

Your Logo

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Your Company Name

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JANITORIAL SERVICE QUALITY PLAN

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Date:	Latest Revision Date
Project:	Customer, Unique ID, Part Number
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(Your Project Description)

CONTRACT NO. XXXXXXXXXXXX

Under the Supervision of

(Your Customer Name)

Abstract:

This document describes the quality control plan for xxxxxx.

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REVISION LOG

Issue	Date	Comment	Author
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DOCUMENT CHANGE RECORD

Issue	Item	Reason for Change



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1.0 SCOPE

The Company's quality system 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) [REDACTED]
- b) [REDACTED]
- c) [REDACTED]
- d) [REDACTED]

The sequence and interaction of processes has been determined and are controlled by specific criteria and methods. Objectives are set for each process and then measured and monitored with appropriate data gathered and analyzed to ensure process effectiveness. During Management Review, process resources are discussed and allocated by management, as applicable. Corrective and preventive action is taken to ensure the processes achieve the desired results and continually improve.

2.0 RESPONSIBILITY AND AUTHORITY

All employees are empowered to request corrective or preventive action to prevent the occurrence of nonconformities relating to the service or the quality management system. The QC Manager 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 Superintendent

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

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

The Project Superintendent has the authority to [REDACTED]

[REDACTED]

[REDACTED]

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QC Manager

The Company's QC Manager verifies conformance to all Plans and Specifications - responsibilities include but are not limited to:

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

Project Superintendent/QC Manager has the authority to [REDACTED]

[REDACTED]

Alternative Contractor Quality Control Representative

In the event the QC Manager is not present at the jobsite, the Alternative Quality Control Representative assumes all responsibilities and authorities. See attached letter signed by a responsible authority of the Company that outlines responsibilities of the Alternative Quality Control Representative, which includes [REDACTED]

[REDACTED]

See Attachment 1 organization chart that shows lines of authority with the QC Manager reporting to the Project Superintendent. See Attachment 2 qualifications in resume format for the duties, responsibilities and authorities of each person assigned a QC function.

3.0 SUBMITTALS

All Submittals are [REDACTED]

[REDACTED]

Contractor Prepared Submittal Register

The Submittal Register is tailored to meet project schedules and is used as a checklist to assure [REDACTED]

[REDACTED]

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General Submittal Procedure

Prior to submittal, all items shall be checked and approved by the QC representative and each item shall be [REDACTED]

Submittals will include items such as: [REDACTED]

The Submittal Register may not be all-inclusive and additional submittals may be required. The approved submittal register will become the scheduling document and will be used to [REDACTED]

Scheduling Procedure

The Company uses software program (your software name) to assure delivery of submittals according to requirements of (your Customer doc) and upon completion of service according to requirements of (your Customer doc).

4.0 INSPECTION SYSTEM

Technical documentation and identified critical items including key characteristics provides the requirements for all work. In all cases, this must include [REDACTED]

Incoming materials are inspected by Quality to ensure they meet requirements before use and as a means of monitoring ongoing Supplier quality.

Inspection consists of Preparatory, Initial and Follow-up Inspections and applicable records for each Inspection.

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 Inspections may include:

- PREPARATORY INSPECTION SHOULD BE POSTPONED UNTIL APPLICABLE SUBMITTALS ARE COMPLETED.
- [REDACTED]

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

RECORD THE RESULTS OF THIS INSPECTION ON SEPARATE SHEETS AND ATTACH THEM TO THE DAILY REPORT.

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

RECORD THE RESULTS OF THIS INSPECTION ON SEPARATE SHEETS AND ATTACH THEM TO THE DAILY REPORT.

Follow-up Inspections

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

Follow-up Inspections may include:

- [REDACTED]
- [REDACTED]

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

Documentation and Control

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

Completion Inspection

Action Items:

The Project Superintendent and QC Manager shall conduct an inspection of the work and develop an action item list of nonconformances to the approved specifications.

