Jim Redfern Associates Ltd
BUILDING SERVICES

Quality Assurance Policy

Quality Assurance Policy And Project Organisation Plan

This document defines the general policy for Quality Assurance to be used for the whole project. It gives the project organisation, the Quality Assurance organisation within the project and defines the various associated responsibilities from design to final installation, testing, commissioning and handover through the full construction process.

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History of Changes

Rev No.	Date	Pages	Desc. of Changes
1	18/12/2005	15	Issued for comments
2	04/03/2020	13	

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1. Purpose.

This document defines the general policy for Quality Assurance to be used for the whole project. It gives the project organisation, the quality assurance organisation within the project and defines the various associated responsibilities from design to final installation, testing, commissioning and handover through the full construction process.

The policy for Safety and its relations with Quality Assurance are also given in this document.

2. Scope.

This Quality Assurance (QA) Manual applies to the organization of Company.

This QA Manual describes the control procedures and practices of Company's Quality System and lists current standard documents. It also describes the overall organization of the company with emphasis on authorities and responsibilities related to quality.

The QA system is based upon the requirements of ISO 9001, 1994 and also provides basis for the establishment of quality plans adapted to the scope of particular projects.

2.1 Objectives

The objective of the QA system, as delineated in this manual, is to provide structured activities within the company which promote efficient and cost effective operations resulting in quality products/services that satisfy client requirements.

The objective of this QA Manual is to provide an internal working document for the Company QA System. To promote uniformity of working methods throughout, the appropriate procedures shall be implemented at all times without unauthorized deviation..

3. Quality Assurance Policy.

It is the established Policy of Jim Redfern Associates Ltd to control the services delivered to clients through an effective and efficient Quality Management System that is process driven and customer focused to ensure the needs and expectations of clients are identified, understood and agreed.

We establish an effective project organisation for each commission defining levels of responsibility and lines of communication incorporating client's quality, standards and procedures as appropriate.
Jim Redfern Associates Ltd are conscious of the need to: -

- Sustain and improve the high quality of project management services provided by the company to ensure that all contractual requirements between the company and its clients are consistently achieved.
- Provide documented assurance to clients to demonstrate that the specified requirements for each project will be, are being and have been achieved.

The Company achieves its quality objectives by having an established documented, maintained and implemented Quality Management System developed in accordance with the requirements of ISO 9001:2000. Jim Redfern Associates Ltd are continually reviewing the following Quality Objectives:-

- Technical drawings shall be produced by CAD systems and subject to checking prior to issue.
- Technical documentation shall be in compliance with British Standards or other recognised standards or Codes of Practice.
- Professional advice shall only be given by qualified staff with adequate experience and particular competence such that the advice is covered by the P.L. insurance carried by the Company.

Jim Redfern Associates Ltd recognise that our staff are vital to the success of our company. All staff are subject to regular Staff Appraisals to identify training needs and to encourage career development and full involvement in the delivery of our services.

As part of this Quality Policy, the Quality Assurance Representative has the responsibility and authority to develop, co-ordinate and monitor the implementation and effectiveness of the Company Quality Management System.

We will ensure that this policy is kept under continual review for suitability and communicated to and understood by our staff and all other interested parties.

4. Organisation.

4.1 Project Organisation.

The project Organogram is depicted in the Project Quality Plan.

4.2 Site Manager.

The JRA Site Manager will lead the Project and will report directly to the Project Manager. He is responsible for accomplishment of the Project objectives, within the allocated budget and agreed timescale.
He will also be responsible for distributing any sub-contract works associated with his remit within the contract.

4.2.1 Site Management Project Office.

The Site Manager will establish a Project Office comprising of senior staff to assist him on the following specific subjects that affect the whole project (this list is not exhaustive).

