

# Chapter 04 | Quality Assurance

## 04.02 Quality Control Plan

### Sample Quality Control Plan

Prepared by (name and title): \_\_\_\_\_

Service provider: \_\_\_\_\_

Contract sites: \_\_\_\_\_

We are committed to providing professional services with the objective of satisfying or exceeding work specifications and contract standards. We are committed to providing all customers with a safe and positive experience. We have the full support of our entire organization: board of directors, management, colleagues, clients. All organizational members must integrate their efforts to support the mission of the organization. To be successful, all team members must view quality as a continuous process. This quality control plan requires the involvement of all persons associated directly and indirectly. This quality control plan strives to add value throughout the process for all our customers continuously.

#### **FOLLOWING ARE THE COMPONENTS OF THE QUALITY CONTROL PLAN**

##### **Management's Commitment to Quality Performance:**

- Assure that management is involved in the continuous quality process.
- Assign one management team member to oversee the QC Plan.
- The management team member will meet monthly with the Project Manager or the Shift Supervisors to monitor performance.
- Management team member will provide feedback and input to Project Manager or Shift Supervisors to correct and/or improve performance.
- Management team member will meet with the RAM Program Representative at least annually or more frequently as needed.
- Management team member will perform random visits of all contract sites at least once every three months to help set future directions and to ensure that quality goals are consistently achieved.

##### **Project Manager & Shift Supervisors' Role:**

- Monitor and manage all services, policies, procedures and training on a routine basis.
- The Project Manager or Shift Supervisor will monitor all site employees for performance, conduct, training and efficiency.
- The Project Manager or Shift Supervisor will carry out the QC Plan with support and involvement from upper management.

- The Project Manager or Shift Supervisors will meet regularly with Kapur’s representative to discuss performance, review progress and evaluate responses to discrepancies.
- The Project Manager or Shift Supervisor will meet monthly with a management team member to discuss performance progress.
- The Project Manager or Shift Supervisor will retain copies of the following reports for a period of six months:
  - QA Inspection Reports
  - Documentation of follow-up and corrective actions

## **ADMINISTRATIVE SUPPORT**

Administrative support includes all personnel within the organization not directly responsible for providing services at the contract site but involved in the fulfillment of the contract requirements. All administrative personnel involved will be adequately informed and trained to assure that the contract requirements are met, and they understand how their job tasks relate to the success of services being provided.

## **ANNUAL WORK PLAN**

Develop an annual work plan, including work specifications and budget, that is agreeable to both the Service Provider and WisDOT, prior to entering into a contractual agreement. Review the work specifications annually for recommended changes.

## **EQUIPMENT AND SUPPLIES**

Provide for an adequate supply of commercial-grade equipment, a periodic inspection program, and a preventative maintenance program to eliminate downtime. In the event of equipment downtime for repairs, it may be necessary to make arrangements for loaned equipment to continue to provide the required services promptly. Maintain an adequate inventory of cleaning materials and supplies to ensure timely and quality services at the contract sites. Implement an inventory control system which controls access to supplies and assures an adequate inventory at all times.

## **QUALITY ASSURANCE (QA) INSPECTION AND CORRECTION**

### **Inspection Procedures**

The Shift Supervisor will conduct daily QA inspections to evaluate and monitor custodial and landscape maintenance crew performance. The Project Manager and Shift Supervisor will routinely and randomly inspect so that the entire facility is evaluated once per week. The evaluation of quality levels will involve the visual inspection of building areas, fixtures, sidewalks, and grounds to determine compliance with the work specifications. This procedure will determine acceptability of cleaning and grounds keeping tasks performed and overall cleaning and grounds keeping quality levels. Unacceptable quality levels, problems, or work not completed will be defined as discrepancies. The Project Manager and Shift Supervisors will document their findings on the QA Inspection Report for weekly submittal to Service Provider management.

### **QA Correction Procedures**

All discrepancies and/or requests communicated by the Program Administrator or WisDOT will be documented. The Project Manager and Shift Supervisors will confirm the validity of discrepancies prior to corrective action.

### **CORRECTIVE ACTION PLAN**

- Discrepancies identified by the Service Provider Project Manager or Shift Supervisor, Kapur, or WisDOT will be addressed in the following manner:
- Correct discrepancies within 72 hours or by the time period mutually agreed upon by Service Provider and Kapur or WisDOT.
- Notify Kapur and Service Provider management that the discrepancies have been corrected.
- Determine the cause of the discrepancies.
- Once a discrepancy has been identified and corrected, CRP will take one or more of the following actions to prevent recurrence:
  - Retrain employee(s)
  - Provide proper materials, supplies, or equipment.
  - Restructure duties/assignments
  - Cross-train other employees
  - Replace employee(s)
- The Project Manager and Shift Supervisor will conduct follow-up inspections of the area where the discrepancies occurred until quality level is acceptable.
- In the case of a pattern of unacceptable service or discrepancies, the Project Manager or Shift Supervisor, with support from Service Provider management, will identify operational, process, or system deficiencies responsible. The QC Plan will be amended and implemented to correct any deficiency identified.

### **PERSONNEL**

Proactive recruitment and uncompromising employee screening and evaluation are key to a stable, productive workforce. All prospective employees should go through the following employment procedures prior to employment and job assignment:

- Personal interviews are conducted to select the most qualified candidate for each job position.
- Three references are contacted & checked.
- New employee orientation is provided.
- Background checks will be performed as required by company policy.

### **TRAINING PROGRAM**

Service Providers should be committed to continuous, professional training of all personnel. All new hires are trained prior to starting work assignments. New employees must attend an orientation program that addresses the following areas:

- Company Rules & Policies
- Health and Safety Procedures
- Custodial Care and Landscape Maintenance Procedures

- Materials, Supplies & Equipment Introduction
- Communication Channels Between Customer & Managers
- Uniform Protocol

Quality Control Program & Expectations Prior to starting and at least once per year, all employees working in this program will be trained in the following areas:

- **Health and Safety:** The proper use of equipment, materials, and chemicals will be demonstrated in either a classroom setting or on the job. This instruction will include Material Safety Data Sheets (MSDS) review; procedures recommended by each product manufacturer; proper disposal of used materials; procedures for lifting heavy objects or equipment; and other safety issues. It is necessary to ensure that all employees understand and follow state and federal health and safety requirements and use standard operating procedures to assure compliance.
- **Custodial Care and Landscape Maintenance Procedures:** Accepted custodial care and landscape maintenance procedures will be demonstrated in either a classroom setting or on the job site. This training will include all the tasks designated in the work specifications.
- **Job Descriptions and Assignments:** A job description will be issued to each employee. More than one person will be trained for each area/building enabling all areas to be covered even when employees are ill or on leave. All supervisory employees will be given a primary assignment and a secondary assignment. The secondary assignment will be for overlap and coverage in the event of staff absence.
- **Service Providers Must Assure:** That all employees present a professional image at all work sites by wearing clean uniforms of a type always required by the contract during work hours and treat all visitors with respect.
- **Each Training Session Must Be Documented:** Document on a training sign-in sheet with copies available for inspection by Kapur or WisDOT representatives.