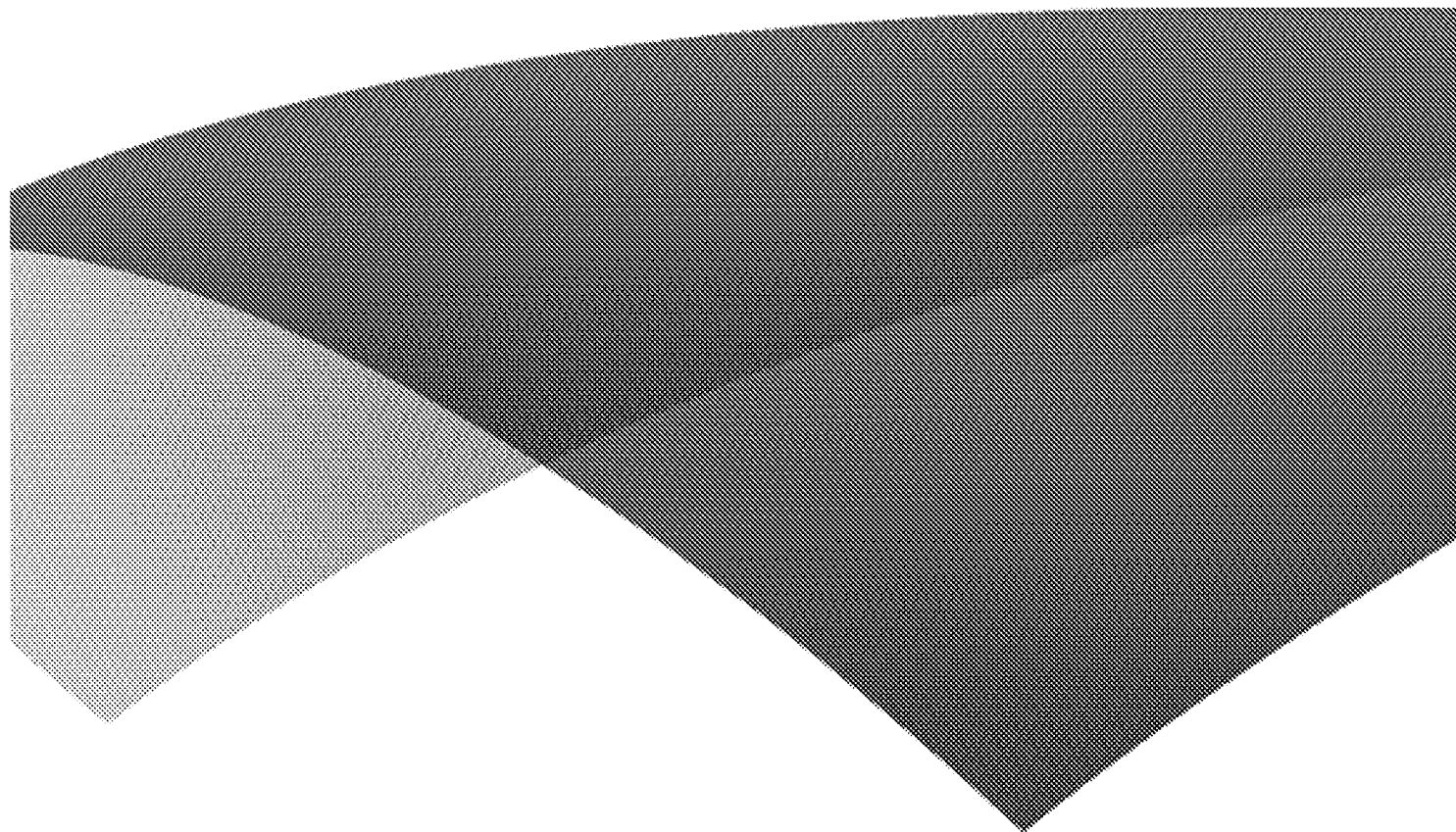




Delivering the Promise

PrS-022 PROJECT QUALITY PLAN



Project Name Yapton Road, Barnham

Contract Number 502004

Project Leader Mick Hopper

Approved By Lee Bushell

Date Approved

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Purpose

The purpose of this document is to describe the primary quality controls and procedures required by the Wates Operating Framework to ensure the Project will be managed and delivered efficiently and co-operatively with the Trade Contractors and to record key Project Quality aspects. It is owned and maintained by the Project Leader and shall be reviewed monthly and updated whenever changes occur.

