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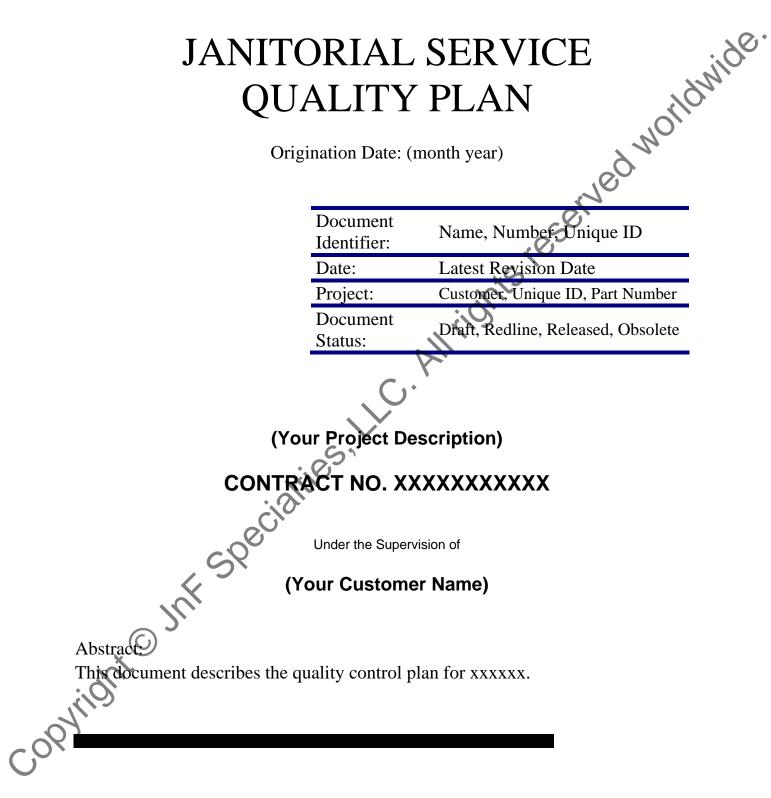
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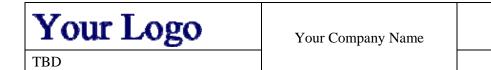
Your Company Name

Add to Cart

# JANITORIAL SERVICE QUALITY PLAN

Origination Date: (month year)





# ECORD Reason for Change **REVISION LOG** Comment Issue Date 0-0 **DOCUMENT CHANGE RECORD** Issue Item copyright Contractions

| Page  | 2 | of | 14 |
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|-------------------------|---|----------------|
|-------------------------|---|----------------|



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# **TABLE OF CONTENTS**

nignige. 1.0 SCOPE ..... RESPONSIBILITY AND AUTHORITY 2.0 , 10 3.0 SUBMITTALS ..... 4.0 INSPECTION SYSTEM ..... .....6  $\mathbf{\mathbf{\overline{O}}}$ 5.0 TESTING..... .. 8 6.0 DOCUMENTS AND RECORDS .. 9 7.0 CONTROL OF NONCONFORMANCES ..... ... 9 DOCUMENTATION ..... 8.0 9.0 WORKMANSHIP..... LIST OF DEFINABLE FEATURES OF WORK. 10.0 ATTACHMENT 1 - ORGANIZATION CHART. ATTACHMENT 2 - QC RESUMES ...... copyright Copyright

Page 3 of 14

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|-------------------------|---|----------------|
|-------------------------|---|----------------|



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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.

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



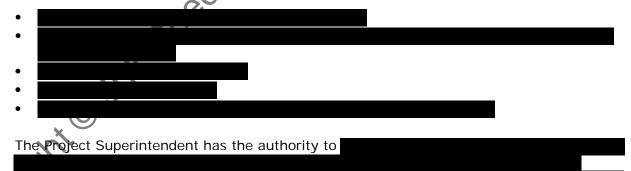
The sequence and interaction of processes has been determined and are controlled by specific criteria and methods. Objectives are set for each process and then measured and monitored with appropriate data gathered and analyzed to ensure process effectiveness. During Management Review, process resources 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:



