**Quality Control and Assurance for Warehouse Management**

1. **Purpose**

This Quality Control (QC) and Quality Assurance (QA) manual establishes the minimum requirements for the development and maintenance for the process of managing warehouse functions from beginning to end. This plan is designed to state Electric Conduit Construction and Midwestern Contractors (ECMW) management’s intentions for insuring that the process of warehouse management is done in such a way that customer’s expectations and needs will be met. This plan authorizes management, operations management and warehouse personnel to implement these procedures within the parameters specified in this plan.

1. **Scope**

This manual will determine the minimum requirements for applying and documenting the processes that will be used in warehouse management. Additionally, this manual will reference audit check lists and quality measures taken at each phase of the process to assure quality control throughout. The manual is set-up to follow the process of Warehouse Management as demonstrated by the Warehouse Management Flow Chart. The various functions of Warehouse Management don’t necessarily flow in sequential order and this is reflected with the connections shown between the various phases on the flow chart.

1. **Definitions**

Controlled Document – a document that is an official part of the QMS and can be either a procedure or a record. This document will be tracked by a unique identifier and revision date and be stored securely. This document will have required adherence.

Documented Communications –written record(s) that are documented by field personnel and kept by the Project Manager to document relevant communication between any and all entities on a project including the Owner Company, Suppliers, Subcontractors and Company personnel.

ECMW – refers to Electric Conduit Construction and Midwestern Contractors also referred to as the Company.

Field Management – refers to either Supervisors or Foremen who are in charge of one or more crews and are responsible for the four phases of a job as defined in section 4.01 of ECMW-QMS-006. This person will have direct communication with the Project Manager, Warehouse Manager and any other ECMW management as necessary.

Inventory Management – Warehouse management process of tracking and documenting warehouse inventory of materials, tools and equipment periodically and as it enters and leaves the warehouse facility.

Job Ordering and Fulfillment – Warehouse management process where warehouse personnel will confer with project managers and field management to order and pick materials, tools and equipment for a job.

Management – refers to ECMW management who has ultimate authority over the QMS and sets guidelines and aids warehouse management in his/her duties.

MTE – Term referring to Materials, Tools and Equipment.

Non-Conformance Report – This document ECMW-QCD-011 shall be filled out every time a material shipment does not conform to the original order document. The non-conformance can be resolved with the customer or returned or placed in stock. It shall be stored in a separate area until the non-conformance is resolved.

Procedure – a document that defines a process.

Project Manager – the responsible person in-charge for an individual project. This person has responsibility and authority to manage all four phases of a project as defined in Section 5 of ECMW-QMS-005 and throughout this document.

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.

Record – a document that requires data to be populated in its fields. This can take the form of a spreadsheet, database or checklist.

Tool and Equipment Maintenance – Warehouse Management process of planning and/or performing planned maintenance and calibration of tools and equipment. Also includes the process of marking and tracking equipment and tools that are in need of repair and ensuring their repair.

Warehouse Management – refers to the process of managing a warehouse by performing Job Ordering and Fulfillment, Inventory Management and Tool and Equipment Maintenance. These three processes are not sequential and can occur in any given order. Additionally, any incidents which fall outside of the normal work scope shall be documented thoroughly through reports and pictures.

Warehouse Personnel – Any person who works out of one of the warehouse facilities that can carry out the warehouse management function.

1. **Statement of Work**

4.0.1 The Company considers Warehouse Management along with Project Management and Field Management to be integral phases in the Quality Management System. Warehouse Management will be tasked with: Job Ordering, Inventory Management and Tool and Equipment Maintenance. Additionally, Warehouse Management will be in communication with the Project Manager, Field Management and other ECMW personnel as necessary.

4.0.2 Warehouse personnel must show competency in all three phases of the warehouse management process. This will be demonstrated through periodic internal audits as determined and measured through ECMW-QMS-002 Internal Quality Audits and ECMW-QCD-010 Internal Audit for Warehouse Management as determined by ECMW-QCD-004 Audit Schedule.

**5.0 Documentation**

5.0.1 Documentation List:

* ECMW-QMS-002 Internal Quality Audits
* ECMW-QCD-004 Audit Schedule
* ECMW-QCD-010 Internal Audit Warehouse Management
* ECMW-QCD-011 Non-Conformance Report