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| **PROJECT QUALITY PLAN**CONTRACTOR LOGO |
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| **Project Name** |  |
| **Project Number** |  |
| **Project Address** |  |

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|  | **Name**  | **Signature**  | **Job Title** | **Date**  |
| **Prepared by** |  |  | Project Manager |  |
|  |  |  | Quality Manager |  |

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| Revision Status and Use**[This document is provided as an example of the contents and style of a Contractor’s Quality Plan. It is not a definitive template. It is the responsibility of anyone using this document to support the development of their own plan to ensure that their plan is compliant with their own company’s processes, procedures and the contract to which it is being applied.]**This document, together with associated documents will be reviewed monthly and as required to reflect developments/ changes on site.All reviews and revisions are to be recorded in the tables below.  |

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| **Review Log** |
| **Date** | **Sections Reviewed** | **Reviewed by** | **Comments** |
| xx/xx/xx | Section 5 Quality Objectives UpdatedSection 11.3 & 11.4 UpdatedAppendices updated to incorporate contact list & ISO 9001 certificate |  | Reviewed and updated to incorporate CLIENT comments |
| xx/xx/xx | All Sections Reviewed |  | General review and update to reflect personnel changes |
| xx/xx/xx | All Sections Reviewed |  | General review and update Contractor form references |
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| This document is uncontrolled if printed outThe master-controlled copy of this document will be maintained electronically within the CDE |

# Table of Contents

 [Table of Contents 3](#_Toc77657866)

[1.0 Introduction 5](#_Toc77657867)

[1.1. Project Synopsis 5](#_Toc77657868)

[1.2. Purpose of Document 5](#_Toc77657869)

[1.3. Relationship with other documents 5](#_Toc77657870)

[1.4. Control and Distribution of the PQP 5](#_Toc77657871)

[1.5. Review and Update 5](#_Toc77657872)

[2.0 Abbreviations & Definitions 6](#_Toc77657873)

[2.1. Abbreviations, Acronyms 6](#_Toc77657874)

[2.2. Definitions 6](#_Toc77657875)

[3.0 Project Overview 8](#_Toc77657876)

[4.0 Project Requirements 9](#_Toc77657877)

[4.1. Contract 9](#_Toc77657878)

[4.2. Works Information 9](#_Toc77657879)

[4.3. Quality Norms 12](#_Toc77657880)

[4.4. Codes, Standards & Guidance 13](#_Toc77657881)

[5.0 Quality Objectives & Targets 14](#_Toc77657882)

[5.1. Project Objectives & Targets 14](#_Toc77657883)

[6.0 Project Quality System 15](#_Toc77657884)

[6.1. Overview 15](#_Toc77657885)

[6.2. “Contractor” Quality Management System 15](#_Toc77657886)

[6.3. Project Quality Plan 15](#_Toc77657887)

[6.4. Method Statements 15](#_Toc77657888)

[6.5. Inspection Point Programme (ITP) 16](#_Toc77657889)

[6.6. Quality Records 17](#_Toc77657890)

[6.7. Project Final File (PFF) 18](#_Toc77657891)

[7.0 Site Organisation, Authority and Responsibilities 19](#_Toc77657892)

[7.1. Client 19](#_Toc77657893)

[7.2. Contractor 19](#_Toc77657894)

[7.3. Site Operatives, Subcontractors & Suppliers 21](#_Toc77657895)

[7.4. External Design Teams, Specialist Consultants & Materials Testing Laboratories 21](#_Toc77657896)

[8.0 Competence, Awareness & Training 22](#_Toc77657897)

[9.0 Communication 23](#_Toc77657898)

[9.1. Project Communications - Client 23](#_Toc77657899)

[9.2. Project Communications – Internal 24](#_Toc77657900)

[9.3. Project Communications – Stakeholders/ External 24](#_Toc77657901)

[10.0 Document Control 25](#_Toc77657902)

[10.1. Document Control 25](#_Toc77657903)

[10.2. Access to Documents 25](#_Toc77657904)

[11.0 Design 26](#_Toc77657905)

[11.1. General 26](#_Toc77657906)

[11.2. CDM 2015 Duty Holders 26](#_Toc77657907)

[11.3. Client Design 26](#_Toc77657908)

[11.4. Contractor Design 27](#_Toc77657909)

[12.0 Control of Products & Services 29](#_Toc77657910)

[12.1. Subcontractors 29](#_Toc77657911)

[12.2. Materials 30](#_Toc77657912)

[12.3. Receipt, Handling & Storage of Products and Materials 30](#_Toc77657913)

[12.4. Non-Compliant Products & Materials 31](#_Toc77657914)

[13.0 Control of Measurement & Test 31](#_Toc77657915)

[13.1. Site Measuring & Test Equipment 31](#_Toc77657916)

[13.2. Testing Services 31](#_Toc77657917)

[14.0 Non-Conformance Management 31](#_Toc77657918)

[14.1. General 32](#_Toc77657919)

[14.2. CLIENT Non-Conformance Procedure 32](#_Toc77657920)

[14.3. Contractor Non-Conformance Procedure 32](#_Toc77657921)

[15.0 Inspection, Audit & Reporting 34](#_Toc77657922)

[16.0 Records 35](#_Toc77657923)

[17.0 Appendices 35](#_Toc77657924)

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| --- |
| Introduction |
| Project Synopsis  |
| The project is [Project Name ….]This Project Quality Plan relates to …. |
| Purpose of Document |
| This PQP describes the organisation and actions planned by “Contractor” in order to assure that each activity of the project is performed in a manner that will achieve the quality objectives, in accordance with contract requirements. The main scope of this Plan is to define the specific organisation of the Contractor, the different tasks and responsibilities, the operational methods and their controls, the technical notes concerning the particularly complex operations together with their controls in order to execute the project. The PQP and supporting documents are live documents which will be updated and maintained throughout the project lifecycle to ensure they remains current and relevant to the site conditions and ongoing activities  |
| Relationship with other documents |
| This PQP forms part of the overall “Contractor” project QSE management system which includes the following key documents:* Construction Phase Health & Safety Plan
* Construction Environmental Management Plan
 |
| Control and Distribution of the PQP |
| The Plan is controlled in accordance with the Contractor Procedure for controlled documents and it is the responsibility of the Project Manager to ensure that relevant members of the project team, including The Client and 3rd parties are provided with a current copy of this document.The master controlled and native copies of this document will be maintained electronically within the Contractor folder location XXXThe PQP will be issued / published on the Client site folder XXX and by extension all project parties will be made aware of its upload / update. In addition, this document along with other plans will be issued to sub-contractors during the procurement process. |
| Review and Update |
| The PQP is a live document and will be subject to periodic review and update as the works progress but at no longer than monthly intervals. |