- Planning and Installation Preparation
- Technical Co-ordination
- Procurement
- Installation
- Testing and Commissioning
- Quality Assurance (inc Documentation)
- Health and Safety
- Environmental
- Commercial

4.3 Quality Assurance Organisation.

4.3.1 Responsibilities.

Responsibility for Quality Assurance starts with the Site Manager and permeates through the entire project. Each Engineer, General Foreman, Foreman & Chargehand is responsible for the Quality of his own work and that of his / her sub-ordinates.
Implementation of Quality Assurance is the daily responsibility of all Project personnel. It is part of their professional duties to ensure that materials, components and assembly of the system each person is responsible for are compliant with all applicable requirements of the Quality assurance Plan and that all relevant procedures are followed. Particular attention is drawn to the correct documentation of the construction process from the design stage, through installation and finally commissioning. This must be done to ensure availability of the relevant information and traceability of components as detailed in the Specification.

4.3.2 Quality Assurance Representative.

The Site Manager will appoint a member of the Project Office to control all Quality Assurance issues including -

- Assisting the Site Manager to co-ordinate and develop the Quality Assurance Plan.
- Advise Engineers, General Foremen, Foremen and Chargehands in all matters of Quality Assurance.
- Ensure all Project personnel have access to the Quality Assurance Representative for consultation and guidance.

4.3.3 Quality Assurance Working Groups.

Each Contractor on the Project shall appoint a Quality Assurance Representative who should be knowledgeable in Quality Assurance and of the works being carried out by his / her company. At specified intervals the Representatives of each company shall hold a meeting to discuss any Quality Assurance issues and identify any problems and propose corrective action.

5. Quality Assurance Plan.

5.1 Project Definition.

A detailed breakdown of the Project will be included detailing the nature of the Project, length of contract and any Health, Safety and Environmental issues which may need special considerations.

5.2 Design Control.

If at any time the Project Design requires alteration / amendment the Site Manager will primarily submit a Technical Query to the Client detailing the reasons for that change. If that change / amendment is agreed the Project Manager will confirm in writing and reissue any drawings which may be affected by the change. Any deviation from the Project Design must be closely monitored and details of hours expended and / or additional materials used will be logged. In the event of a minor change the Site Manager will request that the existing drawings are “As Built” and returned to the office for amendment at a later date.

5.3 Document Templates.

A comprehensive list of Document Templates can be found in Annexe 7.1

5.4 Document and Data Control.

Documents such as specifications, drawings, procedures etc that are necessary for describing accurately an item with its quality requirements, are considered as Quality related documents. This is also the case for procedures and instructions which specify installation, testing and running operations. All Quality related documents must be verified as adequate by the Quality Assurance Representative to ensure they are clear, complete and non ambiguous. Each Quality related document will be created according to the relevant standard and be uniquely identified with a code, which includes the document revision status. All documentation will be clearly identified and logged, hard copies of any documentation will be copied and stored at Head Office, where possible all documentation will be stored on recognised electronic media (Microsoft Word, Excel, Access). Up-to-date virus checking software should scan all files, likewise, any incoming files should be scanned before opening.

All personnel involved withy Document and Data control shall strive to achieve the following :

- Design and implementation of data management database
- Co-ordination of data management activities at all JRA projects.
- Management of database and data transfer, including provision for data exchange and cross-project integration
- Development and maintenance of software systems
- Making data readily available
- Providing assistance and advice to users of JRA generated data
- Producing progress reports, presenting papers and advising on data management at Programme meetings.

Ideally, a single person should have overall responsibility for project data storage, management, integrity, back up, and liaison with a central database. Data managers should maintain the ‘definitive’ version of a database, log its development, and handle access requests.
On completion of the project, all documentation will be archived for the length of time indicated in the Specification.

5.5 Purchasing.

A prerequisite for purchasing any equipment, components etc is a clear technical definition of what is required and must take the form of an approved specification.