The Responsible Authorities will document and include [REDACTED]

[REDACTED]

Pre-Final Inspection

The Customer will perform this inspection to verify the work is complete. A Customer Pre-Final Action Item List may be developed as a result of this inspection. The QC Manager shall ensure [REDACTED]

Final Acceptance Inspection

The QC 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 ?? days prior to the final acceptance inspection and shall include [REDACTED]

5.0 TESTING

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

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

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

6.0 DOCUMENTS AND RECORDS

Records are controlled to provide evidence of conformity to requirements. Documents are controlled so that the information on them is [REDACTED]

7.0 CONTROL OF NONCONFORMANCES

Work elements that are found to be nonconforming against specified requirements are identified, documented, segregated (if possible), evaluated and dispositioned to prevent unintended use. Necessary corrective and preventive actions are taken to contain the effect of the nonconformity on other services and actions are [REDACTED]

REWORK PROCEDURES

The Company has a long standing successful Noncompliance Management Program to ensure all deficiencies are recorded, logged and pursued from identification through acceptable corrective action. Upon identification of a deficiency, a noncompliance report will [REDACTED]

A narrative will be provided describing [REDACTED]

The deficiency will be noted on the Daily Report and tracked daily until [REDACTED]

The Noncompliance Program will be maintained throughout the life of the project. Copies of all noncompliance reports will be available for review by the Customer/Inspector as well as any Subcontractor involved in the deficiency.

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The Noncompliance Log will be updated monthly or as requested by the Project Superintendent.

8.0 DOCUMENTATION

Procedure

All reportable records shall include names of attendees.

All submittals of records will be maintained at the job site.

Test Reports will be attached to the Daily Report as they are received by the QC Manager.

The QC Manager will submit all Inspection Reports not more than one (1) working day after each inspection.

Registers / Files Maintained at Job Site

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

9.0 WORKMANSHIP

The Company plans and carries out services that include workmanship requirements for:

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

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- [REDACTED]
- [REDACTED]

10.0 LIST OF DEFINABLE FEATURES OF WORK

(Tailor this section to address key elements of the project. A definable feature of work is a task that is separate and distinct from other tasks, 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. This list should be agreed upon during the coordination meeting.)

For instance – breakdown each work element from your contract Plans and Specifications:

General Requirements

CLEANING REQUIREMENTS

1) CARPETING IN PUBLIC AREAS THROUGHOUT THE BUILDING:

[REDACTED]

2) CARPETING IN OFFICE AREAS, CLASSROOMS, CONFERENCE ROOMS, ETC.:

[REDACTED]

3) CHILD CARE CENTER

4) CORRIDORS, AREAWAYS AND BUILDING CONNECTING PASSAGEWAYS:

[REDACTED]

5) DESIGNATED SMOKING AREAS:

[REDACTED]

8) ELEVATOR (PASSENGER and FREIGHT):

[REDACTED]

7) ENTRANCES AND LOBBIES:

[REDACTED]

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[Redacted]

8) EXECUTIVE SPACE:

[Redacted]

9)EXTERIOR GROUNDS, PARKING LOTS, GARAGE, BALCONIES, VEHICULE COURTS, DRIVEWAYS. ARCADES AND SIDEWALKS:

[Redacted]

ETC...

[Redacted]

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ATTACHMENT 1 - ORGANIZATION CHART



[Redacted line]

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ATTACHMENT 2 - QC RESUMES

(your QC Manager)

Mr/Mrs xxxxx is in charge of inspections and will verify [REDACTED]
[REDACTED] addition, Mr/Mrs xxxxx is responsible for [REDACTED]
[REDACTED]

(your QC Inspector)

Mr/Mrs xxxxx performs inspections to ensure conformance to quality, performance, safety and/or code requirements. Inspector assists with [REDACTED]
[REDACTED]
[REDACTED]

[illegible]Form Rev: Orig