Quality Objectives and Targets

Wates is continuously striving to improve their product / service and increase quality standards. The objectives are to deliver the Project in accordance with the requirements of the Contract Documents, key customer expectations and any feedback received from the customer, end user, design team, and Trade Contractors from previous projects. The Wates Project Team and Trade Contractors will work together towards the project target of Zero Defects.

[illegible]

1. Project Quality Management System

The Wates Operating Framework (OF) sets out how we do business across the Group. It provides clarity on roles and responsibilities, and promotes our corporate culture and identity. It provides a framework for our company's policies, professional standards / procedures and supporting documents. It is underpinned by Wates Code of Conduct and supported by our Values and the Foundations Behavioural Framework.

The OF is an integrated management system that is externally assessed by Exova BM TRADA and is certificated to ISO 9001 Quality Management Systems, ISO 14001 Environmental Systems and OHSAS 18001 Occupational Health and Safety Systems.

The Operating Framework is accessed through the Wates Intranet via either a specific link or direct when the user is logged on via a secure web access.

The relevant Management Plan covering the project Pre-start Phase, Delivery Phase and Post Delivery Phase identifies all relevant processes and procedures to be complied with.

New Build and Fit Out Management Plan ☒

Occupied Refurbishment Management Plan ☐

Responsive Services Management Plan ☐

Where required Customer specific additional procedures or variations to Wates procedures are identified and recorded at Appendix A. In all cases customer required procedures will take precedence unless otherwise agreed.

2. Project Organisation and Responsibilities

The key roles within this project are defined in the following table. Specific accountabilities are defined in each Wates Professional Standard (WPS) and in associated Construction Phase and Environmental Plans.

Role	Name
Project Leader	Mick Hopper
Commercial Leader	James Burnett
Design Manager or Manager with Responsibility for Design	Mark Wellbelove
Package Manager(s)	Identified in Schedule A to this PQP

3. Project Documentation and Records

WPS-Gov-04 Management of Documents and Records

List the project methods for storing documents and records, e.g. S drive, SharePoint, Conject, paper based, etc.	4 Projects and XDrive
Describe any security requirements that may need password protection to be applied to access documents	Barnham X Drive will require access authorisation from Matt Smith (Wates Residential, Pre-Construction Director)

Documents and records are to be kept in accordance with the requirements of the construction contract having regard to the liability period. To the extent that records contain personal data as defined by the Data Protection Act 1998, these records may not be kept (at least not in a form that allows data subjects to be identified – see below) for a longer period than is necessary for achieving the purposes for which the personal data were collected or subsequently processed.

4. Access Controls

WPS-PrS-16 Security and Public Protection

- Access control system procurement and installation
- Appointment of gate controllers/vehicle marshals
- Application of appropriate public protection systems

WPS-PrS-17 Logistics Management

- Logistics Management Plan development
- Logistics co-ordinator responsibilities
- Visitor and delivery access controls defined

Specific customer access controls if applicable:

Specific Project Access Controls/Security	How is this applied
Biosite system	Via site pre-induction or at the latest during site induction

5. Training and Awareness

WPS-Del-05T / WPS-Del-05E Induction

- Trade specific briefings on Risk Assessment, Method Statements and Quality
- Visitor and delivery induction
- Customer specific induction
- Trade specific competence

WPS-Del-06 Pre-shift Preparations

- Defect avoidance workshops
- Tool box talks

- Daily Start Right briefings

6. Materials and Equipment

WPS-PrS-10 Material Procurement

- Procurement strategy clearly defined
- Material requirement specifications clearly defined
- Relevant certificates of conformity received on delivery including contract specific requirements

WPS-PrS-11 Procurement of Plant and Equipment

- Included in sub-contract package wherever possible
- Procure or hire from Preferred Suppliers List
- Agree safe delivery and offloading arrangements

WPS-Del-16 Management of Plant and Equipment

- Arrangements in place for selection, operation, inspection and maintenance of all plant and equipment
- Briefing of users - familiarisation, correct use, pre-use inspection requirements and additional controls

WPS-Del-08P Delivering the Promise – Prove Compliant Delivery

- Relevant certificates of conformity of delivered materials for inclusion in the build are received
- Sub-contractors check delivery of materials and inform Wates of non-conformities
- Segregation or quarantine of non-conforming materials by Wates and/or sub-contractor
- Recording validation detail of measurement and test equipment and retaining supporting validation/calibration certificates.
 - For Wates owned measuring and test equipment use Schedule C to this PQP.
 - For sub-contract packages document in the Trade Quality Plan (TQP)

7. Sub-contractor Selection and Mobilisation

WPS-Bid-02S Selection of Supply Chain

- Defined selection criteria and due diligence
- Prioritise S/C with highest KPI feedback score

