

**WG PITTS GROUP, INC.  
WGPITTS CARIBBEAN, LLC**

# **QUALITY MANAGEMENT PROGRAM MANUAL**



Revised: Jan 1, 2022

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General Contractors | Construction Managers | Design-Builders

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**QUALITY MANAGEMENT PROGRAM MANUAL**

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## 1.0 Quality Policy

Throughout our history, WGPITTS has stressed, *“Quality Team-Built Projects Is Our First Priority.”* Our projects have earned recognition from our clients for high standards of quality and technical excellence. “Quality” to WGPITTS is defined using materials and performing work that meets or exceeds all of the requirements of the project plans and specifications and standards. It is WGPITTS policy to construct all projects with strict conformance to all project plans, specifications and project requirements. We demand of ourselves, our subcontractors and suppliers a total commitment to quality, with an attitude that anything less is unacceptable. Those working with us, whether company employees or subcontractors and consultants, are required to develop this same commitment and attitude in order to deliver quality work on a consistent basis on each of our projects.

### 1.1 Policy Statement of Quality

The WGPITTS Team’s objective is to provide a Quality Assurance Program that ensures that all work conducted under this program meets and exceeds the defined quality levels, which may include:

- ✓ Specific technical requirements,
- ✓ Regulatory requirements,
- ✓ Contractual and specific task order requirements, and
- ✓ Schedule requirements.

WGPITTS ensures the quality of our work by establishing a Quality Assurance Program that establishes standards, systems and processes which we are committed to achieving and in establishing a quality control program verify conformance to the established standards.

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- Specific technical requirements,
- Regulatory requirements,
- Contractual and specific task order requirements, and
- Schedule requirements.

During design and construction WGPITTS implements the Quality Control processes to ensure that all work is planned, implemented, documented, and reviewed to ensure that the completed product meets the applicable quality requirements and conformance to specifications. Our approach to quality management incorporates an open, friendly, and positive approach, inviting feedback and commentary from all levels, using lessons learned as part of our commitment to continuous improvement.

The WGPITTS Quality Management Manual has been prepared by WGPITTS to help guide WGPITTS employees and subcontractor trade employees to fulfill the core value stated above.



Fulfilling our commitment to quality requires the involvement of every project participant – WGPITTS employees, owners, designers, suppliers, and subcontractors of every tier.

The objective of the WGPITTS Quality Management Manual is to:

1. Ensure that WGPITTS projects meet or exceed the quality standards established by our customers as written in the WGPITTS/owner contract.
2. Ensure that we deliver quality services to our customers while creating a competitive market advantage.
3. Provide direction to all project participants regarding our quality policies, standards, and procedures.

The information herein does not provide details for managing every quality issue; however, this manual provides processes and practices directed towards ensuring the quality of work on WGPITTS construction projects.

Many of the steps required in this Quality Management Manual go beyond WGPITTS' contractual obligations to owners. While nothing in this Manual may be read to expand such obligations, following the procedures described here should help ensure that WGPITTS exceeds its contract obligations, and meets its goal of successfully completing projects while exceeding client expectations.

## 1.2 Management Commitment to Quality



*WG Pitts Core Value: Excellence. Produce superior quality workmanship.*

Throughout our history, WGPITTS has stressed, “*Quality Team-Built Projects Is Our First Priority.*” Our projects have earned recognition from our clients for high standards of quality and technical excellence. We remain committed to this objective and have ensured this to our clients by developing a personalized corporate image of quality projects. WGPITTS’ projects are executed to meet or exceed the industry standards regarding quality. We realize that the continued success of WGPITTS is determined by our ability to consistently deliver the highest quality product to our clients. We demand of ourselves a total commitment to quality, with an attitude that anything less is unacceptable. Those working with us, whether company employees or subcontractors and consultants, are required to develop this same commitment and attitude in order to deliver quality work on a consistent basis on each of our projects.

WGPITTS ensures the quality of our work by establishing a Quality Assurance Program that establishes standards, systems and processes which we are committed to achieving and in establishing a quality control program verify conformance to the established standards.



Will Pitts

*President & CEO*

## 2.0 QA/QC Defined and Differences

Quality assurance and quality control are two aspects of quality management. While some quality assurance and quality control activities are interrelated, the two are defined differently. Typically, QA activities and responsibilities cover virtually all of the quality management system in one fashion or another, while QC is a subset of the QA activities. Also, elements in the quality management system might not be specifically covered by QA/QC activities.

## Quality Management



*Quality Management: Quality Assurance, Quality Control and Construction Relationships*

### Quality Management: Quality System, Quality Assurance and Quality Control Relationships

Quality assurance - (Q/A) is primarily about understanding the requirements that must be met to achieve quality, and developing the plan to meet those requirements.

