**Electric Conduit and Midwestern Contractors Quality Program**

**QUALITY PROGRAM**

**PURPOSE**

Since its inception in 1951, the Company’s mission has been to provide the highest quality construction services to the utility industry.  This commitment has not changed over the years. We believe our attention to quality work is one of the reasons that Electric Conduit and Midwestern Contractors has not only survived, but taken a leadership role in utility construction across the United States.  It is our philosophy that, if the highest quality is maintained on our construction projects, our competitiveness will be enhanced and we will grow.

The purpose of this Quality Program is to assist all of our employees in their everyday efforts to do the best job possible.   We expect this program to be used as a guide to our supervisors and project managers for creating and maintaining an atmosphere on our projects that reflects the commitment we have made to quality.  Management will also be expected to utilize this program in assessing our crews and the progress we have made toward providing our customers with a highest quality product available.

Our goal is to provide our customers with the best value for their investment. This means that we must strive to eliminate defects and missteps, work accident free, meet all deadlines and reduce costs.  A unified effort of the entire organization will be required to meet these milestones.

**DEFINITIONS**

Company – refers to Electric Conduit Construction and Midwestern Contractors.

Craftspeople – refers to field employees who perform work on the Owner Company’s assets.

Management – refers to either operational managers or company management that oversees all of the

ongoing work.

Owner Company – refers to the customer of Electric Conduit or Midwestern Contractors.

Project Manager – refers to the person who is actively managing the entirety of any given job.

Quality Assurance – the process of proactively examining and auditing a process as it is being performed.

Quality Control – the process of obtaining a quality finished product by examining and auditing

completed jobs.

Quality Management System - a set of interrelated or interacting processes used to direct and control how quality policies are implemented and are achieved. The adherence to these policies is ensured through the use of records, documentation and internal audits.

Supervisor – can refer to foreman, field supervisors or general supervisor.

**RESPONSIBILITIES**

The completion of quality services and products is everyone’s responsibility.  Listed below are some more specific instructions as to the responsibilities of an employee of Electric Conduit or Midwestern Contractors.

**Craftspeople**: As an employee of Electric Conduit or Midwestern Contractors it is your responsibility to be responsive to and actively participate in the training that is provided to you.  Maintaining a high level of quality is everyone’s responsibility and you must take ownership in the Company philosophy for it to succeed. The employee must also remember that, from the public’s viewpoint, the employee is part of the Owner Company’s workforce and must act accordingly.

**Supervisor**: It is the supervisor’s responsibility to make his/her crew aware of the scope of the project, the pertinent Owner specifications, the associated hazards of the project and any other associated information that the worker needs to fulfill his/her task.  Along with this responsibility the supervisor must also self-inspect the project to make sure compliance is met with respect to materials, dimensions and safety.  The supervisor is often the last set of eyes on a project and must be keenly aware of the Owner’s construction specifications as well as any safety rules.  The supervisor must also interact with the public and be cognizant of the fact that in the public’s eye he is the Owner Company’s representative on the project.

**Project Manager**: Assessment of the success or failure of our ability to maintain a quality product lies at the feet of the project manager. The project manager is the person who coordinates and directs all aspects of a project.  It is their responsibility to instill the philosophy of quality in all aspects of the business. Each of the managers is held accountable to management for the results of his/her efforts.  Quality procedures have been developed to assist and define this level in the overall project scope. Procedures ECMW-QMS-005 have been developed for this purpose.

**Management:**  Management is responsible for providing resources, support, change and authority to

the overall process. Each manager is responsible for coordinating the efforts of all of

the employees in their charge. If the quality efforts meet with limited success, it is this

level of management that will develop and implement the changes needed for

improvement. Management will periodically review this process as outlined in ECMW-

QMS-003.

**Field Manager:** Field Mangers, specifically foremen and supervisors, are responsible for carrying out the execution of the job. Each foreman is responsible for coordinating the efforts of his crew and communicating with the customers and inspectors. The foreman is also responsible for communicating with the Project Manager on the job status on a regular basis. Additionally, he is to work through the Warehouse Manager in getting set up for a job and returning all unused material, equipment and tools at the end of the job.

**Warehouse Mgr:** Warehouse Mangers are responsible for managing the overall functions of the warehouse and the supply and logistics chain. Responsibilities will include keeping an inventory of all major material, tools and equipment as well as customer provided materials. Receiving and shipping are part of the warehouse function. Warehouse Managers will be tasked with fulfilling supply orders to Field Managers for jobs. Warehouse Managers are also responsible for maintaining tools and equipment including maintenance and calibration.

**COMPONENTS OF QUALITY**

We have identified the following areas as key components that will be monitored to assure a quality product.

**1. Compliance**

Central to any quality program is the ability of the employees to comply with the standards and specifications of the Owner Company.  We must meet or exceed the Owner Company’s specifications throughout all phases of construction.  Since Electric Conduit and Midwestern Contractors performs work for a large number of Owner Companies, it is imperative that the correct specifications are present on each job site. The Field Supervisors as well as the Project Manager are responsible for providing the proper specifications.  A list of Owner specifications is available at the main office. It is also necessary to comply with all State, Local and Federal rules and regulations.  This would include all OSHA, Federal and State Department of Transportation and local municipality rules. Our Safety and Substance Abuse programs address many of these issues.