WPS-Bid-02A Approval of Supply Chain

- Suppliers are on Preferred Supplier List and approved for use

WPS-PrS-02 Sub-contractor Tender

- Check and confirm tender returns are compliant
- Compare tender returns on like for like basis

WPS-PrS-03 Sub-contractor Pre-order

- Confirm operational competence and organisational capability via Plan Right
 - Completion tracked and recorded using Schedule A to this PQP

- Agree key quality, safety and environmental risks and controls

WPS-Del-03 Sub-contractor Mobilisation

- Confirm sub-contractor supervisor skills, knowledge, attitude, training and experience
- Check RAMS are suitable and sufficient
- Check Trade Quality Plans in place and fit for purpose
 - Approval tracked and recorded using Schedule A to this PQP

8. Production, Service Delivery and Defect Prevention

WPS-PrS-13 Site Establishment

- Ensure stations and / or datum are independently checked and records in place
 - Detailed or referenced to in Schedule B to this PQP

WPS-PrS-23 Delivering the Promise (Pre-start Phase)

- Establish and confirm quality expectations with sub-contractors
- Coordinate interfaces and establish defect avoidance mechanisms
- Establish the Project Quality Plan
 - Completion of Schedules A, B,C, D and E as required
- Determine high quality risk activities, project goals and risks
- Documented Trade Quality Plans including Inspection and Test Plans

WPS-Del-08C Delivering the Promise (Clarify Requirements)

- Review and understand customer specification brief / drawings / statutory requirements (DtP1 Meeting)
- Understand requirements for samples, technical submittals, benchmarks
- Schedule customer and handover deliverables and co-ordinate approvals

WPS-Del-06 Pre-shift Preparation

- Deliver start of shift supervisor and operative briefings each day and tool box talks as required
- Hold interface meetings with relevant trades

WPS-Del-08D Delivering the Promise (Plan to Avoid Defects)

- Assess risks where defects and non-recoverable costs could occur and ensure control measures are sufficient to mitigate risk
- Ensure controls are applied to pre-fabricated and significant supplies off-site during design and fabrication
- Hold Interface and Defect Prevention Workshops for critical interfaces and record action points
- Communicate quality risks and controls to workforce

WPS-Del-08P Delivering the Promise (Prove Compliant Delivery)

- Monitor and review inspection and test activities to ensure they are relevant and competently completed
- Ensure validation of surveying measurement and test equipment prior to use on site

- Ensure inspection and / or test is carried out and recorded for products awaiting installation and of workmanship during installation and at intervals commensurate with the risk

WPS-Del-40 Delivering the Promise (Handover)

- Confirm handover requirements and schedules and practical completion dates
- Training / familiarisation for FM Team/ Caretaker, building users

9. Preservation of Product

WPS-PrS-23 Delivering the Promise (Pre-start Phase)

- Record requirements for preservation at all stages covering handling, storage, packaging, delivery, installation and post installation protection per trade package. Documented in Trade Quality Plans

10. Defective or Non-conforming Work and Materials

WPS-Del-27 Management of Non-conforming /Defective Work and Materials

- Inspect work or materials at intervals commensurate with the risk
- Record all minor (cosmetic) defects, where relevant
- Record and notify sub-contractor/supplier of all major defects to enable corrective action
 - Summarise all Defective Works/Materials using Schedule D to this PQP
- Obtain designer and/or customer approval, as appropriate prior to re-work of major defects
- Re-inspect all rework/redelivered materials prior to closing the defect

11. Audit, Monitoring and Review

WPS-Gov-12 Audit Planning and Delivery

- Support external certification (3rd party) audits and internal (1st party) compliance reviews across business functions and operational projects
- Coordinate customer (2nd party) audits if required
- Implement corrections to non-compliant situations
- Understand causes of non-compliance and deliver improvements to prevent recurrence

WPS-Del-22 Audit, Monitoring and Review

- Monitor project tasks / activities to check controls are adequate and instigate improvements
- Record and report all incidents and accidents
- Review on-going adequacy of documents and records

Complaint Management

In the event that complaints related to the project are received including environmental issues affecting the local community they are tracked using Schedule E to this PQP. Separate and detailed records and correspondence related to each individual complaint are to be kept.

12. Customer Reporting and Communication

WPS-Del-35 Customer Reporting

- Reporting schedule agreed with customer
- Reporting format and content agreed with customer

- Performance measures where agreed with customer
- Management of customer satisfaction and complaints during project life cycle

WPS-Del-40 Delivering the Promise Handover

- Customer handover preparation – DtP2 meeting;
 - Agree handover risks and mitigation strategy
 - Prepare draft Handover Deliverables Schedule
- Building readiness review – DtP3A and DtP3B meetings
 - Update building readiness programme
 - Issue building user guide
 - Check commissioning records
- Finalise Handover strategy
- Determine customer training requirements

13. Changes to Requirements

WPS-Del-31 Managing Change

- Control and agreement of:
 - Design changes
 - Customer variations and/or enhancements
 - Sequence changes

Project Quality Plan

Schedule A – Trade / Section Quality Control Register Use this Register to track progress and assist the management of quality by the key trades (see WPS-PrS-23 Delivering the Promise (Pre-start Phase for guidance on key trades). It may be displayed in a prominent location. * The requirement to Quality Control a Trade or Section of Work must be considered on a risk management basis assessing the impact of a quality failure for the project, the company and others and the likelihood of the consequence arising before and/or after completion.

Trade/Section	Accountability	Plan Right Meeting	Trade / Section Quality Plan Tracking			
			Date Due	Date Received	Approval	Date Approved
Which Trades / Work Sections Require Quality Control? Controls must be developed for each major/significant trade or section * Assess the risk and consider client requirements.	Who is Accountable? Wates person accountable for approval of Trade Quality Plan, management of pre-start & the monitoring of sample approval, tests & inspections	Has Quality been discussed at the Plan Right meeting? Date Plan Right Meeting held	When does the Trade Quality Plan need to be in place? Date agreed at pre-contract meeting	When was the Trade Quality Plan received? Date Trade Quality Plan received	Has the Trade Quality Plan been checked using the TQP Approval Form (Del-093) Is it acceptable (Yes or No)?	Has the Trade Quality Plan been approved? Date Trade Quality Plan approved.
Groundworks	Mick Hopper	.	.	.	Select.	.
Piling	Mick Hopper	.	.	.	Select.	.
Scaffold	Mick Hopper	.	.	.	Select.	.
Brickwork	Mick Hopper	.	.	.	Select.	.
Roofing	Mick Hopper	.	.	.	Select.	.
Windows	Mick Hopper	.	.	.	Select.	.
Mechanical	Mick Hopper	.	.	.	Select.	.
Electrical	Mick Hopper	.	.	.	Select.	.
Drylining	Mick Hopper	.	.	.	Select.	.
Carpentry	Mick Hopper	.	.	.	Select.	.
Decorations	Mick Hopper	.	.	.	Select.	.
AOV	Mick Hopper	.	.	.	Select.	.
Lanscaping	Mick Hopper	.	.	.	Select.	.
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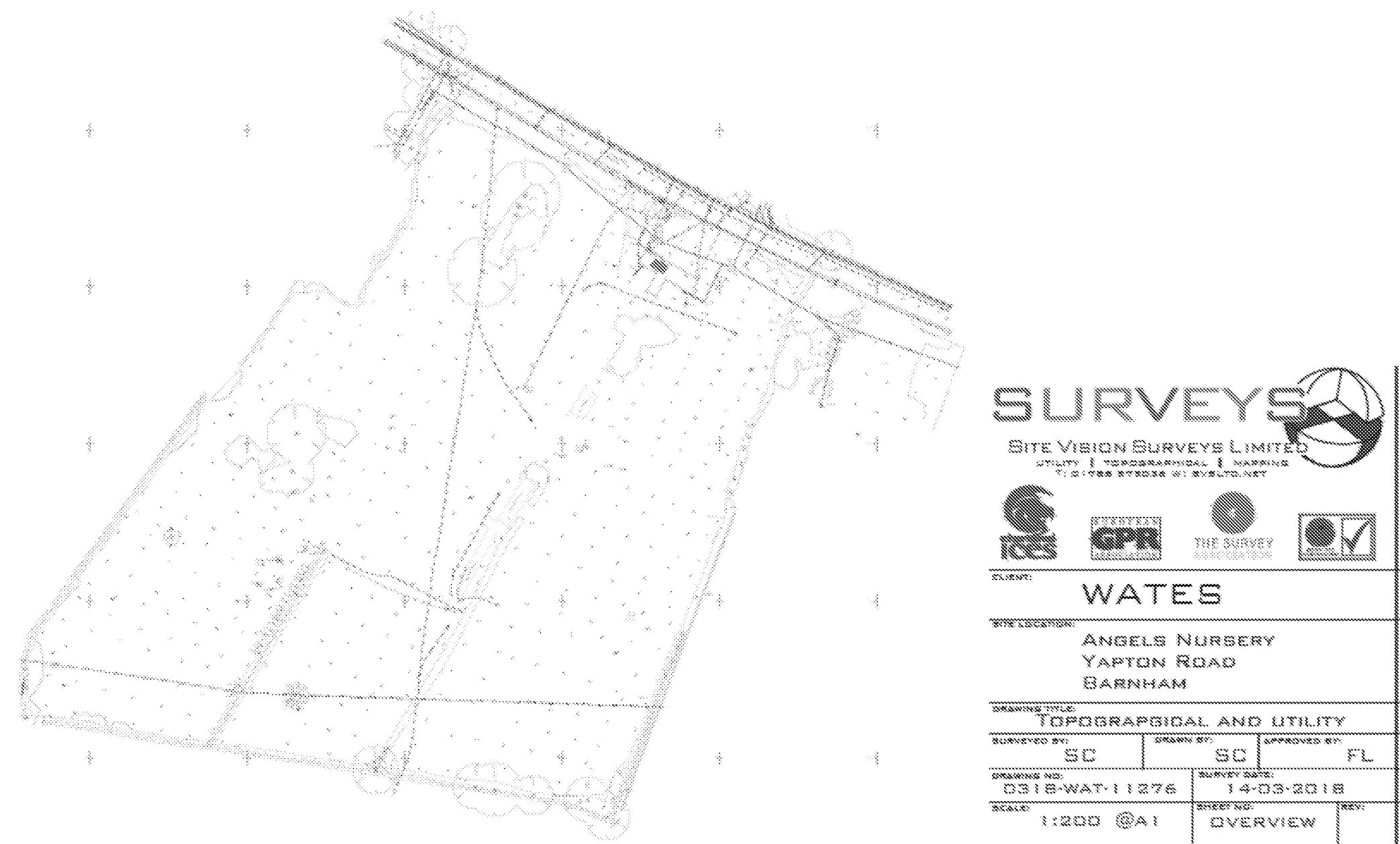
Insert additional rows as required