|  Abbreviations & Definitions |
| --- |
| Abbreviations, Acronyms |
| The following abbreviations, acronyms may appear within the text of this document and are described below for the purpose of this document: |
| **Abbreviation, Acronym** | **Description** |
| Client | The Client Name |
| ASM | Assistant Site Manager (Sub-Agent on Civils projects) |
| CDE | Common Data Environment |
| CO | Contractor |
| CM | Contract Manager |
| QM | Quality Manager |
| SM | Site Manager |
| SE | Site Engineer |
| QMS | Quality Management System |
| QC | Quality Control |
| QA | Quality Assurance |
| ITP | Inspection & Test Plan |
| RAMS | Risk Assessment & Method Statement |
| PFF | Project Final File |
| NC | Non-Conformity |
| NCR | Non-Conformity Report |
| RCA | Root Cause Analysis |
| Any other terms related to quality and not listed above shall conform to section 3 “Terms and Definitions” of ISO 9000:2015 “Quality Management Systems – Fundamentals and vocabulary”. |
| Definitions |
| The following definitions may appear within the text of this document and are described below for the purpose of this document. |
| **Term** | **Meaning** |
| QA | Quality Assurance – Part of Quality Management focused on providing confidence that quality requirements will be fulfilled. |
| QC | Quality Control – Part of Quality Management focused on fulfilling quality requirements |
| QMS | Quality Management System – Part of a management system with regard to quality. |
| PQP | Project Quality Plan – Specification of the procedures and associated resources to be applied when and by whom to a specific project. |
| ITP | Inspection & Test Plan – Specific sections of a PQP that identifies and defines the inspection sequences. The ITP provides reference to requirements, applicable procedures, acceptance criteria, quality records and inspection attendance to be performed, in chronological order, from initial inspection throughout final inspections and completion. The ITP(s) provide reference for the Records to be used. |
| Inspection Form | One or more specific forms, identified for each QC activity, to be compiled during the Inspection. Once signed by the parties involved it becomes a Certificate. |
| IN | (Inspection Notification), written communication issued by the Contractor to allow the involved parties to carry out their own inspection or attend, as planned in the applicable ITP. |
| Certificate | Record, issued on the applicable pre-defined form, of the inspection results |
| Non-Conformity | Non fulfilment of a requirement. |
| Correction | Action to eliminate a detected non-conformity. |
| Corrective Action | Action to eliminate the cause of a non-conformity and to prevent recurrence. There can be more than one cause for a non-conformity. |
| Calibration | Comparison between the metrological characteristics of measuring / test equipment (measurement tool, software, measurement sample, reference materials or auxiliary equipment, or a combination thereof) and that of another one of greater precision, the calibration of which is based on international or national standards (if such standards do not exist, the adopted calibration criteria must be recorded), in order to identify or measure any inaccuracies and document or eliminate them. |
| SHALL & MUST | Indicates a mandatory requirement or duty of the Contractor. |
| SHOULD | Indicates that a provision is not mandatory but recommended as good practice. |
| MAY | Indicates an optional requirement and is used where a provision is completely discretionary. |

| Project Overview |
| --- |
| Address | Full Address – Grid Reference –  |
| Planning Reference (if applicable) |  |
| Client |  |
| Project Timescale | Start |  | End |  |
| Project Description | The scope of this works contract involves …….The scope of works includes the following: EXAMPLE TERMS AND DETAIL* The upgrade of ….
* The construction and servicing of…..
* The installation of …….
* Construction of a temporary holding/ turning area for vehicles importing and removing materials from site.
* Site clearance.
* Removal, relocation, or protection of public and private service infrastructure as required.
* The staged installation of
* Alterations to the existing security fencing
* Construction of a new permanent entrance and service road
* Deviation of an existing watercourse, the installation of a new surface water drainage system and modifications to the existing site drainage including diversion of existing foul drain from adjacent properties.
* All bulk earthworks required for the construction of the new extensions to the substation and the removal of all surplus material.
* Construction of an extension to the existing control building including design and installation of new containment and connection.
 |

|  Project Requirements |
| --- |
| The following sections define the particular contract requirements in place at execution. Changes to the Works Information will be controlled via Compensation Event/Change Order |
| Contract |
| Description of the Form of Contract being used |
| Works Information |
| **Specifications** |  |  |
| **Description of Document**  | **Revision Number**  | **Date** |
| Works - Scope and Description Rev 0.pdf |  |  |
| Traffic Management Plan  |  |  |
| Environmental Technical Specification -  |  |  |
| Client Policy.pdf |  |  |
| Tree Root Protection Toolbox talk.pdf |  |  |
| Environmental Toolbox Talks.pdf |  |  |
| Ecological Constraints Report.pdf |  |  |
| Survey Report |  |  |
| Appendix B - Works - Technical Specification.pdf |  |  |
| Major Projects Technical Requirements Part X.pdf |  |  |
| Specification for the Ducting of Cables.pdf |  |  |
| Approved Equipment -  |  |  |
| Technical Spec for XXX |  |  |
| General Spec for buildings |  |  |
| Generic Spec for Works - Introduction -  |  |  |
| Generic Spec Works - Concrete and Formwork -  |  |  |
| Generic Spec for Works - Building Works -  |  |  |
| Generic Spec for Works - Testing  |  |  |
| Generic Spec for Works - Roadworks and carparks |  |  |
| Generic Spec for Works - Structural Steelwork -  |  |  |
| Construction Traffic Management Plan |  |  |
| Proposed Mitigation and Monitoring Measures |  |  |
| Appendix C - Works - Testing & Commissioning Plan |  |  |
| Appendix C1- Earthworks Specification |  |  |
| Construction Phase Plan  |  |  |
| Project Team Organogram Template |  |  |
| APPENDIX 5 - EXTENTS OF CDM AREA.pdf |  |  |
| APPENDIX 6 - Underground cables safe digging practices Guidance.pdf |  |  |
| Contract Form Revision No. |  |  |
| Contractor Safety Performance Requirements |  |  |
| Drawing Manual  |  |  |
| Client Quality Requirements for Site Contractors |  |  |
| Client Quality Control for Suppliers and Supplies |  |  |
| Project Proposed CDM Layout Drawings |  |  |
| Data Schedules.doc |  |  |
| TQ Registers – Pre & Post Tender |  |  |
| Contractor Final File Checklist |  |  |
| **Drawings** |  |  |
| **Description of Document**  | **Revision Number**  | **Date** |
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| Quality Norms |
| **Norm** | **Norm** |
| BS EN ISO 9001/99001 | Quality Management Systems - Requirements |
| BS EN ISO 9004 | Quality Management Systems – Guidelines for performance Improvements |
| BS EN ISO 9000 | Quality Management Systems – Fundamentals and Vocabulary |
| BS EN ISO 10005 | Quality Management – Guidelines for Quality Plans |
| Codes, Standards & Guidance |
| The below list comprises the key codes, standards and guidance applicable to the project. It is not an exhaustive list and should be added to with the project relevant documents. |
| **Term** | **Meaning** |
| SHW | Specification for Highway Works |
| MCHW | Manual of Contract Documents for Highway Works |
| DMRB | Design Manual for Roads & Bridges |
| BS 6031 | Code of practice for Earthworks |
| BS 6187 | Code of Practice for Demolition |
| BS 8500 Part 2 | Specification for Constituent Materials and Concrete |
| BS EN 206 | Concrete. Specification, performance, production and conformity |
| BS EN 858 | Separator Systems for Light Liquids |
| BS EN 124 | Gully tops and Manhole tops |
| BS 8000 | Quality of Workmanship |
| PPG | Pollution Prevention Guidelines - Surface Water Drainage Systems |
| NSSS | National Structural Steelwork Specification |
| NSCS | National Structural Concrete Specification |
| CIRIA Report 97 | Trenching Practices |
| COSHH | Control of Substances Hazardous to Health Regulations (2002) as amended |
| BS 5975:2008, BS EN 12811-1 and BS EN 12812– | Code of Practice for TemporaryWorks. |
| ENA 12-24 | Ducts Specification |
| ENA-TS 12-23 | Polyethylene Warning Tape, Polyethylene Protection Tape and Polyethylene Protection Tiles for Buried Electricity Supply Cable |
| ENA 97-1 | Special Backfill Material for Cable Installation |
| CoPA 1974 | Control of Pollution Act 1974 |
| TEL-03-012 Is. No. 4 | General Specification for Underground Fibre Optic Cables |

