

This template has prompts and letters in blue text where it is required to be tailored. All you have to do is replace these with your own company and project details and then delete the prompt boxes like this.

**NOTE:** Print the last 2 pages of this document and then delete them; they are instructions for tailoring and about this plan ; delete this prompt box before printing

**XYZ**

## **Project Title**

# **Construction Quality Management Plan**

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<b>Issue No.</b>	1.0	Date:	17/08/2011

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**Attachment A**    **Project contact numbers**

**Attachment B**    **Works Program**

**Attachment C**    **Technical Procedures**

**Attachment D**    **Project forms**

## 1 Introduction

This Construction Quality Management Plan (CQMP) is the prime document for the management of quality for all works undertaken by **XYZ**. The Plan provides information and guidance on how **XYZ** will meet all quality requirements.

By implementing this management plan, **XYZ** aims to:

- provide assurance to customers that its products and services will meet the customer's specified requirements.
- ensure that purchased items conform to specification before incorporating them in the works;
- plan and control work processes;
- plan and carry out inspection and testing to verify that the work processes are effective and that all finished work complies with the Contract;
- ensure careful selection of subcontractors and confirmation that their work complies with the contract;
- acknowledge and rectify any nonconforming work and improve work processes to prevent recurrence of nonconformities;
- keep orderly records to demonstrate that the works comply with the contract; and
- improve procedures and work practices when opportunities are identified to minimise errors, waste and product nonconformities

## 2 Project description

The Project is located at (insert the street name) in the (insert the name of the Local Government Area/suburb).

Write a brief description below of what the project involves

Eg.

The works comprises the subdivision of the Office space at Level 3, Office 3-1210, into separate office space. The works also include modification to the Spotless Office to create access to the sub-divided office space. The works are shown and described in the Drawings (attached in the appendices), and will be constructed in accordance with the requirements set out in the Drawings and specifications provided with the tender documents

The main activities to be carried out during the project are:

- Demolition of walls.
- Building new partition walls.

### 12.3 Final inspection

To demonstrate conformity of the work to specified requirements a final or acceptance inspection and testing is carried out. Final inspection is carried out on lots to verify that finished work conforms to specified requirements. Any nonconformity is managed in accordance with the non-conformance procedure. The Project Manager is responsible for the final check that all inspections and tests have been completed and the lot is compliant to specifications.

The project Manager approves and signs the lot conformance on the Inspection and test checklists

## 13 Non-conformance Control

Non-conformance is defined as a deviation from documented procedure or contract requirement which *directly affects the quality or service life* of the product or service.

Some examples of non-conformance are:

- Failing to pass an inspection and test
- Poor workmanship
- Materials and equipment used not as specified
- Deviation from specified tolerances
- Exceeding specified requirements

Non-conforming products or services are reported and managed using form **F10 Non-conformance Report (NCR)**.

Nonconforming product is product that fails to meet specified requirements. This generally means that product fails inspection at an inspection point, or test results shows that the product does not comply with specifications.

Nonconforming product must be reported to the Works Supervisor, who:

- raises a nonconformance report (NCR)
- ensures that the nonconforming product or lot is not used or covered up
- decides how the nonconforming product should be dealt with (disposition), in consultation with the Project Manager when necessary.

The Works Supervisor is primarily responsible for taking appropriate action to address non-conformances. To register all non-conformances a register has been established; refer to form **F09 Nonconformance register**.

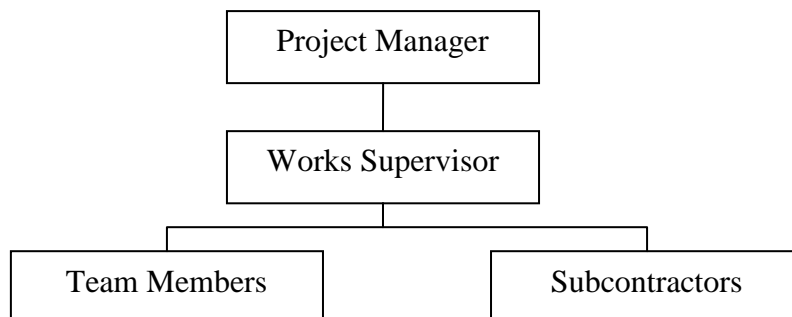
All procedures for control of nonconformance listed above also apply to subcontracted work. The Project Manager raises a Nonconformance report and issues it to the subcontractor for nonconforming subcontractor work.

# Attachment A Project contact numbers

Complete details below and then delete this box

ORGANISATION DETAILS			
Business or trading name and address:			
Company registration No:		Contractor licence No:	
Telephone:		Facsimile	
Email:		Mobile:	
Name of director or manager:		Telephone:	
Insurances (Attach copies of certificates of currency)	Company	Policy number	Expire date
Workers compensation			
Public liability			
Professional indemnity			
Sickness and accident			

## Project Delivery Team - Organisation Structure



<b>PROJECT CONTACT DETAILS</b>		
	<b>Contact name</b>	<b>Contact number</b>
<b>Emergency Services:</b>		
Ambulance / Fire Brigade / Police		000
Poisons information		131126
<b>First Aiders:</b>		
<b>Utilities:</b>		
Water		132 203
Electricity		132 090
Gas		131 388
Telephone		131 909
<b>Dial Before You Dig:</b>		1100
<b>EPA:</b>		
24 hour Pollution Line		131555
<b>Project Manager (*):</b>		
<b>Works Supervisor (*):</b>		
<b>QA Representative:</b>		
<b>Other contacts:</b>		

(\*) These contacts are available on a 24-hour basis. Both persons have the authority to halt the progress of the works if required.

## Attachment D Project forms

<b>Form Number</b>	<b>Form name</b>
F01	Record of Toolbox meeting
F02	Subcontractor Register
F03	Communications and Complaints Register
F04	Document delivery record
F05	Register of controlled copy holders
F06	Receiving Inspection
F07	Hold/Witness Point Register
F08	Hold/Witness Point release/notification
F09	Nonconformance Register
F10	Nonconformance Report (NCR)
F11	Corrective Action Register
F12	Corrective Action Request (CAR)
F13	Training and competency register
Technical Procedure	Sample only (delete this row before printing)

	XYZ	<b>F06</b>
	<b>Receiving inspection</b>	

**Project / Location:** \_\_\_\_\_

Number		Order No:	
Item/Material type			
Quantity			
Where used:			
Supplier			
Docket Reference No.			
Date received:			
Does delivery docket match items delivered?	(Tick applicable answer) <input type="checkbox"/> Yes <input type="checkbox"/> No		
Are items properly identified?	(Tick applicable answer) <input type="checkbox"/> Yes <input type="checkbox"/> No		
Are the items undamaged?	(Tick applicable answer) <input type="checkbox"/> Yes <input type="checkbox"/> No		
Are Compliance Certificates supplied	(Tick applicable answer) <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		
Are required Test Certificates supplied?	(Tick applicable answer) <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		
Are OHS requirements satisfied, e.g. MSDS?	(Tick applicable answer) <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		
Comments:	..... ..... ..... ..... .....		

..... Receiving inspector	..... Signature	..... Date
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