Page 4 of 14

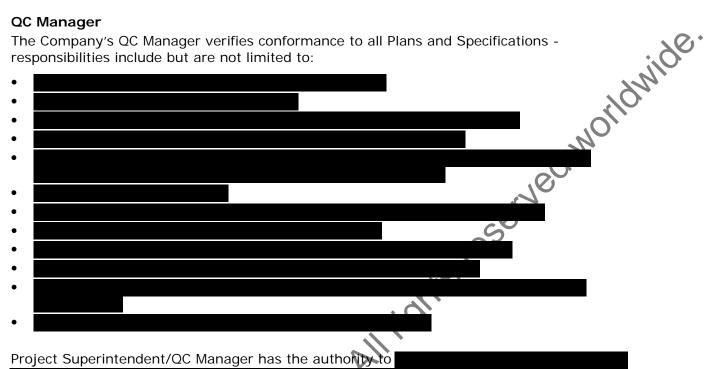
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#### QC Manager

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



#### 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

S

See Attachment Korganization 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

#### Contractor Prepared Submittal Register

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

#### Page 5 of 14



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**Rev:** Orig

Prior to submittal Procedure each item shall be Submittals will include items such as:

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

#### **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

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.

reparatory Inspections may include:

PREPARATORY INSPECTION SHOULD BE POSTPONED UNTIL APPLICABLE SUBMITTALS ARE COMPLETED.

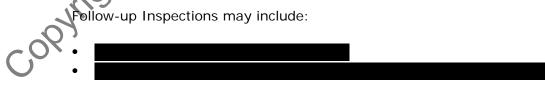
Page 6 of 14

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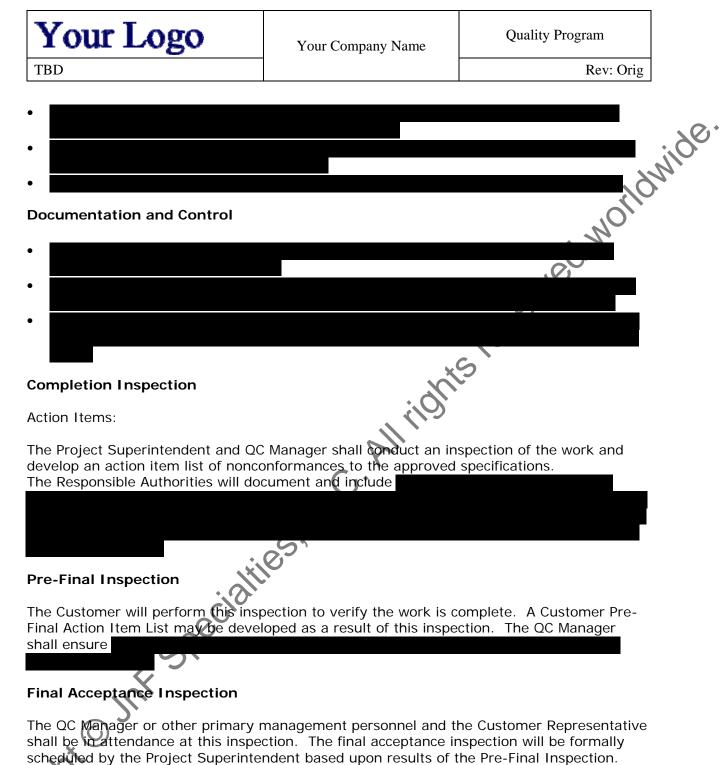
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| ·   | <u> </u> |
| •   | •        |
|   |          |
| •   |          |
|   |          |
| RECORD THE RESULTS OF THIS INSPECTION ON SEPARATE SHEETS AND ATTACH THEM TO THE DAILY REPORT.   |          |
| Initial Inspections   |          |
| This inspection 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:  |          |
| •<br>•  |          |
| •   |          |
|   |          |
| •   |          |
| 52  |          |
| 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.   |          |



| Page | 7 | of | 14 |
|------|---|----|----|
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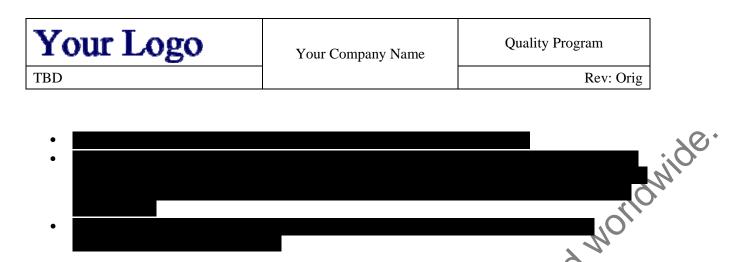
Notice shall be given by the Project Superintendent at least ?? days prior to the final acceptance inspection and shall include



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

Page 8 of 14

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

# 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

# 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

#### 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

A narrative will be provided describing

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

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.