Quality Control - Quality control is the hands-on part of quality assurance. It is the observation of techniques and activities used to fulfill the requirements and plans set forth by quality assurance. While quality control is often a part of operations, QC isn't an effective quality management system.

### 3.0 Quality Management Standards and Objectives

1. Work shall be performed according to the drawings and specifications
2. WGPITTS seeks to have work constructed properly the first time
3. Minimize construction defects from occurring
4. Ensure work conforms to contract documents and functional performance requirements
5. Select quality-oriented subcontractors of all tiers
6. Ensure that workmanship required by contract documents is performed by qualified craftsmen from every trade
7. Perform contractually required inspections and tests in a timely manner
8. Perform relevant inspections/observations as defined by the approved construction inspection

checklists

9. Strive for a zero item completion list at substantial completion
10. Minimize rework during the course of construction
11. Minimize final punch list
12. Ensure warranties are preserved

## 4.0 Quality Assurance Program “QAP”

WGPITTS ensures the quality of our work by establishing a Quality Assurance Program (“QAP”) that establishes standards, systems and processes which we are committed to achieving and in establishing a quality control program verify conformance to the established standards.

The WGPITTS Team’s objective is to provide a Quality Assurance Program that ensures that all work conducted under this program meets and exceeds the defined quality levels, which may include:

- ✓ Specific technical requirements,
- ✓ Regulatory requirements,
- ✓ Contractual and specific task order requirements, and
- ✓ Schedule requirements.

The goal of this program is not only to produce a quality product on time within budget, but also to reduce the amount of time staff must spend on coordination, reviews and checking. Through this program, the full resources of the company are brought to bear to satisfy objectives and to meet functional and technical requirements of a project.

Key elements of our Quality Assurance Program (“QAP”) Include:

- a. Review of contract and technical documents and submittals to identify quality requirements and criteria.
- b. Assurance that appropriate quality requirements are included in bid packages and contracts.
- c. Establishment and monitoring of methods for receipt, inspection, storage and protection of critical materials, items or equipment.
- d. Documentation, evaluation, coordination and correction of discrepancies, non-conformances, and failures that may occur during construction of the facility.
- e. Coordination and performance of final acceptance inspections in conjunction with the Municipal Authorities, Architect/Engineers and (Client).

The WGPITTS team will review the contract documents consisting of specifications and drawings as needed. We will also verify and document facilities and systems engineering quality assurance and quality control plans and procedures are followed, and specified design criteria requirements are met through project completion. We will verify and document design reviews

include reviews for constructability, operability, and maintainability.

The QA augments the subcontractor submittal process. The submittal shows the intent of the subcontractor to provide and install materials according to the plans and specifications. The QAP ensures the Owner that all materials were supplied according to the plans and specifications. The QAP is designed so that it identifies a quality deficiency for a scope of work at its inception. In other words, it catches the problem before it can impact the construction schedule or compromise the quality of the work in the field.

## 5.0 Responsibilities

### 5.1 Responsibilities of WGPITTS QC Team

During construction, the WGPITTS QC Team (QA/QC Manager, Superintendent) will assure the quality of the constructed system and will be responsible for monitoring and documenting the field construction activities. CQ activities include CQ staffing, approval of independent testing firms and test plans, resolution for discrepancy correction and non-conformance reports, material appropriateness and testing procedures, review of as-built plans, review of QC data and records, semi-final and final record and punch lists, document control procedures, and warranties.

- Prepare and implement the project-specific *Jobsite Quality Control Plan*
- Serve in a quality assurance role by requiring that quality control inspections, testing, and documentation are performed
- Designate a WGPITTS site quality representative
- Identify project-specific quality requirements
- Modify (if necessary) inspection checklists to the specific project requirements
- Communicate with third-party inspectors, building code officials, owner and design consultants, and each subcontractor's (all tiers) site quality representative.
- Maintain current submittals, submittal logs, drawings, specifications, and record drawings in the field
- Collect, organize, and maintain project quality documentation. This includes photos and videos, an inspection and testing plan, an inspection and testing log, and other metrics that comprise quality management
- Inform the subcontract of any non-conforming work to allow for proper correction.