**2. Communication**

The very nature of our work takes us to many different areas throughout the United States.  An important way we can maintain our standard of quality work and be effective with our management philosophies is through a good communication system.  A combination of PDA’s (Iphones with email and picture capabilities), computers, fax machines and a company Job Cloud System (integrated into employees’ Iphones and computers) keeps all of our crews in contact with each other and management on a real-time basis.

But communication is even more important with others.  In particular, the field crew must be responsive to inquiries from the public.  This would include quick and polite responses to complaints and questions; pre-construction notification to affected homeowners; and timely notices to municipalities and local one-call services.  All of these forms of communication are in place and are dealt with on a daily basis by the field supervisors and general superintendent.

Communication with the Owner Company is critical.  From the bidding stage throughout the construction phase, the Owner Company’s representative must be afforded a clear line of communication to the Company. We must remain accessible to the Owner at all times. Results of Owner Company communication shall be accessed and analyzed at the bi-weekly manager’s meeting.

Documented communication will take place with appropriate personnel whenever there is any change in the QMS, documentation or its procedures.

Electric Conduit and Midwestern Contractor employees will not communicate with any media members regarding any information relevant to the Owner Company and will refer any such requests to the designated Owner Company representative.

**3. Resources**

It is necessary to commit an adequate supply of personnel, equipment and materials to the job at hand.  To meet that commitment, the following steps have been taken.  First, an equipment manager and staff have been established to ensure that the proper allocation of equipment takes place.  Located at our warehouse facility, the equipment manager is responsible for the maintenance of the equipment, recommends the purchase of new equipment and replacement of aged equipment and assists with the general superintendent in the allocation of equipment to the construction projects.  All of our equipment maintenance records and schedules are generated and updated through our Company Job Cloud System. This process control assures that none of our equipment becomes overdue for service.  Employees fill out a daily equipment checklist to ensure that all heavy equipment is in satisfactory and proper working condition on the job site.

Second, all materials that are received at our warehouse and inspected as to their condition after shipment and prior to being distributed to the jobsite.  An adequate inventory of materials is always on hand so as not to affect the scheduling of the projects.

**4. Personnel**

As with most businesses, our most important resource is our employees. They must have the technical and business expertise to perform the work and interact with the Owner Company’s representative.  As a contractor we cannot lose sight of the fact that, both on and off the construction project, we are representing the Owner Company that has hired us. This attitude must exist at all levels of the Company.

Some new employees come to us with only basic construction skills.  After initial safety training and a brief introduction to their work assignments they are assigned to a crew of seasoned employees who can assist in the “on the job” training of the new hire.  The remainder of the crew will act as support to the new employee; showing him/her the proper construction procedures.  Throughout the course of the year numerous training programs are offered.  Most of these will be mandatory.  All employee training and certification is tracked in our Job Cloud System and a hard copy can be provided.  Examples of such programs are drivers training, confined space entry, CPR/First Aid, Flagger Certification and Trench Safety and Competent Person Training.  Other courses are designed to give specific personnel advanced training such as HAZWOPER and Respirator training. Most employees are subject to Department of Transportation (DOT) Substance Abuse guidelines and are drug tested prior to beginning work and then randomly as well under DOT guidelines.   The best possible trained workforce is the key to our effectiveness in the above and below ground utility construction industry.

**5. Planning, Scheduling and Project Management**

Completing a project in a timely fashion is important in projecting a professional image to our customer and their customers - the general public.  It is our goal that, once begun, a project should be completed with that crew before beginning the next job.  This keeps disruption to the homeowner and business owner to a minimum. The restoration should also follow as soon as possible after the main construction is completed. And throughout this process, the project manager must keep all parties informed as to the progress of the job.  Every effort should be made to meet the deadlines stated in the project specifications.

**6. Utility Damage Prevention**

Elimination of damage to existing utility infrastructure is a high priority of this program.  To achieve this we have created a computerized one call notification system that works in conjunction with the local One-Call system. This system, along with its full time operator, processes all excavations, contacts the local One-Call Facility, performs follow up notifications to all utilities that missed the joint meet and monitors the status of the projects with respect to the age of the locates.  All employees have been instructed to delay construction until all existing utilities have been positively identified and physically exposed.  If damage to an existing utility occurs, an investigation takes place as to the cause including written reports and photographs to determine responsibility.

**7. Assessment**

Assessment of the success of our Quality program will take place at all levels.  Program reviews will be conducted periodically by upper management to review the success of the program and implement changes required for improvement.  Merit wage increases will be based, in part, on the employee’s level of commitment to this program. Feedback is also important.  It is the responsibility of the upper management to continuously request feedback from the Owner Companies as to our performance during construction.

Toolbox talks as well as daily planning sessions also take place on a regular basis.  The Management Safety committee, which meets monthly, is charged with the responsibility of keeping the employees as well as the general public safe during construction and making sure that our safety and quality programs are continually evolving to meet our customer’s needs.

**Summary**

Electric Conduit and Midwestern Contractors is willing to grow and change with the Company’s and the customer’s needs. This program was developed to ensure that we maintain a competitive advantage by focusing on customer satisfaction and utilizing a process based Quality Management System to manufacture a conforming product that meets or exceeds customer expectations.

**Attachments**

* Procedure for Document and Record Control
* Procedure for Internal Quality Audits
* Procedure for Management Reviews
* Procedure for Supplier Evaluations
* Procedures for Project Management

Electric Conduit and Midwestern Contractors hereby agrees to adhere to the aforementioned conditions of the quality program and attached procedures it has developed to better serve our customers and industry.

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