Page 9 of 14

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

# **8.0 DOCUMENTATION**

**Registers / Files Maintained at Job Site** 

#### Procedure

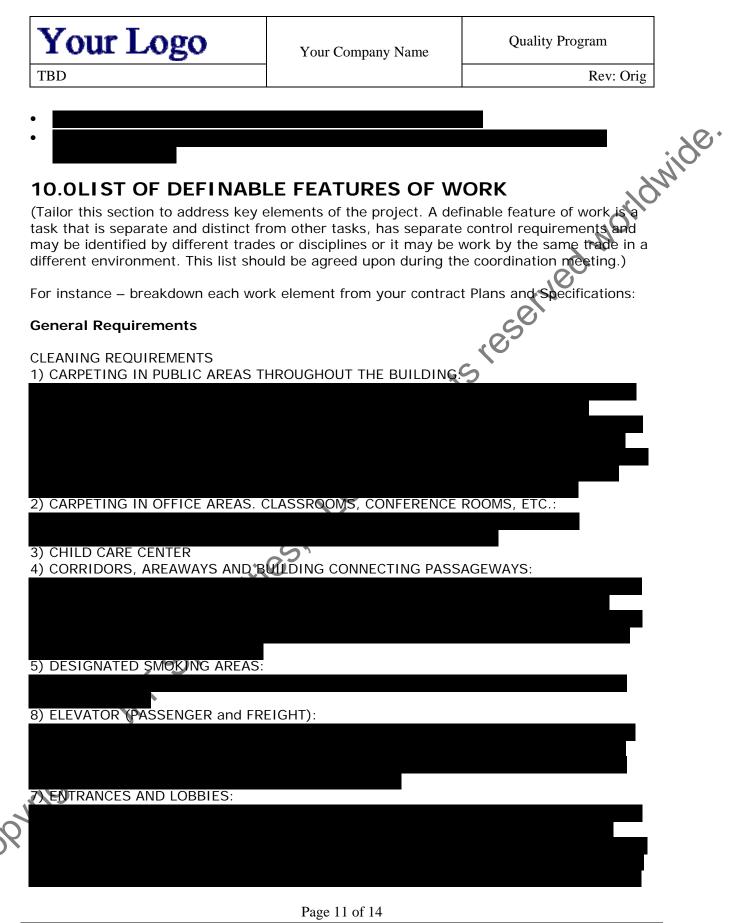
All reportable records shall include names of attendees.

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

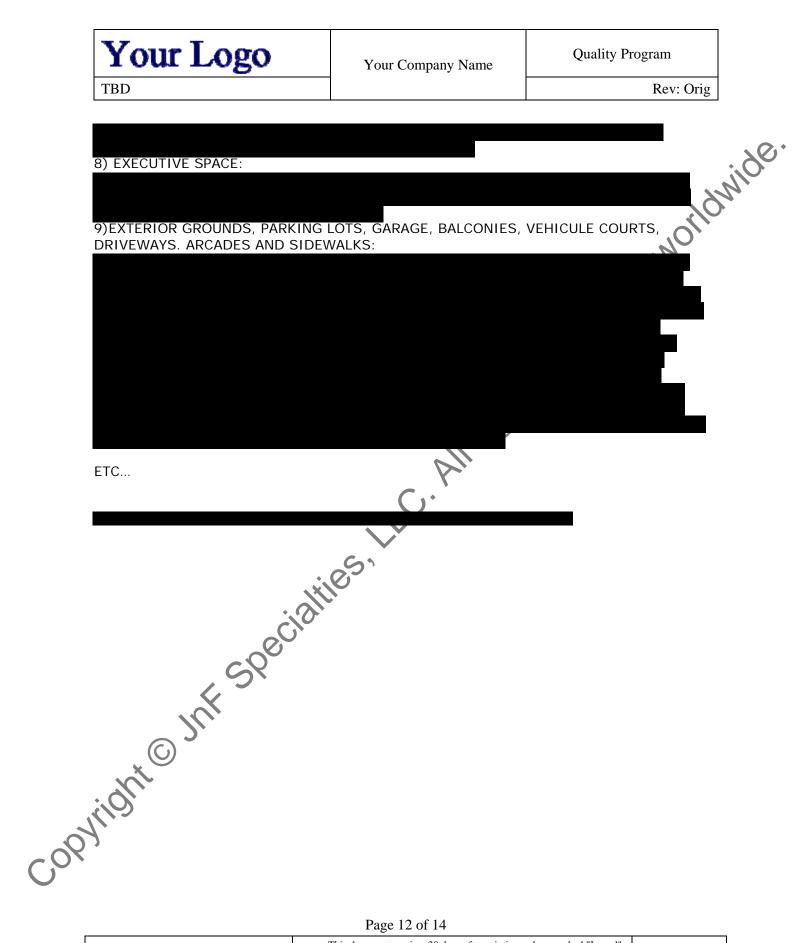
worldwide Test Reports will be attached to the Daily Report as they are received by the QCM anager.