### 5.2 Responsibilities of Subcontractors:

- 6 WGPITTS is relying on the Subcontractor, as the expert in their respective trade, to determine and advise WGPITTS if additional or different steps are necessary under the circumstances at hand to avoid defective construction and ensure quality within the applicable scope of work.
- 7 Subcontractor shall bear the responsibility of managing the quality of their work. The work shall be done in a fashion that will meet or exceed the quality standards set forth in the *Quality Management Program Manual* and the *Jobsite Quality Control Plan* and the project requirements set forth in the plans and specifications. In general, however, WGPITTS

believes that the steps described here should assist in achieving successful results, subject to necessary subcontractor input:

- 7.2 Adhere to the requirements of WGPITTS 's Quality Management Program Manual and Jobsite Quality Control Plan as it applies to the subcontractor's scope of work
- 7.3 Submit the name of a site quality representative for approval by WGPITTS's project team. Once approved, a designated site quality representative shall be present at all times the subcontractor is performing work on-site.
- 7.4 Task assignments for completing regular quality inspections related to the subcontractor's scope of work.
- 7.5 Require that any of your sub- subcontractors meet the same quality requirements that the Subcontractor is contractually required to meet. The first tier subcontractor should manage the sub-tier quality in the same manner as WGPITTS oversees and manages first-tier subcontractors.
- 7.6 Submit any required jobsite photos to WGPITTS's project team utilizing PASKR software.
- 7.7 Maintain a copy, in the field, of the subcontract, each approved submittal, shop drawing, and any manufacturer's installation instructions for their scope of work.
- 8 It is the Subcontractor's responsibility to reject or condemn work performed by his forces, which does not comply with the requirements set forth in the Contract Documents and the responsibility of the Subcontractor to immediately correct any work performed by the subcontractor which is not in conformance with the contract requirements.
- 9 All technical work tasks performed will be completed in accordance with our Team's rigorous Jobsite Quality Control Plan. Each respective company within our Team maintains a dedicated Quality Control officer who will adhere to written procedures and be responsible for the product. We will have a dedicated Quality Control officer for our entire Team, who will be responsible for overall coordination and final quality control.
- 10 All such work is subject to approval by the WGPITTS project team, owner, architect, consultants, manufacturer's recommendations, and any other governing body having jurisdiction.

## 6.0 Preconstruction Quality Activities

Preconstruction activities are those performed prior to commencing work at the jobsite. Preconstruction activities often involve decisions that affect constructability and quality.

WGPITTS will coordinate its preconstruction services with the owner, architect, project consultants, key subcontractors, and others as required or appropriate.

The following describes the most common preconstruction activities:

- Design peer reviews
- Constructability reviews
- Review of plans and specifications

- Documenting existing conditions
- Samples, submittals, and procurement
- Subcontractor pre-qualification
- Material receiving at jobsite
- Mock-ups
- Water testing

## 7.0 Quality Control “QC”

WGPITTS will successfully execute Quality Control during the design and the construction of projects. Each phase of the project will have a QC plan which includes the following:

- Management Commitment to QA/QC
- Plan Overview
- QA/QC Organization
- Material Procurement Control
- Construction/Installation Control
- Testing and Calibration
- Non-Conformance and Corrective Action
- QA/QC Documentation Requirements
- Quality Audits

The WGPITTS team will then conduct audits based on the implementation of each of the elements of the QC plan, as submitted and approved. These audits will be performed in a timely fashion as to not delay the contractors’ proposed schedule or any submittal.

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## 8.0 Project Specific Quality Control Plan

Construction quality is a result of effective planning, coordination, communication, supervision, and testing. By following these steps, WGPITTS project teams will plan, schedule, and install work in an orderly, consistent fashion that minimizes rework.

A project specific QC plan will be developed that addresses preparation and checking of computations, development of checklists for each submission, quality control and constructability reviews throughout the project, scheduling, budgeting, resolution of problems during the project, and the need for periodic meetings with the Client personnel to assess the team's performance.

Below are three processes essential to the functioning of the QAP:

1. Establish the Standards of Work to Be performed
  - a. QC Checklist
  - b. Quality Planning Meetings
  - c. Pre-Mobilization Meetings
  - d. Mock-Ups and ASU'
  - e. First Work In Place Meetings
  
2. Construction Installation Control
  - a. Quality Control inspections during the duration of the scope of work
  - b. Photo Documentation
  - c. Review of Materials Testing Reports
  
3. Non-Conformance and Corrective Action
  - a. Developing the Quality Control Non-Compliance Report and making corrections



APPENDIX

01 – QC Inspection Report



QC Inspection Report

Date / Time:

Inspection Topic:

Place:

Writer:

Attendees:

Attachments / Handouts:

Distribution:

**An inspection relating to the above was conducted and the following observations were made:**

**The following items were discussed and found to be meeting expectations:**

- 1. CCCCCCCCCCCCCCCC

**The following items were discussed and were mutually agreed were in need of improvement/non-conforming to project requirements:**

- 1. CCCCCCCC

**Inspectors General Observations:**

**Recommended action items or correction:**

- 1. CCCCCCCCCC!

A follow up PM Inspection will be conducted [Insert date/time] for reinspection and follow up.

Copies to: