Construction

Commercial Quality Manual

(mo/yr)

Revisions		Rev:	
Letter	E.O. Number - Description		Date

Used On	Contract#:		**Your Co Name**				
Prepared By:							
Your Dept:							
Your Dept:			**Quality Manual**				
Your Dept:			Your #				
Your Dept:			Size:	**A**	CAGE:		Form Rev: Orig 1 of 7

Your Logo

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1.0 SCOPE

This quality manual establishes the scope of effort required to deliver the services described herein for (Your Service). (Your Co) will supply all the facilities, equipment, personnel and management skills required to perform the tasks identified in the purchase order.

1.1 Definitions

(Your Definitions)

2.0 APPLICABLE DOCUMENTS

The documents listed below apply to the extent specified herein or in the purchase order. In the event of conflict between documents, their order of precedence is: Purchase Order, (then Your Docs), then applicable lower tier documents.

2.1 (Your Docs, e.g., workmanship standards…)

3.0 EQUIPMENT

3.1 Your list of equipment

4.0 MATERIALS

4.1 Your list of materials

5.0 REQUIREMENTS

5.1 Services

(Your Service/Items)

5.1.1 Delivery Schedule

(Your Schedule Commitment for each service activity, e.g., number of minutes, or hours, or days, etc.)

5.1.2 Quality

The service must conform [redacted]

5.1.3 Documentation

Service documentation is summarized in Table 1. (Your Co) will prepare and deliver all documents listed in Table 1. Documents fall into two categories: “approval,” the initial submittal and all subsequent changes require approval of the Customer prior to implementation, and “Review,” this documentation is delivered to the Customer for information purposes only.

Table 1

5.1.4 Equipment

Sufficient equipment will be available for use (at or by) (Your Co) to provide the service ordered by the Customer. Equipment and its documentation will [redacted]

5.2 Special Requirements

(Your Co) will provide a listing of any materials or support required from the Customer that is [redacted]

5.3 Organization

(Your Co) will assign and organize personnel as required to [redacted]

5.3.1 Meetings and Reviews

A minimum of three (3) hours notice for (Your requirement) is required for all meetings and reviews identified in section 5.3.1.1 through 5.3.1.6 (the use of the following paragraphs is subject to the type of service organization you operate – tailor or delete them as required).

5.3.1.1 Status Reviews

[redacted]

5.3.1.2 Customer Meetings

[redacted]

5.3.1.3 Acceptance Meeting

[redacted]

5.3.1.4 Inspection Points

[redacted]

5.3.1.5 Mandatory Inspection

[redacted]

5.3.1.6 Readiness Review

(Your Co) will conduct a Review to demonstrate [redacted]

5.4 Program Control

(Your Co) will employ production controls in a manner that will assure prompt and accurate schedule control. Appropriate levels of management will [redacted]

5.4.1 Milestones for Planning and Reporting

Typical service activity milestones for planning and progress reporting are listed in Table 2. Actual milestones used should be consistent with the scope of the service activity.

Table 2

5.4.2 Change Control

Services will be performed according to controlled procedures. The procedures will [redacted]

5.4.3 Service Records

(Your Co) will maintain a service log and appropriate documentation for each service activity that can [redacted]

5.4.4 Damage Reporting

Damage that occurs during a service activity will be reported to the Customer or their Representative with corrective and preventive recommendations in writing within (Your #) of calendar days. Any damage estimated >(Your $) will be reported to the Customer or their Representative in writing within 24 hours.

5.4.5 Workmanship

Workmanship standards for the service will [redacted]

6.0 SERVICE VERIFICATION

6.1 Records

Service records and visual conformity will [redacted]

6.1.1 In-Process Service Verification

Verification of compliance with certain in-process service activities can be made at the discretion of the Customer according to Table 2.

6.2 Acceptance

Final acceptance of all service activities shall [redacted]

6.2.1 Items of Approval by the Customer

Approval as specified herein, does not relieve (Your Co) from [redacted]

6.2.2 Customer Review and Surveillance

The work activities, operations and documentation of (Your Co), subcontractor's, and suppliers are subject to [redacted]

7.0 REPORTING

7.1 Reports

(Your Co) will submit a letter-type progress report covering progress from (Your Schedule). The report is due on (Your Day) of the month and includes:

a. [redacted]
b. [redacted]
c. [redacted]
d. [redacted]

8.0 ENVIRONMENTAL CONTROL

Adherence to applicable federal, state, local, and (Your Co) environmental, health and safety requirements is mandatory.

Construction Quality Manual

(Mo/Yr)

Revisions		Rev:	
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Used On	Contract#:		**Your Company Name**				
Prepared By:							
Your Dept:							
Your Dept:			**POLICIES AND PROCEDURES**				
Your Dept:			(Your #)				
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1.0 SCOPE

Adherence to these policies and procedures will provide assurance that all supplies submitted to the Customer conform to contract requirements.