| Quality Objectives & Targets |
| --- |
| Project Objectives & Targets |
| The project specific objectives and targets are detailed below |
| **Objective Type** | **Objective Details** | **Action required to meet the objective** |
| Quality | Close all NCRs / Defects prior to workscompletion | Review all NCRs at weekly site meeting.Ensure actions are carried out effectively.Communicate NCR close to Project Manager |
| Quality | Raise awareness of Quality Issues | Carry out 1 Quality Toolbox Talk per 2-4 week period, depending on the complexity of the work being carried out. |
| Quality | “Do It Right First Time” and reduce the need for re-work | ITPs shall be developed for each work activity / element of the construction works. Staff adequately trained and qualified. |
| Quality | Successful delivery of the PFF (Project Final File) prior to the completion date | Early agreement on the PFF deliverables. Monthly reviews of PFF completion status. |
| Quality | Proactive QMS Management & Continual Improvement | Quarterly QMS System Audits |

|  Project Quality System |
| --- |
| Overview |
| The Project Quality System being implemented on the Works has been developed from the “Contractor” Quality Management System and has been adapted to meet the requirements of the Works Information, in particular the following documents:* Client – Quality Requirements for Contractors.
* Client – Quality Control for Suppliers & Supplies
* Client Quality Plan
* Project- Scope and Description –

The following are the key documents to control quality on the project:* “Contractor” Quality Management System
* Project Quality Plan
* Method Statements
* Inspection & Test Plan (ITP’s)
* Quality Records
* Project Final File (PFF)
 |
| Contractor Quality Management System |
| “Contractor” employ a BS EN ISO 9001:2015 Accredited Quality Management System which underpins all our operations. The overarching procedures contained within the Contractor QMS will be applied where appropriate to support the project quality requirements and for general business functions.Please refer to Appendix 1 for current BS EN ISO 9001:2015 Certificate |
| Project Quality Plan |
| This Project Quality Plan (PQP) is the main document describing the project specific quality arrangements, procedures, instructions and responsibilities, to be implemented on the XXXX Project The PQP has been produced in accordance with the requirements of Client.-QUALITY REQUIREMENTS FOR SITE CONTRACTORSThe Project Quality Plan will be retained electronically within the Contractor folder XXX and published to the shared CDE |
| Method Statements |
| Method statements shall be prepared for each work activity on the project, shall describe how works will be carried out to ensure that design parameters, safety and quality requirements are achieved, and describe the resources required and persons responsible for the work. Method Statements shall be prepared in accordance with the following documents (where provided):* Client Quality Requirements For Site Contractors
* Contractor Safety Performance Requirements

The method statement template used shall be …………….The Project Manager/ Site Manager shall ensure that a Method Statement is issued for every work activityAll method statements will be retained electronically within the Contractor CDE A preliminary list of anticipated Method Statements for the works phase has been attached to this PQP within the CDE for information. A live schedule will be maintained and retained electronically within the Contractor Filing System.Method Statements and their approvals by the Client shall be issued and managed via the Client document management system as per the Client Quality Requirements for Site Contractors All Method Statements and their approvals transmitted between the Contractor and the Client will be codified as indicated in the project guide, uploaded and filed in the CDE. All prepared Method Statements and their approval status will be registered on the CDE. Please refer to this for current status |
| Inspection & Test Plan (ITP) |
| Inspection & Test Plans will be used to identify, plan and perform inspections, examinations, and field tests, in accordance with the Works Information and as agreed with the ClientThe purpose of the Inspection & Test Plan is to describe on one document the inspection and testing activities for each definable feature of work. It will refer to the relevant Procedure or Specification, where testing procedure and acceptance criteria are defined, the inspection method, testing frequency and applicable quality record. The inspection method and testing frequencies will be in accordance with contractual requirements and applicable standards and codes.The Project Manager/ Site Manager shall ensure that all ITPs are produced on the Client’s form or an agreed Project Format and are submitted to the Client’s Rep for review and approval prior to any works commencing. Representatives from the Contractor and Client representatives and external parties will be involved in the inspection and testing process. The inspection types referenced in the ITP are as follows:* R – Document Revision;
* RI – Random Inspection;
* W – Witness Point;
* H – Hold Point.

The notification method and frequency shall be agreed in the Kick-off meeting. In case this is not specified, the following notification criteria applies:* Contractor shall submit a Request for Inspection to the Client Project Manager, two days in advance of on-site planned inspection / testing activities;
* Contractor shall submit a Request for Inspection to the Client Project Manager/Rep, seven days in advance of off-site planned inspection / testing activities.

