Version:Example 4/15/2020

 

**Quality Plan**

**OBC Facility Serives**

**Quality Policy**

(Tutorial: This is your pledge to your customer regarding the quality of the goods / services you provide. It should be driven by top leadership but inclusive of all workers, and speak to meeting customer requirements, enhancing customer satisfaction, remaining engaged and in regular communication with the customer, and continuing to learn, grow and improve. It should be direct, easy to understand and succinct.)

Example:OBC Facility Services is committed supplying high quality janitorial services to our customers. Our services meet contractual requirements in an effort to enhance customer satisfaction. Through engaged leadership, our team will work together to continually improve our processes, and elevate performance.

**1.0 Purpose:**

(Tutorial: Briefly explain what this Quality Plan is designed to accomplish)

Example: This Quality Control Plan (QCP) describes the Quality Program for OBC Facility Services. It identifies the methods used by OBC Facility Services to manage performance and our quality assurance and control program activities to demonstrate compliance with contractual requirements and enhance customer satisfaction.

**2.0 Scope:**

(Tutorial: Define what workers, processes, etc. are affected /guided by the document. At a minimum, you will want to include location of service, site identification, type of service, and the unit of the company that is affected. )

Example: This QCP addresses quality-related requirements by describing the quality and operational processes which support performance. It is applicable to all team members of the OBC Facility Services.

1. **Organizational Structure:**

(Tutorial: Organizational structure includes anyone in your organization whose work affects the quality and performance of the company. At a minimum, it should include a clear, unbroken line of authority and responsibility from the front line worker through management.)

Examples: Your organizational structure may be displayed graphically or textually, so long as it makes clear that unbroken line of authority and responsibility:

EXAMPLES:

AND / OR:

* 1. Roles and Responsibilities:
* Director of Support Serices – Establishes quality policy and expectations; allocates

resources; reviews reports and provides feedback.

* Director of Quality – Designs Quality Program and tools; designs

and oversees corrective action program; trains and directs quality inspectors.

* Manager of Custodial Serrvices – Plans and oversees the work of the Company; trains and

directs subordinate leaders; Point of Contact for customer relations..

* Supervisors and Lead Workers – Train and direct workers, acting as team leader; provides first line

work quality confirmation; responsible for front line customer relations.

* Quality Inspector (at each site) – Performs and reports inspections; oversees

Corrective and Preventive Actions; works with customer Quality Assurance Evaluator on team inspections.

* Workers - Follow established work practices and implement standards of quality

while performing the work of the Company.

Note: It is usually a good idea to refer to titles and functions here, and include names and contact information in an appended list of incumbents.

1. **Work Practices**

(Tutorial: This is a description of the processes and procedures [both standard and Company-specific operating procedures] used to perform the services outlined in the this Quality Control Plan. It is important that the methods used for performance of tasks be clear, that standards for performance are established, that employees be trained in those methods and to those standards, and that work be periodically evaluated for compliance with the established methods. This section should reference the work practices and might explain:

* how work practices / standards are developed and by whom;
* what work practices have been developed and their location; and,
* how work practices are changed [e.g., when the SOW is modified, when workers recommend an improvement, or when complaints or deficiencies show a process is not working well].

This section is NOT usually going to include the actual work instructions for each operational position. Work instructions, schedules etc. will usually be maintained in a separate document or location that is incorporated by reference here.)

1. **Inspection, Surveillance and Validation System**

(Tutorial: Having an Inspection System and records of the inspections are a best practice. This section addresses thise practices and the approach you will use to:

* validate that the provided service or end product will meet customer requirements;
* detect and correct defects at the earliest possible time, at the lowest possible level;
* use inspection and other validation methods to drive continuous improvement;
* identify how deficiencies will be corrected and re-inspected;
* identify (in conjunction with Corrective Action system following) how non-conforming services or products will be prevented from impacting the customer or the public; and,
* identify documentation that will be used in this effort.)

Note: Referencing forms, checklists, and schedules, instead of adding them to QCP will alleviate having to update the QCP each time a form or other document changes.

**6.0 Corrective Action and Preventive Action (CAPA) / Problem Solving**

(Tutorial: CAPA begins as soon as immediate correction of the deficiency is completed, to ensure a more permanent resolution of issues that may be process-, equipment- or training-related. CAPA systems usually implement a Corrective Action Request [CAR] form or other record to document the issue, the formal resolution of the issue, and the verification that the resolution fixed the issue. In general, the CAPA system is used for repetitive issues, process or training issues, and often for capturing, documenting and resolving customer complaints.

Your system of Corrective action and Preventive action should be designed to:

* + capture and maintain a record of customer complaints and their resolution;
  + track and document problems and deficiencies noted from metrics, customer and/or internal inspections and audits;
  + determine and remove root causes of actual or potential problems or defects;
  + ensure that improvements are permanent in nature and avoid the ‘quick fix;’
  + provide useful management information.

The major phases of the program will include:

* Correction – Fix the immediate problem or prevent it from becoming visible to the customer;
* Corrective action – Is generally *Reactive* in nature. Determine and eliminate the root cause of the issue/deficiency that has occurred; and
* Preventive Action – Is generally *Proactive* in nature. Determine and remove root cause[s] of failures that could impact future performance)

1. **Training**

(Tutorial: This section addresses the development and training of personnel as it impacts the quality of services or products defined in the SOW. This section need not supplant your corporate training manual, but should identify where, when and how training is provided for the Company in order to:

* provide workers with knowledge and skills needed to provide the services outlined in the SOW, and the associated performance standards;
* refresh worker and team skills periodically;
* refresh worker understanding of critical topics such as safety procedures;
* improve existing skills based on need; and,
* build new or enhance existing skills to encourage worker and team growth.)

1. **Customer Communication and Satisfaction**

(Tutorial: In this section, describe the processes and methods your organization will use to ensure that communication with the customer is implemented effectively to ensure high quality performance and customer satisfaction.

Describe communication processes and protocols between contractor and Government, clients, and end-users. At a minimum, periodic meetings should be planned, scheduled and conducted, to ensure that communication is frequent, useful and recorded. The use of a communications matrix is recommended so that prompt and useful communications protocols are understood, agreed upon, efficient, and effective.

Just as important, an effective plan for communication will also ensure that your staff understand how the work they do today will contribute to the goal of meeting customer requirements and that they understand their role in communicating both to the customer and internally in order to ensure the quality of our work. In planning internal communication, managers will consider:

* What information is needed by employees and how it is provided and documented;
* What information employees can provide to management and each other;
* How channels are provided to ensure information flow is efficient and effective; and,
* What documentation and/or records are needed regarding meetings and

other communications.)

1. **Metrics**

(Tutorial: This section should:

* Establish key measurements and indicators for objectives. [Should include a “Customer Satisfaction” measurement.]
* Define when and who will review and act on metrics.)

1. **Contingency Plan**

(Tutorial: This is a CIMS requirement and can be addressed in a separate document but should be referenced in the QCP.)

1. **Records:**

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(Tutorial: Records that are generated to demonstrate the implementation of the Quality system include inspection sheets, checklists, schedules, deficiency sheets, and training records.)

Example Table for records:

|  |  |  |  |
| --- | --- | --- | --- |
| Name and Number | Who retains Record | Where is record retained | For how long |
|  |  |  |  |
|  |  |  |  |