Precedence

Any contradiction, inconsistency, or ambiguity with contract terms and conditions shall be resolved by the following order of precedence:
Written directives of the Contract
Pre-printed text of the Contract
Drawing
Product Specification

2.0 APPLICABLE DOCUMENTS

The following documents of the latest revision form a part of this Quality System to the extent specified herein:

2.1 (Your #), Calibration Policies & Procedures
2.2 [redacted] Configuration Management Policies & Procedures
2.3 (Your #), Property Control Policies & Procedures
2.4 (Your #), Purchasing Policies & Procedures
[redacted]

3.0 REQUIREMENTS

3.1 Organization

The Quality Organization of (Your Co) reports directly to the Operations Manager. Organizational charts indicating lines of responsibility and authority are attached as Exhibits.

3.2 Customer Audit

(Your Co) shall permit Customer audits to [redacted]

3.3 Procedures

Procedures and specifications required by this Quality System are listed in para 2.0

3.4 Records

Records of inspections/tests shall be produced to [redacted]

3.5 Document Control/Change Control

- Contract Initiation
- Procurement Documents
- Release & Control

Released documents require recall when [redacted] The document release file shall indicate:

In the event DCC is unable to retrieve the outdated document, the issue file shall [redacted]

3.6 Procurement Control

(Your Co) purchase orders shall be reviewed per (Your #), Purchasing Policies & Procedures.

3.7 Measuring Equipment

Measurement devices used to accept deliverable supplies or control critical process characteristics shall be controlled per (Your #).

3.8 Sampling Plan

When sampling inspection [redacted]

[redacted]

3.9 Identification

The inspection status of all procured or produced supplies shall be evidenced by [redacted]

The receiving inspector shall record the P/N, quantity, revision and PO# onto a good material tag that [redacted]

The in-process inspector shall record the quantity accepted/rejected on construction process records.

The final inspector shall record [redacted]

3.10 Nonconforming Supplies

(Your Co) shall not accept supplies via MRB that do not exactly conform to the contract. MRB authority is granted for nonconformances to (Your Co) documents that do not effect Customer requirements. (Your Co) MRB shall consist of [redacted]

Nonconforming supplies considered acceptable by (Your Co) shall [redacted]

Nonconforming supplies shall be segregated from acceptable supplies to the extent practicable and [redacted]

The MRB shall record disposition instructions on MR Report (Your #) except for standard reworks.

3.11 Corrective Actions

The MRB shall determine whether or not corrective action is required to [redacted]

3.12 Customer Notification

(Your Co) shall respond promptly to Customer requests for corrective action taken to [redacted]

3.13 Procurement Inspection

Purchased supplies shall be inspected upon receipt, as necessary, to verify conformance with the procurement document(s).

In the event supplies are required prior to receipt of documentation providing evidence of conformance to the contract, Quality and Project Management may [redacted]

Written inspection and test procedures shall be prepared for each supply and shall contain, but shall not be limited to:

[redacted]

3.14 In-process Inspection

Inspections shall be performed during the construction process to the extent necessary. Each inspection, test and construction operation shall [redacted]

The inspector shall:

[redacted]

3.15 Handling & Storage

Supplies shall be identified upon completion of inspection operations with a Good Material Tag or process document. Purchased supplies pending inspection shall [redacted]

3.16 Packaging/Shipping

When applicable, inspection instructions shall include [redacted]

3.17 Facility Relocation

(Your Co) shall notify the Customer in writing prior to facility relocation.

3.18 Supplemental Contract Quality Requirements

Special instructions provided by the contract in the form of Supplier Quality Supplemental Requirements shall be integrated into standard inspection documents A/R.

Use this quality manual to establish a commercial, civil or Government-grade quality management system that is not associated with steel erection or fabrication (delete this comment)

CONSTRUCTION QUALITY MANUAL

Origination Date: (month year)

Document Identifier:	QMS-00 Construction Quality Manual
Date:	Latest Revision Date
Project:	Customer, Unique ID, Part Number
Document Status:	Draft, Redline, Released, Obsolete

Abstract:

This document describes the Company's quality management system.

REVISION LOG

Issue	Date	Comment	Author
0-0			

DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change

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Section 1: WELCOME TO (Your Company Name)

The Company has provided INSERT TEXT HERE

The Company also provides INSERT TEXT HERE

The Company has always applied high quality standards as guidelines for its processes and operations.

The Company is dedicated to the principle of maintaining the highest levels of quality and integrity in communicating with people inside and outside of its business operation.