Upon completion and acceptance of inspection and/or testing activities, signatures from both Contractor and Client representatives shall be registered immediately, in the record and ITP forms. A final sign-off of the ITP shall be required upon completion of all ITP items.All ITP’s will be retained electronically within the Contractor CDE. A preliminary list of anticipated ITP’s for the major works phase has been attached to this PQP within Appendix 7 for information. A live schedule will be maintained and retained electronically within the Contractor CDE.ITP’s and their approvals by the Client shall be issued and managed via the Client document management system as per the Client’s requirements - Quality Requirements for Site Contractors All ITP’s and their approvals transmitted between the Contractor & Client will be codified as indicated in project guide and uploaded and filed in the Client’s CDE folder – Inspection & Test Plans (ITP’s) All ITP’s and their approval status will be registered on the relevant folder contained within the CDE. Please refer to this for current status |
| Quality Records  |
| Quality Records will be prepared, obtained and collated as the project progresses to support and provide evidence of contract compliance. The required quality records will be identified in the ITP’s and may take various forms from test certificates, to certificates, to email confirmation as appropriate. All Quality Records will be retained electronically within the Contractor’s CDE and where appropriate, and complete, published to Client’s Filing System. |
| Project Final File (PFF) or SIMP Output |
| The Project Final File (PFF) will be delivered to the Client within 28 days of completion. All sections of the Client’s Final File Index will be completed as per the requirements.All documents that will form part of the PFF shall be named and numbered correctly as per the Client’s Final File Index. The delivery of the PFF shall consist of the following:* 1 x electronic copy to be put on the Client’s CDE system. The digital version of the AS-BUILT drawings shall be submitted in both AutoCAD 2013 (.dwg) and .PDF formats.
* 1 x hard copy submitted to the Client’s office.
* 2 x hard copies of all AS-BUILT drawings and O&M Manuals.
* The AS-BUILT drawings, both soft (.PDF) and hard copies shall be supplied stamped verified as-built.

All Project Final File documents transmitted between the Contractor and the Client will be codified as indicated in the project guide, uploaded and filed in the Client’s CDE in the appropriate sub folder |

| Site Organisation, Authority and Responsibilities |
| --- |
| CLIENT |
| “CLIENT NAME” as client have responsibilities to review and approve quality documents, and participate in any agreed inspections identified in the ITP’s |
| Contractor |
| The Contractor has responsibility for carrying out the works in accordance with the contract and Works Information.The Contractor Project Manager has ultimate responsibility for the preparation, overall management & implementation of this PQP. Members of the Contractor site management team will be delegated roles and responsibilities to supervise and implement specific elements of the PQP and wider systems of work.Please refer to Appendix 2 for Project Organisational Chart and Appendix 3 for Site Contact Information The Project Organisational Chart and Site Contact Information is a live document and shall be updated each time there are changes to the Project personnel. The Project Manager shall be responsible for maintaining the Project Organogram |
| **Role** | **Responsibility** |
| Contracts Manager | * Preliminarily drawing up the production process analysis with the support of the Contractor Project Manager, Site Manager ….
* Checking that the instructions, drawings, specifications, equipment, and control instruments are available before start of work
* Arranging the appropriate action so that the site personnel have sufficient training to carry on its work in a continually effective manner
* Support the Contractor Project Manager and Client Project Manager to arrange training of personnel for the use of facilities and equipment.
 |
| Project Manager | * Will be familiar with the Project Scope, Drawings and Specifications.
* Shall have the authority to stop work for cause, reject work, order work removed, initiate remedial work, propose solutions, and reject material not in compliance with the Contract.
* Develop and periodically update (as required) the Project Quality Plan (PQP).
* Develop the project’s Inspection & Test Plans (ITPs) for each element of the construction works.
* Develop and update (as required) all Project’s Method Statements.
* Develop specific Field Inspection Checklists (FICs) for each definable feature of work (as required).
* Support the construction personnel to carry out the process control activities.
* Establish and implement QC programs for the Contractor and its various sub-contractors and monitor their conformance.
* Identify, report, and reject defective work not in conformance with the Contract.
* Shall take part, in case of non-conformity, in recommending the corrective action, including all remedial action taken to prevent the re-occurrence of the defective work.
* If necessary, retain specialists or subcontractors for inspection of work in areas where additional technical knowledge is required (i.e., mechanical, electrical, electronics, controls, communications, welding, structural etc.).
* Work closely with the Client Project Manager and Sub-contractors to ensure effective Quality Control.
* Attend meetings as required by the Client Project Manager.
 |
| Sit Manager & Site Engineers | * Will be familiar with the Project Scope, Drawings and Specifications.
* Develop the project’s Inspection & Test Plans (ITPs) for each element of the construction works.
* Develop and update (as required) all Project’s Method Statements.
* Develop specific Field Inspection Checklists (FICs) for each definable feature of work (as required).
* Distribute in a controlled manner all the documentation issued and keeping it updated.
* Collecting and filling in a controlled manner all the documentation concerning inspections, checks and tests.
* Conduct a pre-construction QC toolbox meeting with all responsible field and office representatives prior to start of each major item of work required by the Contract.
* Perform in-process and follow-up inspections on each of the work segments to ensure compliance with the Contract.
* Coordinate required tests, inspections and demonstrations with Client and any other authority having jurisdiction.
* Ensure work is accessible and ready for test or inspection.
* Prepare and submit Quality documentation as required by the Contract.
* Carry out inspection on materials to ensure conformance to the requirements of the Contract.
* Provides immediate notification to the Project Manager when Plant and Materials are found to be damaged or inappropriate for use.
* Identify, report, and reject defective work not in conformance with the Contract.
* Shall take part, in case of non-conformity, in recommending the corrective action, including all remedial action taken to prevent the re-occurrence of the defective work.
* Monitor the repair or re-construction of rejected work and document corrective action, including all remedial action taken to prevent the re-occurrence of the defective work.
* Ensure that all test instruments and surveying equipment used on site are properly calibrated and accompanied by a valid calibration certificate.
 |
| Foreman | * Will be familiar with the Project Scope, Drawings and Specifications.
* Supervising the works and ensuring the works are inspected as per the Inspection & Test Plans (ITPs)
* Ensure work is accessible and ready for test or inspection.
* Monitor ongoing works to ensure conformance to the requirements of the Contract.
* Provides immediate notification to the Project Manager when Plant and Materials are found to be damaged or inappropriate for use.
* Identify, report, and reject defective work not in conformance with the Contract.
* Shall take part, in case of non-conformity, in recommending the corrective action, including all remedial action taken to prevent the re-occurrence of the defective work.
* Monitor the repair or re-construction of rejected work and document corrective action, including all remedial action taken to prevent the re-occurrence of the defective work;
 |
| MEP Manager | * Shall ensure that MEP personnel are trained and/or qualified in conformity with applicable statutory/mandatory reference national / international norms and contractual technical requirements.
* Shall assist and support the Site Manager during development of MEP specific Inspection & Test Plans (ITPs).
* Shall assist and support the Site Manager during development of MEP specific Field Inspection Checklists (FICs), Site Acceptance Test Checklists (SATs) etc.
* Shall witness all MEP site acceptance testing and commissioning and shall sign-off all related quality documentation.
* Work closely with the CLIENT Project Manager/Site Manager/Assistant Site Manager/Supervisors to ensure effective Quality Control.
* Attend meetings as required by the CLIENT Project Manager
 |
| Corporate Quality Manager | * Develop the Project ‘s Audit Plan & Schedule.
* Perform periodical internal quality audits on Contractor & Sub-contractor activities.
* Review all project quality documentation and provide advice and support during project development.
* Attend meetings as required by the CLIENT Project Manager
 |
| Site Operatives, Subcontractors & Suppliers |
| Contractor’s subcontractors and suppliers have responsibility for ensuring they carry out their works in accordance with this PQP and the wider project systems of workSubcontractors and Suppliers may be delegated roles and responsibilities to implement specific elements of the PQP such as testing, providing quality records etc. |
| **Role** | **Responsibility** |
| All Site Operatives & Subcontractors | * Demonstrate commitment to the implementation of the PQP & Quality Policies on site
* Carry out their works in accordance with the requirements of the PQP, RAMS & ITP’s
* Co-operate with the CONTRACTOR & CLIENT and contribute to continual improvement
 |
| External Design Teams, Specialist Consultants & Materials Testing Laboratories |
| External Design Teams, Specialist Consultants and Materials Testing Laboratories engaged on the project have responsibility for ensuring they provide design information and/ or services to assist in quality compliance and to ensure the objectives of this PQP can be achievedDesigners & Specialist Consultants may be delegated roles and responsibilities to implement specific elements of the PQP |
| **Role** | **Responsibility** |
| Design Team & Specialist Consultants  | * Ensure that their design, survey, or service provided is compliant with the appropriate standards and regulations
* Contribute to the preparation of the PQP, RAMS & ITP’s as appropriate
* Support the development and submission of consents, licences, and authorisations where appropriate to scope
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| Competence, Awareness & Training |
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| Contractor personnel shall possess the adequate level of instruction, skill and experience to perform the tasks assigned to them. The CONTRACTOR Project Manager shall undertake to evaluate and identify those skills which the personnel on site, from both Contractor and sub-contractors, must possess. Training and qualification needs are identified on the following factors:* Training required for statutory or legal compliance.
* Specific specialist training and / or qualification required to support the core business activities of Contractor Ltd
* Project/ Contract specific requirements

