



20/20 Plumbing & Heating, Inc. Quality Statement

20/20 Plumbing & Heating, Inc. is committed to quality. To this end, we pledge the following:

- A focus on satisfying customers' needs
- Compliance with applicable construction codes, regulations, safety requirements, and good workmanship practices.
- Fulfillment of contract requirements in their entirety.
- Direction of work crews by qualified crew leaders
- Performance of inspections by qualified inspectors.
- Continuous quality improvement and the prevention of defects.

Quality Responsibilities

Quality is everyone's responsibility. Everyone is personally responsible for:

- Adhering to quality system policies and procedures.
- Using only approved materials and construction procedures.
- Ensuring that materials and equipment are in good condition.
- Ensuring personal safety and the safety of others and stopping work if conditions are unsafe.

Foremen have additional responsibilities for ensuring that:

- Crewmembers are capable of performing assigned tasks.
- Each job meets government regulatory and code requirements, builder requirements and contract specifications, company quality standards and specification.

Foremen responsibilities include all of the above as well as:

- Conducting job inspections and accurately recording job activity
- Ensuring the correction of non-conformances.

Thomas L. Baker

Thomas L. Baker
President

Steve Vega

Steve Vega
Quality Representative



20/20 Plumbing & Heating, Inc. Comunicado de Calidad

20/20 Plumbing & Heating, Inc. esta cometida a calidad. A este fin, empeñamos lo siguiente:

- Enfocados en la satisfaction del cliente
- Conformidad en - los codigo de construccion y regulamentos, requisitos de seguridad, y buenas practices de mano de obra.
- Realizacion de contratos y requisitos en totalidad
- Direccion de obreros por lideres calificados
- Pruebas de rendimiento por inspectores calificaods
- Mejoramiento de calidad continuo y prevencion de defectos.

Responsabilidad de Calidad

Calidad es la responsabilidad de todos. Cada una es responsale por:

- Adherencia de polizas de systemas y procedimientos
- Usar solo materials y procedimientos aprovados de construccion.
- Asegurar que todo material y porcedimiento este en buenas condiciones.
- Mantener la seguridad personal y la de otros y poner alto al trabajo si tales condiciones son inseguras.

Capatazes tienen la responsabilidad adicional en asegurar que:

- Todo trabajador es capaz de efectuar su tarea
- Cada trabajo siga los codigos y reglamientos regulatorios del gobierno, requisitos y especificaciones del builder, estandars y especificaciones de calidad de la impresa.

Inclusivamente los Capatazes deben ;

- Realizar inspecciones del trabajo y presisamente documentara toda activida.
- Asegurar la correccion de toda lo que esta fuera de conformacion.

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