

QUALITY CONTROL MANUAL



PROJECT:

BP Poly Diving pool, windermere drive

Project:	
Location:	
Client:	
Page:	2 of 8
Picture file:	



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MANUAL	
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Quality control policy & manual	3
1. Introduction.....	3
2. Purpose.....	3
3. Concepts.....	3
4. Distribution of the quality control book.....	4
5. Corrections – who and how	4
6. The quality control system.....	4
7. Information and employee training.....	5
8. Coordination of project description, project planning and the project contract	5
9. Documentation control.....	5
10. Delivery and purchasing control.....	6
11. Delivery control	6
12. Control of the process	7
13. Handing over procedure.....	7
14. Repair of faults.....	7
15. Quality documents	8
16. Maintenance of the Quality control system.	8

Project:	
Location:	
Client:	
Page:	3 of 8
Picture file:	



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QUALITY CONTROL C 3	
MANUAL	
Day of final acceptance:	
Signature:	

Quality control policy & manual

1. Introduction

It is the goal of Snave to have a reputation for delivering a quality work which fulfills the quality demands of its clients. A part of that is to deliver projects at the right time. The companies' Quality control system shall always fulfill the clients' demand of quality assurance.

To fulfill these goals, Snave has made a quality control plan which states the main rules that employees must have as guidance. The companies' board will make a system which ensures that innovations within the building sector will be studied and that education of employees will be up to date. Employees' accommodations shall be good and they shall be well informed about new developments within the sector. The company will keep up to date about demands of the market.

It is therefore a demand from the managers of the company that:

Handing over of a project will only be done if it fulfills the companies' quality demands.

All employees are informed about the quality standards.

2. Purpose

The purpose of the quality control book is to describe the companies' quality control so that all employees are well informed about the companies' goal for good quality.

3. Concepts

Quality:

Quality says in which way the final project fulfills the expectations of our client and the end user

Quality control:

Quality control includes all the actions that have the goal of controlling quality, whether they are mentioned in the contract or not.

Quality assurance:

Quality assurance is all the actions which lead to the registration and fulfilling of the quality demands of the client.

Project:	
Location:	
Client:	
Page:	4 of 8
Picture file:	



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QUALITY CONTROL C 3	
MANUAL	
Day of final acceptance:	
Signature:	

4. Distribution of the quality control book

The quality control book is for internal use only and can not be loaned or delivered to outsiders.

Following participants shall have a copy of the book:

- Manager
- Project leader
- Economy leader
- Administration leader
- Site manager

5. Corrections – who and how

To insure that the quality control book is up to date it needs constant revision. Comprehensive re-examination shall be done once a year. This examination shall be done despite that no defects have been found.

During execution of projects there are often things that can be improved and proposals for that shall be handed over to site leader, who hands it over to the manager.

Revision of the book shall be done and controlled by manager in cooperation with Project leader and site managers.

6. The quality control system

The goal of the Quality control system is to insure that all projects are delivered according to the companies standards.

For each project that the company executes there will be made a quality assurance plan, which is described in the Quality control book. The quality assurance plan is made in cooperation with the client. Quality assurance plan should include at least the following:

Coordination of the project description and the project planning

- Documentation control
- Delivery control
- Control of the projects process

Project:	
Location:	
Client:	
Page:	5 of 8
Picture file:	



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QUALITY CONTROL C 3	
MANUAL	
Day of final acceptance:	
Signature:	

- What and how to do the control
- Repair of faults and mistakes
- Handing over inspection

Also in the quality control book are descriptions of:

Education and training of companies employees
 Orientation of maintenance of the quality control book
 Summation of results and experiences from previous projects
 Registration and a summary of costs due to mistakes

7. Information and employee training.

In relations with beginning of every project, information meetings are held with employees where the project is discussed. Discussions are about norms and demands and how quality control shall be done.

If necessary special courses shall be held in relation with the project to ensure employees knowledge about the coming project.

8. Coordination of project description, project planning and the project contract

All project contracts needs an overhaul, which has the objective to clarify the provision of the contract, what materials are needed and to reveal various problems, weather they include timings, economics or something technical. This coordination is done by the project manager. He will send out a notification to those involved where things are coordinated. The project manager writes minutes of every meeting which are to be kept in the documentations.

9. Documentation control

Documentation control shall be done by the project manager. He should ensure that valid drawings are always available at work site and that sub contractors and those involved will receive the valid drawings at each time. He should also ensure that at handing over there will be drawings which show that the project is finished marked as “AS BUILT DRAWINGS”.

Project:	
Location:	
Client:	
Page:	6 of 8
Picture file:	



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QUALITY CONTROL C 3	
MANUAL	
Day of final acceptance:	
Signature:	

Furthermore documentation control should ensure that all changes will be registered and shared immediately to those who are executing the work. This is the work of the project manager.

Procedures;

All registrations for the project shall be done by the site manager.

Project manager distributes drawings and changes of drawings to sub contractors

A complete set of drawing shall be at the site office

Drawings that are not valid must be removed at once to avoid confusion

All changes shall be discussed at building meetings.

Sub contractors are responsible for distribution of drawings with in their own organization

10. Delivery and purchasing control

The goals of purchasing control are to insure that the goods that have been ordered are according to the demands in the project specifications. It is the common policy of the company to do business with suppliers that fulfill international demands of liability.

The goal of delivery control is to control that goods are in good condition at delivery, that there are no visual damages and that the quantity is according to the ordered material.

11. Delivery control

The purpose of the Delivery control is to insure that the project fulfills the demands of the contract and that materials fulfill the set quality standards. Following must be registered;

- Control of orders according to specifications
- Control of quantities
- Control of damages when delivered
- Control of deliverer and delivery times
- Control of delivery location of material at building site

These registrations are handed over to the clients’ supervisor simultaneously as the project is handed over. The registration is furthermore a part of the yearly revision of the Quality control book.

Project:	
Location:	
Client:	
Page:	7 of 8
Picture file:	



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MANUAL	
Day of final acceptance:	
Signature:	

12. Control of the process

The goal of controlling the process is to make sure that mistakes are found as soon as possible to prevent faults in the building process and to register systematically that certain work is carried out according to demands and norms. This surveillance is the responsibility of the site manager.

The surveillance should content the following:

- What to control
- How to control
- Where to control
- How often to control
- Who shall control
- What registrations are to be done.

The result is registered at a pre designed form by selected personnel. All variations must be reported to site manager, who decides in cooperation with project manager how to handle the situation. The forms must be kept at building site and must be accessible to the clients' supervisor.

13. Handing over procedure

Snave executes a final inspection of the sub contractor's work after completion of work.

All work that does not fulfill the quality of the client shall be redone by a certain date.

A description of the handing over procedure as well as the relevant forms is to be in the Quality control manual.

14. Repair of faults

All faults are to be repaired before handing over. It is the responsibility of each sub contractor to deliver his work with out faults.

Project:	
Location:	
Client:	
Page:	8 of 8
Picture file:	



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MANUAL	
Day of final acceptance:	
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15. Quality documents

All subcontractors must hand over a Quality assurance hand book which Snave must approve. In this hand book all Quality related documents shall be described, which control methods shall be used and what documentations will be handed over at completion of work.

If Sub contractor has not quality assurance he is obliged to use Snave manual.

16. Maintenance of the Quality control system.

The goal of the maintenance of the quality control system is to insure that it is up to date and fulfills consistently the companies' demands.

The maintenance of the system is done in relations with each project delivery, where the working process and the registration are compared with the Quality control map.