CONTRACTOR and our subcontractor personnel shall be subject to HSE training/Induction in accordance with the governing laws, regulations and site safety rules. All personnel shall be briefed on the method statement for the work activity they are carrying out and hold competence cards, certificates or accreditations as appropriate to their dutiesCopies of all training and competence records will be retained electronically within the Contractor CDE. |

|  Communication |
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| Project Communications - CLIENT |
| **General** |
| In the first instance any communication at a site level should be done through the CLIENT Project Manager and/or Rep on site. The Project Manager/Site Rep will then distribute the information to the relevant parties  |
| **Site Induction** |
|  All contractors attending site shall receive a site specific induction that addresses the site risk, contact details, and any site specific processes or procedures |
| **Weekly Meetings** |
|  The CLIENT Construction team will hold a weekly site meeting that all contractors can attend, the minutes shall be recorded and distributed to all the contractors involved in the works. |
| **Progress Meetings** |
| A progress meeting between the CLIENT Project Manager and Contractor shall be held monthly or as directed by the CLIENT Project Manager. The CONTRACTOR Project Manager shall produce a progress report and ensure it is made available to the CLIENT Project Manager one week prior to the progress meeting. The contents of such progress reports shall be in accordance with (but not limited to) the CLIENT’s requirements for Progress Meetings and Progress Reports. Minutes of progress meetings shall be produced by CONTRACTOR on a pre agreed template and distributed via the CDE. |
| **Non-Conformance Reports (NCRs) /Defects** |
| CLIENT will raise any NCRs applicable to the works and distribute to the relevant contractors. All Contractors may raise an NCR against CLIENT if applicable. Further details on the NCR process are in Section 14. |
| **E mail** |
| The CLIENT document controller will regularly as required issue the updated drawing registers and document registers. All emails that have a contractual implication shall be saved on the CDE |
| **Contractual** |
| Contractual communications shall be carried out as per the Construction Conditions of Contract All contractual communications between Contractor & CLIENT shall be via the CLIENT document management system.All documents transmitted between Contractor & CLIENT will be codified as indicated in project requirements and uploaded and filed in the appropriate folder in the CDE by the party making the communication The following contractual communications between Contractor and CLIENT will be registered on the appropriate folder of the CDE:* Project Manager/ Site Instructions
* Early Warnings or notifications of issues
* Notice of Compensation Events/Claims for costs
* Compensation Events/Claims
* Defect Notices/Non-Conformances
 |
| Project Communications – Internal |
| **Worksite Induction**  |
|  Key aspects of the PQP will be communicated to all new site starts during the project induction. Any required updates will be communicated via toolbox talks. Workforce involvement will be encouraged and incorporated into the monitoring and improvement of the PQP |
| **Daily Shift Briefings, Activity Briefings and Toolbox Talks** |
| Onsite communications, such as daily shift and activity briefings, will be used for 2-way communication with the site workforce on health, safety, environmental and quality matters. Items discussed will include any topical information about the planned activities, coordination of inspections and tests, matters requiring attention/ focus, feedback on previous items raised, complaints received etcThis communication will be addressed to all relevant members of the workforce, including new starters and subcontractors, before they start work each day. |
| **Meeting Agendas** |
| Regular progress review meetings shall be held internally with the CONTRACTOR site team and between and our subcontractors. Quality topics will be included as an item on the agenda to ensure full consideration is given to the QA/QC aspects of the project.All meeting minutes shall be produced by the CONTRACTOR Project Manager or delegate and promptly distributed to all attendees including guests. All meeting documents including the agenda shall be kept together and filed in accordance with the Contractor’s Quality Management System. |
| **Quality Management Performance**  |
| The CONTRACTOR Project Manager will ensure that the following information is shared/ communicated with the site team and other relevant parties as and when appropriate:* Significant Quality Matters or Site-Specific Procedures
* Non-Conformances
* Changes to the Quality Management System
* Audit Results and Trends
* Results of Management Reviews
* Objectives and Target Results
* Receiving, distributing, and responding to communications from interested parties
 |
| Project Communications – Stakeholders/ External |
| As appropriate communications with stakeholders and other 3rd parties will be achieved through meetings, telephone conversations and emailed correspondence.Key communications documents with regulators/ stakeholders will be retained electronically within the George Leslie M Drive folder 2B Visits by regulators/ enforcing authorities will be recorded. CLIENT will be invited to attend any meetings held with regulatory bodies and will be copied in on any relevant correspondence |