Project Quality Plan

Schedule B – Setting-Out Controls

- 1. Insert details of setting out stations / controls. Include any drawings identifying locations / information in this section of the Project Quality Plan or refer to a separate file location.
- 2. Confirm details and dates of independent checks to verify that setting-out stations & datum are correct prior to working from them.

Extract taken from Site Vision Surveys Drawing 0318-WAT-11276 (3)



Insert additional pages as required

Project Quality Plan

Schedule C – Measurement and Test Equipment Schedule

This sheet is to be used to identify the fitness for purpose of all test and measuring equipment which is **provided by Wates** (and trades not required to produce a Trade Quality Plan) in proving the compliance of the works with the requirements of the specification. Test and measuring equipment provided and used by trade sub-contractors is to be recorded in the appropriate Trade Quality Plan.

Where the equipment requires a Calibration Certificate traceable to National Standards **a copy of the valid certificate is to be held on file.**

Where the equipment is validated by routine maintenance and visual inspection **note where records of the inspections are maintained.**

Description of Equipment	Serial Number	Validation Criteria	Calibration Certificate Date Received	Re-calibration due	Date on site	Date off site	Location of Maintenance & Checking Records
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Insert additional rows as required

Use this schedule to summarise the following quality problems - **Serious** (i.e. fundamental failure of component, failure of function or non-conforming material or product); **Significant** (i.e. high cost or time implications); **Repetitive** (i.e. repeat issues raised from area close-out or snagging).

Use Defective Works/Materials (DWMN) Notice ([form Del-130](#)) to inform a sub-contractor/supplier of the defect and to record details of the defect, correction, root cause analysis and corrective action. The issues and actions must be discussed at the **Contract Review Meetings**.

[illegible]

Rev 3.1 January 2018

Project Quality Plan

Schedule E – Complaints and Compliments Register

All complaints / compliments received must be summarised on a schedule and must be discussed at the **Contract Review Meetings**.

This schedule satisfies the records required for the **Considerate Constructors Scheme (CCS)** alternatively the CCS schedule may be used. [Click here if CCS Schedule is to be used](#) ☐

Keep separate and detailed records and correspondence related to each individual complaint.

Date	Name of person (or organisation) making the Complaint / Compliment	Nature of Complaint / Compliment	Reviewed by and Date	Actions Agreed (yes/no)	Reviewed at Contract Review. (date)	Closed Out and log completed (date)
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Insert additional rows as required

Complete only if required.

Reference	Title	Status	Date Issued
A		P	
B		P	
C		P	
D		P	
E		P	
F		P	
G		P	
H		P	
I		P	
J		P	
K		P	
L		P	
M		P	
N		P	
O		P	
P		P	
Q		P	
R		P	
S		P	
T		P	
U		P	
V		P	
W		P	
X		P	
Y		P	
Z		P	