All materials shall be as per the Contract Specification; any deviation from this must be agreed in writing with the Client. Upon delivery all materials shall be signed for as “unexamined” and placed in a “quarantine” area until they can be checked. All materials will be checked against the Purchase Order(s) and Delivery Note(s). Any discrepancies and / or damage must be reported immediately and the materials must remain quarantined until the matter is resolved. If the materials are correct and in good order they will be released to the Stores for distribution to the Project.

5.6 Product Traceability.

A part identifier must be defined according to the rules set up in the Quality Assurance Plan and used for identifying uniquely, all components purchased and installed on the Project. The identifier must ensure the traceability of each item through its entire life cycle including removal from the Project. All parts must be accompanied with a Certificate of Conformity.

5.7 Inspection, Testing and Quality Records.

Manufacturing certification, test procedures and test result record sheets are considered as Quality related documents, and as such must be identified using the same coding as detailed in section 5.3. All records pertaining to a specific item must also bear the item identifier.

All aspects of installation on the Project shall be rigorously inspected and documented. This will be achieved by use of “Inspection and Check Lists” (ICL’s). The ICL contains details of the installation to be inspected, the area / location of the installation to be inspected, and any relevant information i.e. drawing numbers / references. When a specific area of the installation is complete, the JRA Supervisor will inform the QA department and request a nominated person to carry out a provisional inspection. Any deficiencies / snags will be recorded and handed back to the Supervisor for remedy. When satisfied that the installation is free from deficiencies / snags the Client will be invited to carry out an inspection of the works, any deficiencies / snags will be dealt with as above, if the Client is satisfied the ICL will be signed off and returned to the QA department.

On most Projects numerous areas make up a section of the job, in this case all areas will be checked using the above method, when all areas are complete the Client will be invited to sign off the area using the “Final Inspection / Section Handover” certificate. All Electrical Testing of the Project will be carried out by competent Personnel to BS7671.All testing personnel shall be qualified to “City & Guilds 2391 Testing & Inspection”. Certification of all operatives shall be available for inspection in the JRA site office. All test results will be recorded on the relevant “Test Result Schedules” and returned the QA department. The Client will be invited to witness Electrical Testing.

5.8 Control of Non-Conformances.

Non-conforming equipment should be segregated from the conforming equipment, so as to prevent their installation on the project. Re-occurrence of problems leading to non-conformance should be eliminated or minimised by implementing appropriate corrective and preventative actions. All non-conformances must be properly documented and traceable. No repair on non-conforming equipment shall be undertaken without the written consent to do so by the appropriate level of Project management.

5.9 Handling and Storage.

These operations are part of Quality assurance. Particular attention must be paid to the possible long-term storage of assembled electrical equipment i.e. Control Panels, which must be done in such a way that it should not be necessary to re-test / commission after a long storage period. All equipment shall be safely stored in dry temperature controlled conditions. Any event happening during delivery, handling, storage or installation will be recorded and reported to the appropriate level of Project management.

5.10 Installation.

Installation must be treated with the same Quality Assurance measures as detailed previously in this document, namely all procedures to be performed must be detailed in advance and recorded, this is generally achieved by the use of Method Statements and Risk Assessments specific to the task to be carried out. This also includes the dismantling or removal of any equipment. JRA believe that cable installation and monitoring is the most important criteria of any Project. To this end JRA have incorporated a standalone Cable Monitoring Database that allows Senior Management to immediately access and assess the status of all cables on the Project and if required, assign resource to any areas of the Project that appear to be lagging. Each cable has a unique "Cable Monitoring and Inspection Card" which details if the cable has been installed, Estimated and Actual cable length, Glanding and Termination details at Source & Destination, and an" Inspection Section" to identify items such as "Cable Marker Fitted" / "Earthing Complete" etc. Supervisors will distribute the relevant cable cards to personnel who will complete the works and fill in the relevant "tick boxes". This information is returned to the QA department at the end of each shift and the details are entered into the Cable Database, which is built using Microsoft Access.