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| Document Control  |
| Document Control |
| The CONTRACTOR Project Manager has overall responsibility for the control and distribution of documentation and other information to and from CLIENT and other parties involved in the project. Members of the CONTRACTOR site management team will be delegated duties to manage the control and distribution of documentation and information as appropriate to their role.Document control and distribution on this project shall be as per Contractor QMS procedure.The control and distribution of documents between Contractor & CLIENT shall be via the CLIENT Project CDE document management system as per the Client’s Quality Requirements for Site Contractors All documents transmitted between Contractor & CLIENT will be codified as indicated in project guide - Method Manual Documentation Identification, uploaded and filed in the appropriate folder in the CDE by the party issuing the document  |
| Access to Documents |
| The CONTRACTOR Project Manager shall ensure that controlled copies of current technical and quality documents and records are available for use on-site in hard or soft copy as appropriate. Hard copies of the following documents shall be retained on site:* CONTRACTOR management plans
* Drawings
* Specifications
* Site Health, Safety, Environmental and Quality documentation, records and permits (whilst current/ in use)

All other documents will be stored electronically within the Contractor CDE and where appropriate uploaded onto Client’s document management system The CONTRACTOR Project Manager shall be responsible for ensuring that suitable IT and communications arrangements are in place to facilitate the worksAccess to CLIENT’s document management system system and training in its use shall be arranged via/ coordinated by the CONTRACTOR Project Manager |

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| Design  |
| General |
| Design responsibilities and procedures are defined in the following documents:* Document Name
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| CDM 2015 Duty Holders |
| CONTRACTOR shall carry out all construction works in accordance with the CDM Regulations 2015. The statutory role appointments under CDM 2015, applicable to this project, are as follows:* CLIENT – Name of Client
* DESIGNER – Name of Designer
* PRINCIPAL CONTRACTOR – Name of PC
* PRINCIPAL DESIGNER – Name of PD
* CONTRACTOR – Name of Contractor
 |
| Client Design |
| **Responsibilities** |
| Where appropriate |
| **Design Change Procedure** |
| Design changes to the Drawings between Contractor & CLIENT will be managed via one of the following mechanisms:* Drawing/ Information issue via the CDE
* Project Manager/ Site Instruction
* Technical Query procedure
* Non Conformance procedure

Where appropriate design changes shall be followed up with the appropriate contractual communication (e.g. Early Warning, Compensation Event etc)The internal CLIENT procedures to manage design changes are noted below for information. Any changes to the CLIENT Drawings will be managed through the CLIENT design Change Procedure using the forms below:**1. Design Change Notification (DCN)** when the site executes a minor Design Change. The CLIENTConstruction Team submits a DCN to CLIENT Project Manager to inform and ensure traceability in the as builtdrawings. **2. Proposal for Design Change (PDC)** When Site wishes to propose a design change to design,Construction Team send a PDM to Client Project Manager for approval. Client Project Manager replies issuing an NDM when accepted. The design change cannot take place until engineering have accepted on the NDM.**3. Notice of Design Modification (NDM)** Issued by Client Project Manager when making a design change informing Site.The Client Project Manager will send an NDM in writing to the Site, including all the information needed aboutthe design change, the affected documents and the proposed changes. Client Project Manager will issue NDMs to reject DCNs, confirm PDMs and to notify design changes. Site will include in the NDM additional information about possible price and schedule impacts and will send to the Client PM for final approval or rejection. |
| **Technical Queries** |
| The project operates a technical query system. The CONTRACTOR Project Manager or delegate shall be responsible for putting all requests for clarification on information in writing on a technical query form (TQ). The TQ process and forms will be used for the following:* Technical Queries/ Clarifications
* Requests for Information
* Proposals for Design Change (CONTRACTOR Promoted)
* Technical Approvals including materials

Technical Queries between Contractor & CLIENT shall be issued and managed via the CLIENT document management system.All TQ’s and responses transmitted between Contractor & CLIENT will be codified as indicated in the project guide, uploaded and filed in the relevant file in the CDE by the party raising or responding to the TQAll TQ’s between Contractor and CLIENT will be registered on the form contained within the relevant CDE folder.Where appropriate technical queries and/ or responses shall be followed up with the appropriate contractual communication (Early Warning, Compensation Event etc) |
| Contractor Design |
| **Responsibilities** |
| “Contractor” are responsible for the following Contractor design elements:  |
| **Item** | **Design Element** | **Contractor Responsibility** | **CLIENT Responsibility** |
| 1 | All temporary works including those based on the details provided for the Construction Site License. | - Detailed design- Installation and removal where appropriate. | Review and comment ontemporary works design |
| 2 | Ground and surface water management plan, including Pollution Prevention Plan. | - Detailed design- Installation- Liaise with SEPA. | Review and comment foracceptance by CLIENT and SEPA |
| 3 | Trial pits adjacent control building extension and where new foundations to be installed. | -Undertake trial pit. - Advise CLIENT of depth and classification of made ground. | Review depth and advise onappropriate mitigation if required |
| 4 | Steelwork connections | * Detailed Design
* Provision of SER Certificate
* Review by Design Team
* Coordination
* Installation
 | Review and comment |
| 5 | Curtain walling | * Detailed Design
* Provision of SER Certificate
* Review by Design Team
* Coordination
* Installation
 | Review and comment |
| 6 |  |  |  |
| 7 |  |  |  |
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| 10 |  |  |  |
| * CONTRACTOR shall allow for a minimum of 4 weeks for CLIENT to review all Contractor design elements prior to progression on said elements.
* All temporary works proposals shall be provided by CONTRACTOR with supporting calculations.
* CONTRACTOR shall submit all temporary works methodologies at least 10 days prior to the activities taking place.
 |
| **Design Changes & Technical Queries** |
| Contractor Ltd shall operate a technical query system. The Project Manager or delegate shall be responsible for ensuring all requests for clarification on information are carried out by the following process: * All TQs shall be in writing on a TQ form
* All TQ’s and responses shall be registered and distributed appropriately, and their resolution monitored.
* All TQ’s and responses will be stored electronically within the Contractor CDE