We invite you to come see our quality system in action. To arrange a visit, contact us at:

Your Company Name
Address
Phone
Email
Website
www.yourcompany.com

Section 2: COMPANY VISION AND GOVERNING POLICIES

COMPANY VISION

[redacted]

QUALITY POLICY

[redacted]

ENVIRONMENTAL POLICY

[redacted]

PRACTICAL STEPS TO SUPPORT POLICIES

Customer Focus:

[redacted]

Workplace Excellence:

[redacted]

Empowerment:

[redacted]

Intelligent Management:

[redacted]

Section 3: SCOPE, EXCLUSIONS AND DEFINITIONS

3.1 Scope

The Company's quality management system applies to all employees within all functional areas of the Company's business operation. The Company's scope of business is defined as follows:

Design and producer of INSERT TEXT HERE

SIC codes: [your number(s)]

3.2 Exclusions

The Company cites no exclusions to Customer requirements.

3.3 Definitions & Conventions

Unless otherwise noted, the Company applies the definitions of key terms according to generally accepted industry standards.

Subordinate or external documentation is referenced in ***Bold Italics***.

Your photo

Section 4: QUALITY MANAGEMENT SYSTEM

4.1 General Requirements

4.1.1 Process Approach

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

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

a) [redacted]
b) [redacted]
c) [redacted]
d) [redacted]

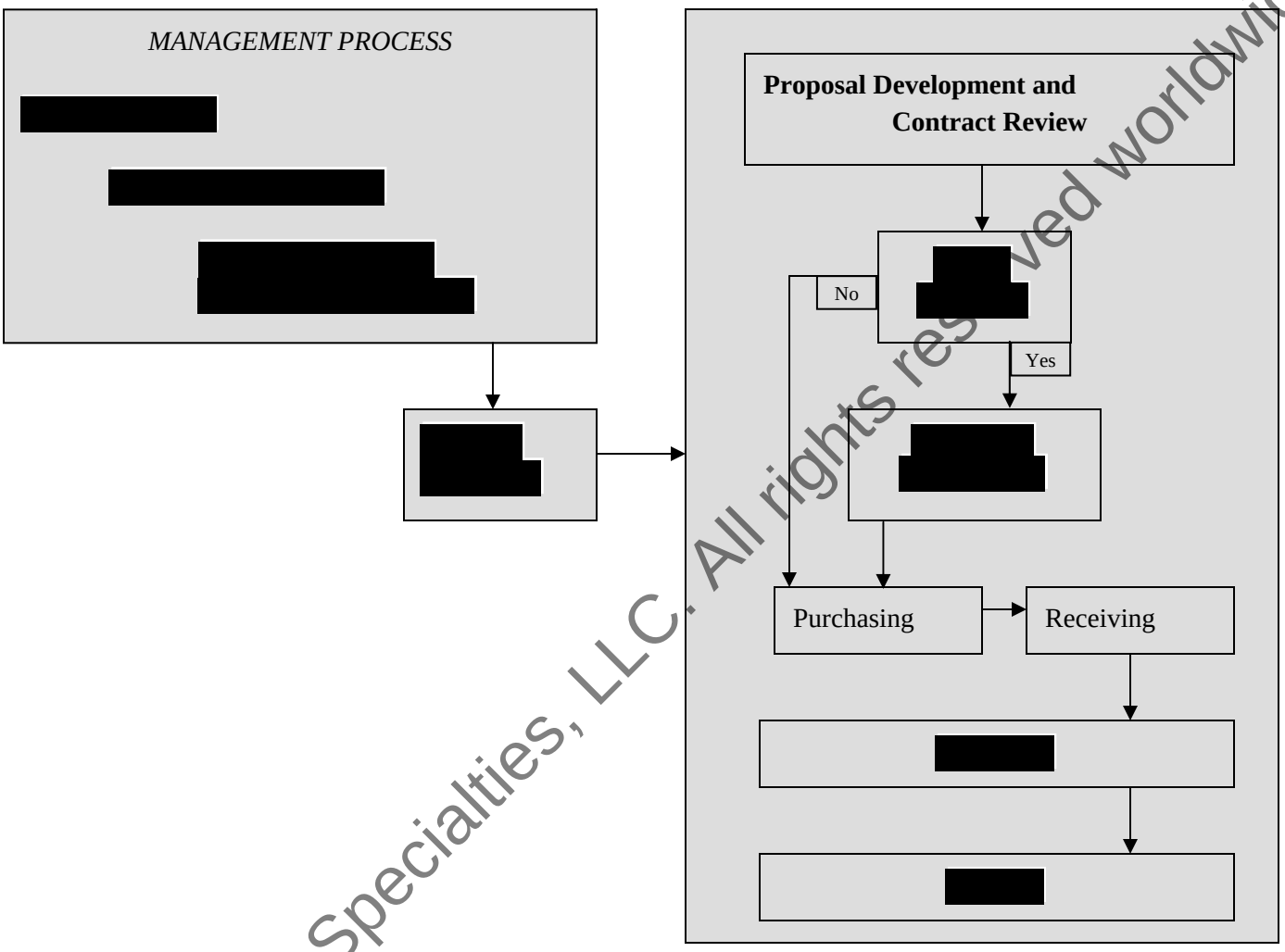
During Management Review, process resources are discussed and allocated by management, as applicable. Corrective and preventive action is taken to [redacted]

The following are the processes in use by the Company.