5.11 Quality Audits.

Quality Assurance Representatives have to review continuously the Quality Assurance implementation on each Project. The Quality Assurance Representative will report his findings directly to the Site Manager who in turn will report to the Project Manager. Dependent upon the findings of the report the Project Manager may decide to perform an internal or external audit on Quality Assurance for the whole or part of the project.

5.12 Training.

Each Supervisor on the Project must ensure that his / her employees are suitably competent for the tasks they are allocated to achieve, this should also incorporate a knowledge of Quality Assurance and what standard of installation is, or is not acceptable.

6. Safety Policy.

The object of a safety assurance policy is to ensure that all safety risks associated with the development, installation, disposal or recycling of any Project equipment / activities are adequately identified, assessed, minimised, controlled and finally accepted through the application of the Safety Rules and Regulations.
The JRA Project Safety Policy is :

- To ensure that the Project systems and activities will not cause a hazard to, in order of priority –
  - Human life
  - The environment
  - Local buildings and / or private property.
- To determine and evaluate the Safety risks associated with the Project activities.
- To minimise Safety risks by appropriate preventative measures and in a cost effective manner.
- To ensure adequate verification of Safety control measures.

The JRA Site Manager will appoint one suitably qualified member of the Site Project Office as general Safety Co-ordinator for the Project. The Project Safety Policy is implemented to ensure that :

- Safety is designed into the Project parameters
- All safety requirements are met
- Any hazards are identified and eliminated, or, where this is not possible minimised and controlled in accordance with the Projects objectives.

6.1 General Safety.

JRA Safety Policy defines the following general safety keynotes as paramount

- Each individual is responsible for their own Safety and the Safety of those around them.
- Each Supervisor is responsible for the safety of his team.
- Nobody can discharge himself from responsibility in the matter of Safety, and shall make himself and his employees aware of Safety rules pertaining to the ongoing activities.
- JRA must supply Staff / Employees with all of what is necessary to ensure Safety for the assigned tasks.

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7. Annexes.

7.1 QA Document Templates.

Quality Assurance Policy

QA DOCUMENT TEMPLATES
This chapter includes the templates of Quality Assurance documents to be used for the whole project.

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QA DOCUMENT TEMPLATES – INDEX

QA Ref. Number	Rev	Status	Date	Title
JRA/QA/100.0	1	Controlled	18/12/05	QA Policy And Project Organisation Plan
JRA/QA/100.1	1	Controlled	22/10/05	Health, Safety Policy
JRA/QA/100.2	1	Controlled	22/10/05	Environmental Policy
JRA/QA/100.3	1	Controlled	22/10/05	Quality Assurance Plan
JRA/QA/101.0	1	Live	17/11/05	Method Statement
JRA/QA/101.1	1	Live	17/11/05	Register of Method Statements
JRA/QA/102.0	1	Live	17/11/05	Risk Assessment
JRA/QA/103.0	1	Live	17/11/05	Inspection & Testing Plan
JRA/QA/104.0	1	Live	17/11/05	Inspection Check List – Containment (Electrical)
JRA/QA/105.0	1	Live	17/11/05	Inspection Check List – Containment (Control)
JRA/QA/106.0	1	Live	17/11/05	Inspection Check List – Junction Box
JRA/QA/107.0	1	Live	18/10/05	Inspection Check List – Distribution Board
JRA/QA/108.0	1	Live	17/11/05	Inspection Check List – Control Panel
JRA/QA/109.0	1	Live	17/11/05	Inspection Check List – Motor Control Centre
JRA/QA/110.0	1	Live	17/11/05	Inspection Check List - Isolator
JRA/QA/111.0	1	Live	17/11/05	Inspection Check List – Support Steelwork
JRA/QA/112.0	1	Live	17/11/05	Inspection Check List – Small Power
JRA/QA/113.0	1	Live	17/11/05	Inspection Check List – Lighting
JRA/QA/114.0	1	Live	18/10/05	Inspection Check List – Emergency Stop
JRA/QA/115.0	1	Live	17/11/05	Final Inspection / Section Handover (Sheet 1)
JRA/QA/116.0	1	Live	17/11/05	Final Inspection / Section Handover (Sheet 2)
JRA/QA/117.0	1	Live	17/11/05	Electrical Test Result Schedule
JRA/QA/118.0	1	Live	17/11/05	Technical Query
JRA/QA/119.0	1	Live	17/11/05	Register of Technical Queries
JRA/QA/120.0	1	Live	17/11/05	Document Transmittal
JRA/QA/121.0	1	Live	18/10/05	Register of Transmittals
JRA/QA/122.0	1	Live	11/09/05	Notice of Non-Compliance
JRA/QA/123.0	1	Live	11/09/05	Register of Non-Compliance
JRA/QA/124.0	1	Live	18/10/05	Notice of Delay
JRA/QA/125.0	1	Live	18/10/05	Register of Delays
JRA/QA/126.0	1	Live	17/11/05	Tool Box Talk Index
JRA/QA/127.0	1	Live	17/11/05	Tool Box Talk 1 – Accident Prevention
JRA/QA/128.0	1	Live	11/09/05	Tool Box Talk 2 – Advice to Supervisors
JRA/QA/129.0	1	Live	17/11/05	Tool Box Talk 3 – Airside Passes & Driving
JRA/QA/130.0	1	Live	17/11/05	Tool Box Talk 4 - Alcohol
JRA/QA/131.0	1	Live	17/11/05	Tool Box Talk 5 – Control of Waste

