

## Chapter 04 | Quality Assurance

### 04.01 Quality Control Guideline

RAM Service Providers are responsible for implementing a quality assurance program which will ensure that all contract sites maintained by the service provider reflect a level of quality that is equal to or greater than the RAM Program cleaning and maintenance standards. This quality assurance program should include the following components:

#### Management Components

These items should be in place prior to contracting with WisDOT to perform custodial care and landscape maintenance at any roadside site and should be reviewed and updated as necessary.

- A copy of the agreed upon work specifications.
- An annual work plan which includes the following:
  - cost analyses
  - work specifications
  - workloads
- A training program for supervisory personnel to assure that all have janitorial experience prior to placement at contract work sites.
- A plan to make certain that employees understand and follow state and federal health and safety requirements and use standard operating procedures.
- A commitment to visit each site at least once every three months to help set future directions and to ensure that quality goals are consistently achieved.

#### Site Supervisory & Project Manager Components

- Daily or day-end site inspections:
  - check quality of the work performed.
  - address items that have not been completed. (A daily report could be used as documentation.)
- Maintain an adequate inventory of:
  - cleaning materials and supplies
  - needed equipment
- Provide for an equipment preventative maintenance program to eliminate down time.
- Participate in joint inspections between service provider, WisDOT, and the Program Administrator.
- Ensure that employees present a professional image at all work sites by wearing appropriate and clean uniforms during working hours.
- Ensure that employees conduct their daily business professionally and treat all visitors with respect.

The necessary components in creating a successful quality assurance program are included in this section of the RAM Program Manual. Also included are sample forms and tips to help you create a Quality Program that enables your organization to meet program requirements consistently.