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

Every process has at least one QMS Procedure that defines it in greater detail and many procedures include [redacted]

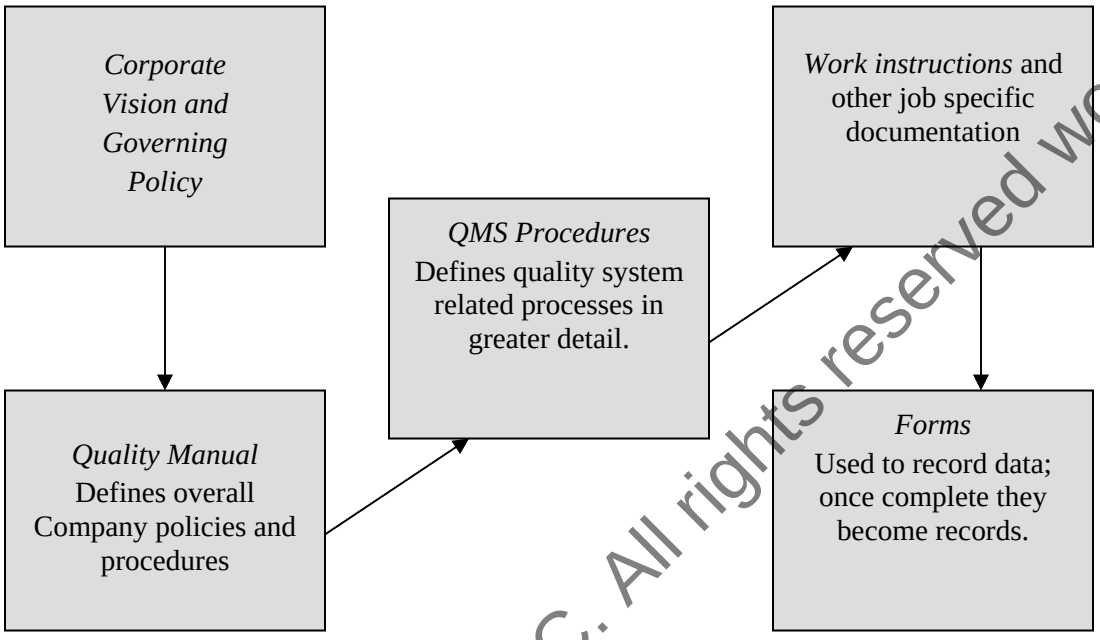
4.1.2 Overall Process Sequence & Interaction



4.2 Documentation

4.2.1 Overview of Documentation

The Company maintains all required documentation to effectively sustain its quality management system. All Managers are responsible for [redacted]



The order of precedence of order-specific documentation is as follows unless otherwise directed by Customer or government requirements:

- [redacted]

4.2.2 Quality Manual and Procedures

The primary purpose of the Quality Manual and QMS Procedures is to describe and document the Quality Management System in place at the Company and to [redacted]

Additional procedures and work instructions have been developed to further clarify specific instructions for the execution of these procedures. Where subordinate documents are referenced, they are shown in ***bold italics***.

4.2.3 Control of Documents

Documents are controlled so that the information on them is [redacted] The controls for documents are defined in ***QMS-01 Document Control Procedure***.

4.2.4 Control of Records

Records are controlled to provide evidence of conformity to requirements. The records subject to control are maintained according to the ***QMS-03 Records Control Procedure***.

5.0 MANAGEMENT RESPONSIBILITY

5.1 Policy for Quality and Quality Goals

The Company's Management is committed to the ongoing maintenance and improvement of the quality management system. To ensure this, management focuses on deploying practical steps that concretely support the Quality and Environmental Policies. The quality policy is defined in Section 2.0

- **CUSTOMER FOCUS:** [redacted]
- **EMPOWERMENT:** [redacted]
- **INTELLIGENT MANAGEMENT**: [redacted]
- **WORKPLACE EXCELLENCE**: [redacted]

5.2 Direction and Leadership

Management Review meetings are conducted according to the ***QMS-04 Management Process Procedure***. This procedure defines [redacted]

5.3 Management Representative

The individual designated as Management Representative will understand all of the Company's quality procedures and have the authority to implement programs necessary to achieve the quality requirements of the Company. It is essential that the Management Representative be a member of the management team, though they don't need to be a QA (quality assurance) or QC (quality control) person. Although the Management Representative may not be the individual who actually prepares all the reports to management, the responsibility and understanding of the data are necessary to assure that it is accomplished.

The position of management representative will [redacted]

5.4 Resources

The Company will have the resources necessary to achieve conformity to the Customer contract. Resources will include, but are not limited to:

5.4.1 Personnel

The responsibility, authority and the interrelation of personnel that manage, perform and verify work affecting quality will be defined and documented using [redacted]

Qualified personnel will be assigned to manage the following functions:

- [redacted]

5.4.2 Buildings, Workspace and Associated Utilities

The facility will consist of areas and buildings that provide space for routine functions including [redacted]

5.4.3 Construction Equipment (both hardware and software)

The Company will have under their control the equipment necessary to perform the required functions consistent with [redacted]

5.5 Internal Communication

To ensure proper communication between and throughout all levels of employees within the Company, internal communication is conducted and monitored within the Management process, which is documented in the ***QMS-04 Management Process Procedure***.

Management periodically [redacted]

Employees are encouraged to use the ***Request for Change*** or ***Request for Support (RFS)*** to submit suggestions for improvements. This system requires management to take action on quality related issues within the Company.

5.6 Documentation Requirements

The Company maintains all required documentation to effectively sustain its quality management system. All Managers are responsible for [redacted]

5.6.1 General Requirements

The Quality System ensures that necessary procedures and instructions are readily available to personnel that are responsible for ensuring compliance with requirements and to Customer and/or regulatory agency representatives as a required documented part of the work process. This assures [redacted]

5.6.2 Quality Manual

The primary purpose of the Quality Manual and QMS Procedures is to describe and document the Quality Management System in place at the Company and to define all the processes in use

within the Company. This manual is issued [redacted]

5.6.2.1 Organization

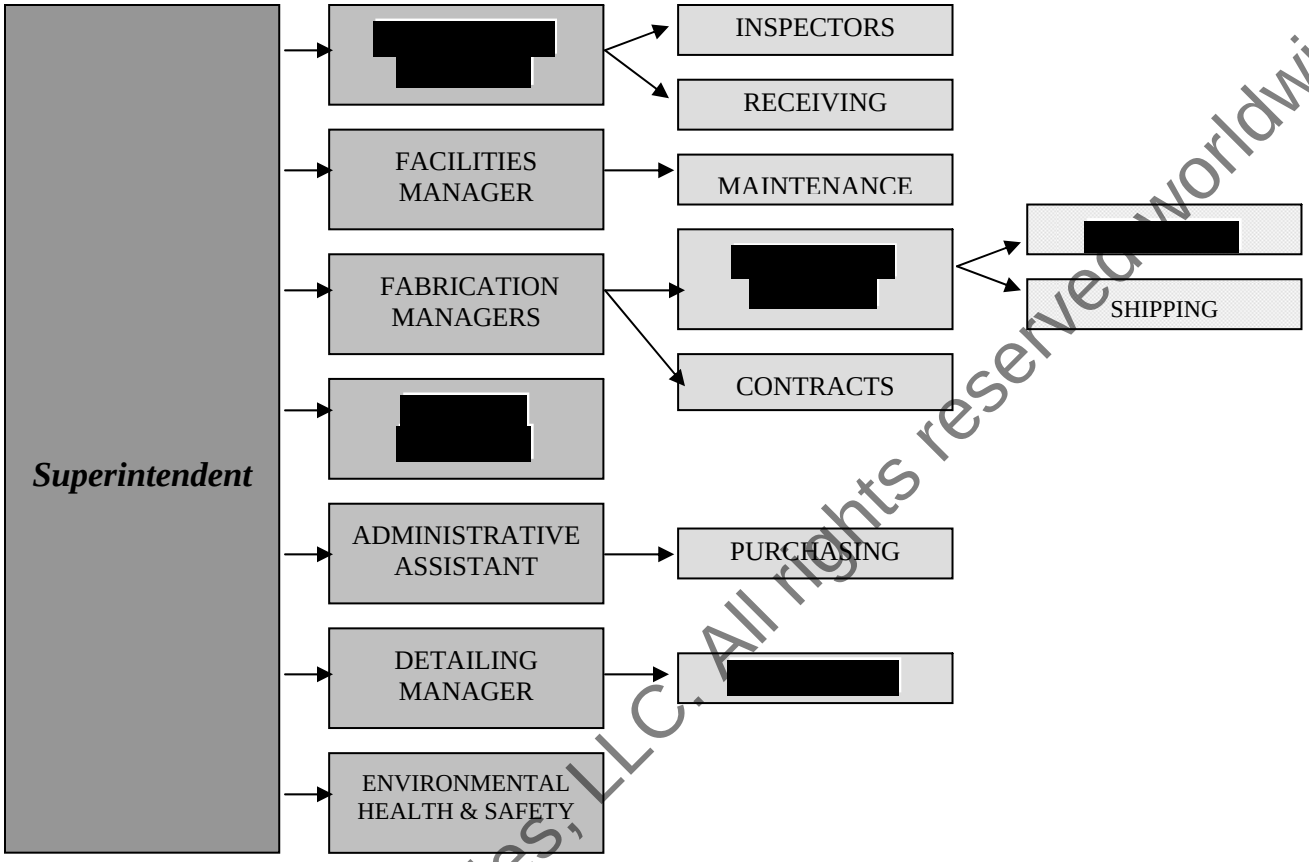
Review meetings are held by all managers two times each year to assess the status, effectiveness, continuing suitability and internal audits of the Quality System. Reviews are reported and [redacted]

The organizational chart below defines the basic management structure of the Company. In all cases, the appropriate person has [redacted]

The qualifications of key personnel and managers listed in paragraph 5.4.1 are maintained in records according to the training program that is defined in ***QMS-06 Training Procedure***.

See applicable project facility plan/map for detailed description of facility.

See applicable equipment list designated for projects.



5.6.2.2 Approvals

This manual is issued under the authority of top-level management. Changes to documents referenced herein are [redacted]

6.0 CONTRACT AND PROJECT SPECIFICATION REVIEW AND COMMUNICATION

The Company documents and implements a procedure for contract and project specification review. The review [redacted] The controls for contract review are defined in ***QMS-07 Proposal Development and Contract Review Procedure***.

7.0 DETAILING

7.1 Detailing Procedures

7.1.1 Preparation of Shop Drawings and Erection Drawings

The Company has prepared and implemented a documented procedure for preparation of shop and erection drawings to [redacted] Detailing procedures are defined in ***QMS-16 Detailing Procedure***.

7.1.2 Detailing Standards

The Company utilizes detailing standards to describe technical preferences and requirements customarily used in the shop. These standards show [redacted]

[redacted]

7.1.3 Shop and Erection Drawings

The Company has prepared and implemented a procedure to provide for checking of all shop and erection drawings to ensure compliance with contract documents. The procedure describes [redacted] Detailing procedures are defined in ***QMS-16 Detailing Procedure***.

7.1.4 Customer Approval of Shop Drawings

The detailing procedure describes the method to document approval of shop drawings released for field construction. The methods include [redacted] Detailing procedures are defined in ***QMS-16 Detailing Procedure***.

7.2 Detailing Function Resources

7.2.1 References (required library)

The Company maintains the current references as a library. Detailing procedures are defined in ***QMS-16 Detailing Procedure***.

7.2.2 Personnel

The Company employs staff personnel assigned to Detailing Management. Connection consultation and other detailing functions may [redacted]

7.2.2.1 Detailing Management

Personnel performing Detailing Management are responsible for [redacted]

[redacted] The Company may describe and determine an appropriate way to demonstrate competence.

- [redacted]
- [redacted]

7.2.2.2 Detailing Functions

Personnel that detail and/or check shop and erection drawings have experience in [redacted]

7.2.2.3 Connection Consultation

Personnel directing Detailers are qualified by one or more of the following:

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

7.2.3 Subcontract Services

In lieu of employed staff personnel, subcontract services may be used for the following functions: [redacted] Detailing procedures are defined in ***QMS-16 Detailing Procedure***.

7.2.4 Customer Supplied Shop Drawings

When the Company receives shop drawings from the Customer, procedures are documented for the receipt, revision and control of those drawings. Detailing procedures are defined in ***QMS-16 Detailing Procedure***.

8.0 DOCUMENT AND DATA CONTROL

8.1 Review and Approval

Documents affecting quality will be reviewed and approved by [redacted] Revision controls are defined in ***QMS-02 Configuration Management Procedure***.

8.2 Customer Requirements

The Company captures all contractual and special requirements of the Customer as well as [redacted]

[redacted]

8.3 Revision Control

The Quality Manual has a cover page showing the current revision date and the name and location of the Company. The revision will be clearly identifiable on all manuals and procedures and there will be a method for monitoring and identifying the latest revision. The Company has established a method to ensure that changes to the Quality Manual and/or referenced procedures are [redacted]

8.4 Access

Relevant and current procedures and policies pertinent to an area of operation or management will [redacted]

8.5 Obsolescence and Transmittal

Controlled documents that are obsolete will be marked, segregated, destroyed or otherwise prevented from inadvertent use in the construction or erection process. A method has been established and maintained showing [redacted]

8.6 Issue Control

The configuration of procedures, work instructions and shop and erection documents is controlled through advanced configuration management techniques that have been built upon [redacted] Configuration management is conducted according to ***QMS-02 Configuration Management Procedure***.

