

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. The plan needs to be specific to your organisation and each project,

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

XYZ COMPANY

LOGO

Project Title

Construction Quality Management Plan

Controlled COPY No.	1	This is a controlled document. Only registered holders of controlled copies will receive updates	
Issue No.	1.0	Date:	17/01/2011

Complete details below and then delete this box

Document controls

Business Name	Xyz Company				
Client	Clients name				
Project Title	Project Title				
Document title	Construction Quality Management Plan (CQMP)				
Document / Project No.	XXXXX	Issue	1.0	Date	17/01/2011
Document Manager	Name				
Authorising manager					
.....					
(Name)		(Signature)		(Date)	

Change history (project-specific document)

Approved by **Project Manager**

Issue	Clause	Change description	Date
1.0	All	First issue	17/01/11

To update the table of contents, right click anywhere in the table, then click update field and update entire table; update the table of contents just before you print; then delete this prompt box

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Attachment A **Project contact numbers**

Attachment B **Works Program**

Attachment C **Technical Procedures**

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1 Introduction

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

By implementing this management plan, [XYZ Company](#) 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 Delivery Manager is responsible for the final check that all inspections and tests have been completed.

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 through a *Non-conformance Report* (Form F10).

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 (Form F09)

14 Training

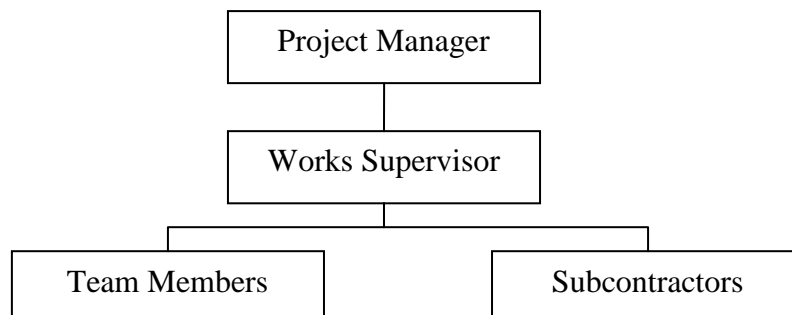
All project management personnel and site personnel receive initial induction training on the Construction Quality Management Plan including their roles and responsibilities in meeting the project's quality assurance requirements. Site staff is also trained in the Technical Procedures including the requirements of Inspection and Test Plans (ITPs).

Attachment A Project contact numbers

Complete details below and then delete this box

ORGANISATION DETAILS			
Business or trading name and address:			
ACN/ABN:		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



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

(*) 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

Form Number	Form name
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	Training and competency register
Technical Procedure	Sample only (delete this row before printing)

	XYZ COMPANY	F06
	Receiving inspection	

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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