**Quality Control and Assurance for Field 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 field projects from beginning to end. This plan is designed to state Electric Conduit Construction and Midwestern Contractors (ECMW) management’s intentions for ensuring that the process of Field Management is done in such a way that customer’s expectations and needs will be met. This plan authorizes management, operations management, supervisors and foremen 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 Field Management. Additionally, this manual will reference an audit check list and quality measures taken at each phase of the project to assure quality control throughout the project. The manual is set-up to follow the process of Field Management in sequential order as demonstrated by the Field Management 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.

Daily Documentation – All required documentation that is kept on a job by Field Management. This can include safety documentation, reports, photos, permitting, key job documents, time sheets, and any other necessary documents that will be included in the job folder. This documentation will be uploaded to the job folder on a regular basis. Incidents of any kind, that fall outside of the normal scope of work, shall be documented with reports, photos and any other documentation that is necessary.

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 Job Pre-Planning, Job Implementation, Daily Documentation and Job Closure. This person will have direct communication with the Project Manager and any other ECMW management as necessary.

Job Closure – The part of the job where the work has been completed and it is Field Management’s responsibility to ensure that the work site is cleaned up and completed to the customer’s satisfaction. This phase also includes any remaining documentation that must be completed and uploaded and the returning of equipment and unused materials to the warehouse.

Job Implementation – The part of the job where the actual work is done. Field Management is charged with the responsibility of laying out the work for the crew and conferring with the inspector and the customer on what should be accomplished on that day while conforming to all safety and permit-required activities for that job. Responsibilities will also include documenting, keeping and uploading all daily documentation.

Job Pre-Planning – The beginning phase of a job where field management is tasked with conferring with the project manager to obtain a job book and all other necessary information in order to plan out the work. Field management will confer with warehouse personnel and gather all necessary tools, equipment and materials to successfully complete the job during this phase.

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

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.

Warehouse Management – refers to the process of managing a warehouse by performing the three processes as defined in section 4.01 of ECMW-QMS-007.

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

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1. **Statement of Work**

4.0.1 The Company considers Field Management along with Project Management and Warehouse Management to be an integral phase in the Quality Management System. Field Management will be tasked with Job Pre-Planning, Job Implementation, Daily Documentation and Job Closure. Additionally, Field Management will be in communication with the Project Manager and other ECMW personnel as necessary.

4.0.2 Field Managers must show competency in all four phases of the Field Management process. This will be demonstrated through periodic internal audits as determined and measured through ECMW-QMS-002 Internal Quality Audits and ECMW-QCD-009 Internal Audit for Field Management as determined by ECMW-QCD-004 Audit Schedule.

**5.0 Documentation**

* + 1. Documentation List:
* ECMW-QMS-002 Internal Quality Audits
* ECMW-QCD-004 Audit Schedule
* ECMW-QCD-009 Internal Audit Field Management
* MW-QCD-008 Midwestern Contractors Project Binder