8.7 Document Modifications

Controls are in place to ensure the use of current documentation. Obsolete documents are removed at the point of use. Some documents may be held by technicians and others that are considered aids and may not be current or correct. Such documents are identified and segregated from production documentation and are not used to perform construction operations. Documented procedures control all documents and data and ensure that only approved, released and pertinent revisions are available, including [redacted]

9.0 CONTROL OF QUALITY RECORDS

Records will be retained long enough to permit evaluation during the course of project construction or seven (7) years unless otherwise specified. Quality records are available for Customer and regulatory agency examination. All quality records [redacted]. Records that document quality typically include: [redacted] The control of records is defined in ***QMS-03 Records Control Procedure***.

10.0 PURCHASING

Purchasing is treated as a process within the Company's quality system. The Company accepts responsibility for the quality of products that are purchased from Suppliers - including [redacted]

10.1 Purchasing Data

Purchase documents clearly define the supplies ordered, including [redacted] A right-of-entry provision is included in all subcontracts. These provisions allow the Buyer, its Customers and regulatory agencies to [redacted] Purchasing documents will contain the following information:

- [redacted]

- [redacted]

The purchasing process is fully defined in ***QMS-08 Purchasing Procedure***.

10.2 Selection and Evaluation of Subcontractors

The purchasing process ensures the Company manages the risk when selecting and using Suppliers and only purchases materials and services from Suppliers and Subcontractors that [redacted] The supplier evaluation process is fully defined in ***QMS-08 Purchasing Procedure***.

10.3 Verification of Purchased Supplies, Materials and Services

The responsibility for quality of subcontracted supplies remains with the Company. Acceptance will not relieve the Company of the commitment to provide acceptable quality. Documented procedures are established and maintained to ensure [redacted] The methods used for verification of purchased supplies are defined in ***QMS-09 Receiving Procedure***.

10.4 Customer Verification of Product

If specified in the Customer's purchase contract, the Customer or nominated representative is afforded the opportunity to [redacted] The methods used for the control of Customer verification are defined in ***QMS-08 Purchasing Procedure***.

10.5 Control of Customer Supplied Material

A negotiated Customer agreement to verify, store and maintain Customer supplied items is established as appropriate and any item that is lost, damaged or is otherwise unsuitable for use is recorded and reported to the Customer. A documented procedure has been established and maintained [redacted] are defined in ***QMS-10 Production Procedure***.

11.0 MATERIAL IDENTIFICATION

A documented procedure has been established and maintained for identifying deliverable items by suitable means from receipt and during all stages of construction, delivery and installation. Purchasing documents for materials furnished to ASTM specifications will include [redacted]

The methods for the control of Customer property and identification of deliverable items are defined in ***QMS-10 Production Procedure***.

12.0 CONSTRUCTION PROCESS CONTROL

Processes that create a condition where quality of construction cannot be verified through normal methods are monitored to the extent necessary to ensure conformance to requirements. This may include [redacted] Effective implementation of the following documented procedures is required as a minimum:

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

The methods for the control of the construction process are defined in ***QMS-10 Production Procedure***.

13.0 INSPECTION AND TESTING

To ensure conformance to requirements of construction, monitoring and measurement is conducted throughout the lifecycle. These checks occur within [redacted]

Inspection consists of [redacted]

13.1 Assignment of QC Inspections and Monitoring

QC inspectors will be assigned on the basis of experience, training, education or applicable certification by recognized industry organizations. Production personnel will be assigned to inspection duties under the following conditions:

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

13.2 Inspection Procedures

13.2.1 Receiving Inspection and Testing

Deliveries are checked against inspection instructions and purchase orders. If materials are designated for further inspection, they are assigned to a department that verifies conformance of the supplies to written specifications according to [redacted] Documented procedures are established and maintained for inspection and test activities that verify compliance with specifications. Deliverable items are inspected to ensure conformance to [redacted] The methods for performing receiving inspections are defined in ***QMS-09 Receiving Procedure***.

13.2.1.1 Material Receipt Inspection

Materials received are compared to purchase order requirements. The receiver identifies [redacted]

13.2.2 Preparatory Inspections

This inspection will be conducted prior to beginning all definable segments of work as well as at the beginning of all of the Phases of the Contract. The Customer/Inspector and other involved personnel will be notified twenty-four (24) hours in advance of this inspection.

Preparatory inspection should be postponed until applicable submittals are completed.

Preparatory Inspections may include:

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

- [redacted]

RECORD THE RESULTS OF THESE INSPECTIONS ON SEPARATE SHEETS AND ATTACH THEM TO THE DAILY REPORT.

13.2.3 Initial Inspections

This inspection will be held after a representative portion of the work has been accomplished. The Customer/Inspector and other involved personnel will be notified twenty-four (24) hours in advance of this inspection.

Initial Inspections may include:

- [redacted]

RECORD THE RESULTS OF THESE INSPECTIONS ON SEPARATE SHEETS AND ATTACH THEM TO THE DAILY REPORT.

13.2.4 Follow-Up Inspections

This inspection will be performed as required. The Customer/Inspector and other involved personnel may arrange with the CQC Systems Manager to be present for this inspection.

Follow-up Inspections may include:

- [redacted]

13.2.5 In-Process Testing

In-process tests are conducted during construction to ensure ongoing quality of work. These may be done randomly at the discretion of the operator or management or via planned QC inspections according to a defined sampling plan.

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

- [redacted]

- [redacted]
- [redacted]

Control, verification and acceptance testing procedures for each specific test will include [redacted]

13.2.6 Completion Inspection

Once all operations are complete the final construction must be submitted to Quality for a final inspection by qualified QC inspectors to determine [redacted] Any items identified as requiring Customer source inspection shall be held until released by the Customer. Nonconformances are controlled according to ***QMS-14 Control of Nonconformance Procedure***.

13.2.6.1 Punch-Out Inspection

The Project Superintendent and CQC Systems Manager shall conduct an inspection of the work and develop a punch list of items that do not conform to the approved drawings and specifications. The Responsible Authorities will document and include [redacted]

13.2.7 Documentation and Control

Records of inspection that provide evidence of conformance to requirements are retained according to ***QMS-03 Records Control Procedure***.

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

13.2.8 Pre-Final Inspection

The Customer will perform this inspection to verify the construction is complete and ready to [redacted]

13.2.9 Final Acceptance Inspection

The CQC Systems Manager or other primary management personnel and the Customer Representative shall be in attendance at this inspection. The final acceptance inspection will be formally scheduled by the Project Superintendent based upon results of the Pre-Final Inspection. Notice shall be given by the Project Superintendent at least [redacted]

13.2.10 Inspection and Test Status

The status of construction is maintained by relevant personnel to indicate the successful completion of assembly, test and/or inspection operations. Documented procedures are established and maintained for identification of inspection and test status. The inspection and test status is identified by [redacted]

14.0 CALIBRATION OF INSPECTION, MEASURING AND TEST EQUIPMENT

All measuring and test equipment instruments and devices used to determine conformance to specified requirements are [redacted] The controls for such equipment and calibration activities are defined in ***QMS-15 Calibration Procedure***.

15.0 CONTROL OF NONCONFORMANCES

Nonconformances fail to meet a specified requirement that is detailed in a written specification or procedure. Nonconformances may be discovered in [redacted] Documented procedures are established and maintained for the identification, documentation, evaluation, segregation and disposition and for [redacted] Nonconformances are controlled according to ***QMS-14 Control of Nonconformances Procedure.***

15.1 Nonconforming Process

Internal quality audits are conducted to ensure [redacted] Audit requirements include [redacted] The internal audit process is defined in the ***QMS-12 Internal Auditing Procedure***.

16.0 CORRECTIVE AND PREVENTIVE ACTION

The Company has implemented and maintains a robust system for identifying and reporting nonconformities requiring corrective action. These nonconformities can be related to [redacted] This process is defined in the ***QMS-13 Corrective & Preventive Action Procedure*.**

17.0 HANDLING, STORAGE, PACKAGING, PRESERVATION AND DELIVERY

According to contractual directives, instructions are detailed in the applicable job documentation for the proper handling, preservation, storage, packaging and shipping of supplies to protect quality and prevent damage, loss, deterioration, degradation or substitution. General rules are defined in the ***QMS-10 Production Procedure***. Material is [redacted] The handling and shipping process is defined in ***QMS-11 Shipping Procedure***.

18.0 TRAINING

All Company personnel are hired on the basis of their ability to [redacted]

The Company has implemented a training program that:

- [redacted]

- [redacted]

Management conducts periodic reviews of employee performance. Appropriate records of qualification, education, training, skills and experience will be maintained. The internal auditing process evaluates [redacted]

The training program is defined in ***QMS-06 Training Procedure***.

19.0 INTERNAL AUDIT

Internal quality audits are conducted to ensure [redacted] The internal audit process is defined in the ***QMS-12 Internal Auditing Procedure***.