTED]
 [REDACTED] **See the *QMS-04 Management Process Procedure*** for guidance regarding [REDACTED]

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3.9.3 Liability Insurance^{4.10.3} – see 3.3.2

3.9.4 Quotation and Contract Review/Risk Analysis^{4.10.4} 4.2.1, 6.1.2, 6.2.1, 7.1.5, 8.2.2

The Company captures [redacted] as part of the *QMS-07 Proposal Development & Contract Review Procedure*^{4.11.1.2}.

The Company coordinates document changes [redacted] as defined in the *QMS-02 Configuration Management Procedure*. Contract documents are maintained [redacted] according to the *QMS-01 Control of Documented Information Procedure*.

QMS-04 Management Process Procedure is used to address [redacted] risks and opportunities [redacted] applicable to inspection services according to the *QMS-13 Corrective Action Procedure*. The Company integrates and implements [redacted]

[redacted] appropriate changes.

Area of Expertise^{4.11.1}

Prior to formal contract review, [redacted]

Capabilities and Resources^{4.11.1}

The Company determines [redacted] of the order.

Inspection Approval^{4.11, 4.11.2}

The Company performs inspections according to [redacted]

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3.9.5 Signed Quotes/Contracts^{4.10.5} – see 3.9.4

3.9.6 Inspection Schedules/Dispatch Records^{4.10.6} – see 3.18

3.9.7 Inspector Competency Matrix^{4.10.7} – see 3.6

3.9.8 Externally Provided Inspection Services/Purchasing and Control of Subcontractors^{4.10.8, 4.13}
6.1.12, 6.2.11, 6.3.1

Purchasing is treated [REDACTED]
 The purchasing process [REDACTED] is fully defined in the *QMS-08 Purchasing Procedure*.

Incoming materials are [REDACTED] defined in the *QMS-09 Receiving Procedure*.

Subcontracted special inspection agencies and qualified individuals [REDACTED] are monitored according to specifications referenced on the *Purchase Order* and the *QMS-03 Quality Plan for Monitoring Special Inspectors*.

3.9.9 Special Inspection Reports^{4.10.9} – see 3.18

3.9.10 Calibration Records^{4.10.10} – see 3.8

3.9.11 Sample Handling/Preparation, Acquisition, Handling, Storage and Transportation of Samples or Field Prepared Specimens^{4.12}
7.2.1, 7.2.2, 7.2.4

The Company has assigned [REDACTED] applicable standards or codes. [REDACTED] the Company relies on [REDACTED] field prepared specimens.

3.9.12 List of Controlled Documents^{4.10.12} – see 3.9

3.9.13 Internal Audit^{4.10.13}
8.2.2, 8.6.1, 8.6.4, 8.6.5

Internal audits [REDACTED] accomplished by auditing [REDACTED]

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Audit requirements include those of *IAS AC291*, *ISO 17020* and the Company's Quality Manual as well as [REDACTED]

[REDACTED] defined in the *QMS-12 Internal Auditing Procedure*.

3.9.14 Customer Complaints^{4.10.14} – see 3.13

3.9.15 Customer Satisfaction^{4.10.15}

The Company [REDACTED] using [REDACTED] the following [REDACTED]:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

Records [REDACTED] are maintained according to the *QMS-01 Control of Documented Information Procedure*.

3.9.16 Training and Supervision/Monitoring of Inspectors^{4.10.16} 5.2.7, 6.1.1, 6.1.3, 6.1.5, 6.1.6

All Special Inspectors [REDACTED] relevant work experience. Special Inspectors [REDACTED]

[REDACTED] according to [REDACTED] the *QMS-06 Training Procedure* to [REDACTED]

[REDACTED] ensure each employee [REDACTED]

[REDACTED] according to the *QMS-01 Control of Documented Information Procedure*. Management [REDACTED]

[REDACTED] according to the *QMS-03 Quality Plan for Monitoring Special Inspectors*.

The internal auditing process [REDACTED] of the *QMS-04 Management Review Procedure*.

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Inspector Training

The Company trains Inspectors [REDACTED] according to the *QMS-06 Training Procedure*.

Supervision/Monitoring of Inspectors

The Company monitors Inspectors according to the *QMS-06 Training Procedure* and the *QMS-03 Quality Plan for Monitoring Special Inspectors*.

3.9.17 Supervision/Monitoring Logs^{4.10.17} 6.1.8

The Supervisor [REDACTED] according to the *QMS-06 Training Procedure* and the *QMS-03 Quality Plan for Monitoring Special Inspectors*

[REDACTED]

The Company [REDACTED] according to the *QMS-06 Training Procedure* and the *QMS-03 Quality Plan for Monitoring Special Inspectors*

Field Monitoring

The Company [REDACTED] according to the *QMS-06 Training Procedure* and the *QMS-03 Quality Plan for Monitoring Special Inspectors*

Field Identification Requirements for Special Inspectors

The Company prepares [REDACTED]

3.9.18 Standardized Document Content^{4.10.18}

Management system documents contain the following content:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

3.9.19 Change Control^{4.10.19}

Changes [REDACTED] according to the *QMS-02 Configuration Management Procedure*.

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3.9.20 Retain Records^{4.10.20} – see 3.9

3.10 Quotation and Contract^{4.11} – see 3.9.4

3.11 Sample Handling^{4.12} – see 3.9.11

3.12 Externally Provided Inspection Services^{4.13} – see 3.9.8

3.13 Complaints and Appeal^{4.14} 7.5.3, 7.6.3, 7.6.4, 7.6.5

Complaints and appeals [redacted] according to the *QMS-14 Control of Nonconformances Procedure* and *QMS-13 Corrective Action Procedure*. The Company [redacted] informs [redacted] special inspection activity.

3.14 Feedback Collection^{4.15} – see 3.9.15

3.15 Internal Audit^{4.16} – see 3.9.13

3.16 Management Review^{4.17} 4.1.5, 8.5.1.1

The following agenda items are required for management review meetings:

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

Improvements in the quality system

The frequency and required attendees for management review meetings is defined in the *QMS-04 Management Process Procedure*. Additional inputs for management review are defined in the *QMS-04 Management Process Procedure*. Management review meeting [redacted]

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3.17 Status Review and Notification/Reporting Discrepancy^{4.18} 8.7.1 thru

8.8.3

When a nonconformance occurs, [redacted] according to the *QMS-13 Corrective Action Procedure* and *QMS-14 Nonconformance Control Procedure*.

The Company [redacted] implements [redacted] and makes [redacted]

Management direction [redacted] is defined in the *QMS-04 Management Process Procedure*.

3.18 Dispatching Daily, Intermediate and Final Reports^{4.19} 4.2.1, 4.2.2, 7.4

Daily, intermediate and final reports [redacted] released only to [redacted]

When required, [redacted] a Responsible Authority [redacted]

Corrections or additions [redacted]

INSPECTION REPORTS^{4.10.9}

The Company prepares inspection reports [redacted] which includes, [redacted]:

1. [redacted]
2. [redacted]
3. [redacted]
4. [redacted]
5. [redacted]
6. [redacted]

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- 7. [REDACTED]
- 8. [REDACTED]

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