

An induction training of quality assurance system shall be conducted for all involved staff, including client, consultant and contractor.

16.3 Quality Assurance Plan

Quality Assurance Plan (QAP) is a component of a QMS, a tool to make the plan operational.

The purpose of the QAP is to provide a quality surveillance plan and ensure that the O&M activities satisfy any contractual agreements, meet or exceed quality standards, and comply with approved processes throughout the contract period. The Plan should provide a basis for the department to evaluate the quality of the performance.

The overview provided for in the O&M contracts and in the QAP shall ensure service levels reach and maintain the required levels and the Plan shall provide the DMAT with a proactive way to avoid unacceptable or deficient performance, and provide verifiable input for the required annual past performance evaluations.

The delivered QAP will include a Program Level plan and Project plan(s). The Program Level plan describes all potential activities that QA could apply to a program's tasks as they proceed through the life cycle. The Project Level QAP will describe the actual QA activities that will be integrated with the project plan and schedule. The level of detail contained in the Project Level QAP should be consistent with the complexity, size, intended use, mission criticality, and cost of failure of the system development effort. Only deviations from the Program Level QAP and special characteristics appropriate to the task are required for completion of the Project Level QAP. The QAP establishes the following goals:

- a) Communicate openly to address concerns and solve problems immediately.
- b) Plan, coordinate, supervise, and provide technical direction.
- c) Employ skilled personnel who perform their work with care to produce a quality product.
- d) Produce quality work through review and checking by individuals not directly
- e) Responsible for the initial work product.
- f) Take responsibility for the QA/QC of a project, regardless of role.

The Contractor shall submit a Quality Assurance Plan (QAP) which shall be submitted to the DMAT / Consultant for approval. The QAP shall describe all of the Contractor's quality assurance procedures that will be used throughout the Contract and shall include, but not be limited to, the following:

- i. A detailed description of procedures, instructions and reports to be used to ensure compliance with the O&M Documentation,
- ii. A detailed description of procedures for reviewing shop drawings, samples, certificates and other submittals necessary for compliance with the O&M Documentation,
- iii. A detailed description of procedures used to identify, report and resolve problems,
- iv. A description of the services provided by outside organizations such as testing laboratories, approved workshop(s), Consulting, TPA, etc.,
- v. A detailed description of inspections and tests required,
- vi. A test and inspection schedule keyed to the operation and maintenance program,
- vii. Copies of forms and reports to be used to document quality assurance operations,
- viii. The names of personnel responsible for each part of the Works,
- ix. A submittal status log listing required all submittals and actions,
- x. A detailed description of document and submittal control procedures,