JRA/QA/132.0	1	Live	17/11/05	Tool Box Talk 6 – CoSHH Explained
JRA/QA/133.0	1	Live	18/10/05	Tool Box Talk 7 – CoSHH Symbols
JRA/QA/134.0	1	Live	18/10/05	Tool Box Talk 8 – Ear Protection
JRA/QA/135.0	1	Live	18/10/05	Tool Box Talk 9 – Electricity A - Z
JRA/QA/136.0	1	Live	17/11/05	Tool Box Talk 10 - Environmental
JRA/QA/137.0	1	Live	17/11/05	Tool Box Talk 11 – Eye Protection
JRA/QA/138.0	1	Live	17/11/05	Tool Box Talk 12 – Hand Protection
JRA/QA/139.0	1	Live	17/11/05	Tool Box Talk 13 – Hand Tools
JRA/QA/140.0	1	Live	17/11/05	Tool Box Talk 14 - Housekeeping
JRA/QA/141.0	1	Live	18/10/05	Tool Box Talk 15 – HSE Site Visit
JRA/QA/142.0	1	Live	17/11/05	Tool Box Talk 16 – Illegal Substances
JRA/QA/143.0	1	Live	17/11/05	Tool Box Talk 17 – Manual Handling
JRA/QA/144.0	1	Live	11/09/05	Tool Box Talk 18 – New Employees
JRA/QA/145.0	1	Live	11/09/05	Tool Box Talk 19 – Openings and Edges
JRA/QA/146.0	1	Live	17/11/05	Tool Box Talk 20 – Permit to Work
JRA/QA/147.0	1	Live	17/11/05	Tool Box Talk 21 – Portable Electric Tools
JRA/QA/148.0	1	Live	11/09/05	Tool Box Talk 22 – Scaffolding
JRA/QA/149.0	1	Live	17/11/05	Tool Box Talk 23 – Slips Trips & Falls
JRA/QA/150.0	1	Live	17/11/05	Tool Box Talk 24 – Working at Height
JRA/QA/151.0	1	Live	11/09/05	Tool Box Talk 25 – Working Attitudes
JRA/QA/152.0	1	Live	17/11/05	Tool Box Talk 26 – Working Clothes
JRA/QA/153.0	1	Live	17/11/05	Tool Box Talk Briefing Register
JRA/QA/154.0	1	Live	17/11/05	How To Give A Tool Box Talk