As a minimum, the TQ and register shall record the following information:* TQ no.;
* Brief description;
* Dates when TQs are raised;
* Dates by which responses are required;
* Dates that responses are received

The TQ process and forms will be used for the following:* Technical Queries/ Clarifications
* Requests for Information
* Proposals for Design Change (CONTRACTOR Promoted)
* Technical Approvals including materials

Where appropriate, Technical Queries will be transferred and communicated to CLIENT via the Technical Query Procedure in Section 11.3 above.Technical queries and/ or responses shall be followed up with the appropriate contractual communication (e.g. Early Warning, Compensation Event etc.) where appropriate |

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| Control of Products & Services |
| Subcontractors |
| Procurement of Subcontractors on this project shall be as per Contractor QMS procedure for Subcontracts.Suppliers services are subject to internal approval and are evaluated based on their ability to meet contractual and quality requirementsSub-Contractors will only be selected from the Approved Sub-Contractors database maintained by the QSE Department. Before becoming approved sub-contractors must complete the pre-qualification checklist (4G) which is sent to the QSE Department and Accounts Department for vetting. Where a client nominated supplier is specified, the Client is responsible for competence checks. However, competence concerns about Client nominated suppliers must be brought to the Client’s attention.Once pre-qualified and prior to site commencement, Sub-contractors are required to provide the following;* Method Statements/Risk Assessments for the works to be carried out.
* Inspection & Test Plans or work under Contractor ITP’s where appropriate/ agreed
* Technical data sheets for materials and products proposed for incorporation into the works as identified in the ITP’s
* Safety training and competence records for supervisors and persons who will carry out the works.
* Details of any work that will be further Sub-Contracted and evidence of health and safety checks undertaken.

All Sub-contractors will be inducted on site and made aware of relevant risks identified in the Pre-Construction information pack, the Construction Phase Health & Safety Plan and that they are familiar with the Method Statements, Risk Assessments, and Inspection & Test Plans they will be working under.Sub-Contractor performance will be assessed as the works progress and will be subject to compliance and monitoring checks as detailed in the ITP and Method StatementSubcontractors will be required to provide quality records as appropriate to the ITP for their works A preliminary list of proposed subcontractors has been attached to this PQP within Appendix 4 (this list is not exhaustive).A live schedule of all subcontractors and their status will be maintained and retained electronically within the Contractor CDE.  |
| Materials |
| Procurement of materials and products on this project shall be as per Contractor QMS procedure for Material purchase orders.Suppliers of materials and products are subject to internal approval and are evaluated based on their ability to meet contractual and quality requirementsSuppliers of materials and products will only be selected from the Approved Suppliers database maintained by the QSE Department. Before becoming approved suppliers must complete the pre-qualification checklist which is sent to the QSE Department and Accounts Department for vetting. All materials and products proposed for incorporation into the permanent works shall be listed in the method statement and be submitted for acceptance at least 3 weeks prior to programmed use or as agreed with CLIENT, to ensure their suitability. Technical specifications, data sheets, test certificates etc shall be submitted to the CLIENT Construction Manager as identified in the appropriate ITP.Project specific requirements for material and product quality control and documentation are described within the following documents. * Technical Specification for Works
* Testing and Commissioning for Works
* Quality Control for Suppliers & Supplies

Free issue material provided by the CLIENT or others will be subject to acceptance checks upon receipt as per the ITP. Any damage or defects found will be raised with the provider/ issuer for resolution and a non-conformance report (NCR) raised as detailed in Section 14 belowA preliminary list of proposed materials and products (including their suppliers) to be incorporated into the permanent works has been attached to this PQP within Appendix 5 (this list is not exhaustive).A live schedule of all materials to be incorporated in the permanent works will be maintained and retained electronically within the Contractor CDE. |
| Receipt, Handling & Storage of Products and Materials |
| All incoming products, materials and equipment will undergo an inspection at the point of delivery to site as identified in the ITP and/ or Method Statement. This may include conformity checks such as quantity, dimensions, material type, class, grade, consistency etc. Acceptance and rejection shall be documented by means of delivery notes, site-specific checklists, and photographs as appropriate.All materials and products will be handled, stored, and distributed as per the manufacturer’s guidance, any applicable regulations or industry good practice to avoid damage, deterioration and/ or to ensure traceability. Sufficient storage containers, laydown, and other facilities will be in place prior to the delivery taking placeReceipt, handling and storage instructions/ procedures for products and materials will be incorporated in the Method Statement and ITP’s where appropriate.  |
| Non-Compliant Products & Materials |
| Products identified to be as non-conforming during inspection or testing, shall be segregated and marked/tagged/labelled to prevent them from being used and placed in a suitable quarantine area. The quarantine arrangements shall be as required to suit the product concerned but shall in all cases be clearly marked with signage or labels stating “quarantined do not use” The person performing the inspection shall initiate a non-conformance report as per Section 14 below. All non-conformities shall be notified to the supplier to procure replacements and the non-conforming product will be removed from site. Disposal or returning of non-conforming material shall be documented. |

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| Control of Measurement & Test |
| Site Measuring & Test Equipment |
| Control of Measuring and Test Equipment on this project shall be as per Contractor QMS procedure for project management & test instrument management.The CONTRACTOR Project Manager or delegate shall ensure that only equipment of known calibration is used for measurement and testing purposes. All such equipment and instruments including that used by subcontractors on site shall be accompanied by a valid calibration certificate and shall have a label attached indicating the calibration due date. A site Calibration Register incorporating, as a minimum, the following shall be maintained on site:* equipment / instrument description / name
* equipment / instrument make & model
* equipment / instrument serial no. / unique identifier
* corresponding calibration certificate document no
* date equipment / instrument was last calibrated
* calibration due date.