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

# ts reset уC .07 5 9.0 WORKMANSHIP The Company plans and carries out services that include workmanship requirements for: Page 10 of 14 This document expires 30 days after printing unless marked "Issued". PROPRIETARY INFORMATION Form Rev: Orig **Date Printed:**



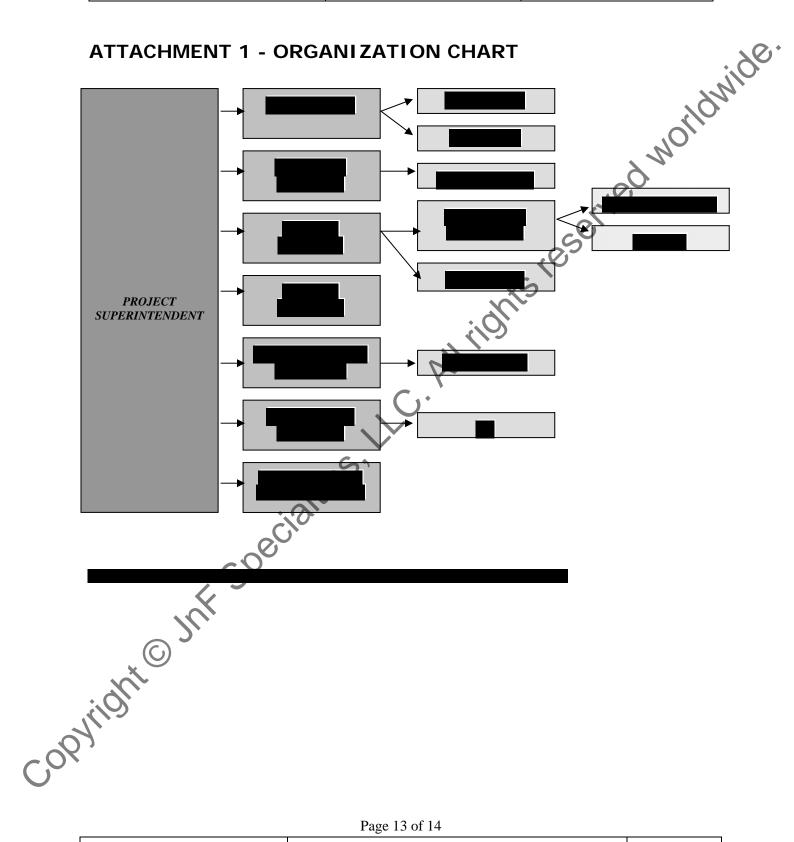
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| Page  | 12 | of | 14  |
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| Page | 13 | of | 14         |
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## **ATTACHMENT 2 - QC RESUMES**

(your QC Manager) Mr/Mrs xxxxx is in charge of inspections and will verify (your QC Inspector) Mr/Mrs xxxxx performs inspections to ensure conformance to quality, performance, safety

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|  | Page | 14 | of | 14 |
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**Action Item List** 