All equipment shall be checked, calibrated, adjusted, and periodically verified as required before use. The site Calibration Register and certificates will be maintained and retained electronically within the Contractor CDE  |
| Testing Services |
| Materials sampling and testing will be carried out by specialist [UKAS/MCERTS] accredited testing laboratories where specified. Contractor will submit evidence of the proposed organisations [UKAS/MCERT] accreditation to CLIENT and obtain their approval prior to engaging them on site |

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|  Non-Conformance Management |
| General |
| It is the responsibility of all project personnel to highlight any detected non-conformity, for the technical discrepancies or recurring procedural violations they may observe, to the CONTRACTOR Project ManagerDefects and rework identified on one project and shared with others contributes to overall waste reduction, savings, and efficiencies within the company. Contractor therefore promote a no blame culture and strongly encourage reporting of both defects and rework.Non-Conformances may be raised by Contractor personnel, suppliers and subcontractors, the CLIENT or may originate from information received or complaints from external sources  |
| CLIENT Non-Conformance Procedure |
| The treatment to be given to any non-conformity detected during the project activities will comply with CLIENT procedure - Processing of Non-Conformities ProcedureNon-Conformance Reports shall be issued and managed via the CLIENT document management system.All NCR’s and responses transmitted between Contractor & CLIENT will be codified as indicated in project guide.All NCR’s will be registered on the Contractor CDE. |
| Contractor Non-Conformance Procedure |
| Control of non-conforming materials, products works and services on this project in all cases shall be as per Contractor QMS procedure - project nonconformance management procedure.Where the non-conformance relates to works or services provided under the contract to CLIENT, or has been identified by CLIENT, the CLIENT Non- Conformance Procedure in Section 13.2 above will be applied in parallel and the relevant information duplicated as requiredThe identification, corrective action, root cause analysis and preventive actions taken to resolve a non-conformity shall be detailed and recorded on form no. XXXXX which shall become the Non-Conformity Report (NCR). A specific NCR shall be completed for each detected non-conformity. All NCRs shall be entered by the Project Manager or delegate in the project’s NCR log (tracker). This tracker shall be kept up to date and be made available to all CONTRACTOR and Client project personnel. The following steps and details will be recorded within NCRs:**Identification -** This section shall include the major source / origin for the non-conformity and specific work phase where the non-conformity has originated. The identification process shall also include a narrative / explanation of the activity that has permitted the non-conformity to be detected.**Correction -** For each non-conformity detected, a proposed solution (correction) to resolve the detected problem must be identified, agreed, and approved. Approval of proposed corrections will generally be made by the CONTRACTOR Project Manager however the approval and verification requirements will be extended to the Client or other 3rd Parties as appropriate to the Non- Conformance/ context. Once all the required parties agree to the remedial action, the corrective actions shall be implemented within a set timeframe.**Root Cause Analysis -** All processes and product non-conformities, including Client formal complaints, shall be analysed to discover and, where possible, minimize or eliminate their root causes to prevent future recurrences. **Preventative Actions -** Where necessary, preventive actions shall be agreed upon and implemented to eliminate the causes of potential non-conformities or other undesirable potential situation. A correct root cause identification will lead to a right identification of the corrective and preventive actions. Lessons learned shall be recorded and circulated across the business by means of internal Quality Bulletins and Quality Alerts.**NCR Closure - T**he Project Manager or delegate shall liaise with the Client or other 3rd Parties or provide evidence as agreed during the implementation of corrective actions to verify that they have been carried out as required to allow formal agreement and closure of the NCR (Non-Conformity Report).**Cost of Rework**The actual / likely cost of rework shall be recorded using the existing NCR forms. Upon completion of rework the costs incurred shall be fed back to those responsible for cost control for assessment with the closed-out NCR.Non-Conformance Reports & Register will be maintained and retained electronically within the Contractor CDE |

|  Inspection, Audit & Reporting |
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| Quality inspections, audits and reporting against these items will be proactively undertaken throughout the project to ensure the project meets the objectives of this PQP and overall QSE management systemsThis will include the following:* Carrying out of regular quality surveillance and inspections of ongoing works by the CONTRACTOR Site Team, CoW and CLIENT Site Team
* Periodic auditing of the project QSE management systems and controls in place by CONTRACTOR Snr Management, CONTRACTOR QSE Team, CLIENT Site & Quality Team and 3rd party assessors where appropriate
* The reporting and sharing of the results of these activities to allow remedial action where negative, good practice to be shared where positive and to gather lessons learned for ongoing continual improvement

In addition to the above this contract may also be subject to Surveillance or Re-Certification audits carried out by our Certification Bodies.Internal project quality audits shall be carried out by Contractor’s Quality Manager, in accordance with the guidelines outlined in ISO 19011 and a pre-determined plan & programme. The audit Plan & Programme shall be developed by the Quality Manager and subjected to the Contractor Project Manager’s approval. The audit Plan & Programme shall be a live document and will be updated according to the audit’s results itself in order to prioritize critical identified processes. A report of the results of each quality audit shall be made and reviewed by management having responsibility for the matters audited. The dates and results of quality audits shall be documented. The results of audits and copies of the reports shall be made available to CLIENT upon request.CLIENT may carry out audits on CONTRACTOR at any time and CONTRACTOR shall co-operate fully with this process.Inspection and Audit reports will be maintained and retained electronically within the Contractor CDEThe below table summarises the inspections, audits and reports being carried out on the project |
| **Description** | **Type** | **Frequency** | **Doc Ref** | **By Whom** |
| Daily Site Environmental Inspection | Inspection | Daily | Site Bespoke Daily Environmental Inspection | CoW |
| Weekly QSE Inspection | Inspection | Weekly | Weekly QSE Checklist | CONTRACTOR Site Management - rotation |
| Environmental Reporting | Report | Weekly | Site BespokeWeekly Environmental Report | CoW |
| Advisory Inspection | Inspection | Monthly | QSE Advisory Visit | CONTRACTOR QSE Advisor |
| Quality Reporting | Report | Monthly | Monthly Progress Report | CONTRACTOR Project Manager |
| Director & Snr Managers Tour | Inspection | Quarterly | Director & Snr Managers Tour | CONTRACTOR Directors & Senior Managers  |
| QSE Audit | Audit | Quarterly | QSE Audit | CONTRACTOR QSE Manager/ Quality Manager |
| CLIENT | Audit | As determined by CLIENT |  | CLIENT |
| SOR | Report | As required |  | All |

| Records |
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| Quality records as generated will be retained electronically within the Contractor M Drive and published to ProjectWise.The below table summarises typical Quality records to be retained on projects and durations.  |
| **Document** | **Retention Period** |
| CoW Inspection Records & Reports | 6 Years |
| CONTRACTOR Inspection Records | 6 years |
| Quality, Safety & Environmental Audits | 6 years |
| Monthly SHE Audit | 6 years |
| Weekly SHE Inspection | 6 years |
| Training records | 6 years |
| SHEQ Toolbox talks and training records | 6 years |
| Quality incidents, non-conformances & complaints | 10 years |

| Appendices |
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| Appendix 1: ISO9001: 2015 QMS AccreditationAppendix 2: Project OrganisationAppendix 3: Site Contact InformationAppendix 4: Subcontractor ScheduleAppendix 5: Materials & Products Schedule Appendix 6: Method Statement ScheduleAppendix 7: Inspection & Test (ITP’s) Schedule |