Spligitty Fiber Optic Services Inc.®

Quality Manual

Operating Policies of the
Spligitty Fiber Optic Services Inc.®
Quality System

Version: 20140829

QUALITY MANUAL

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QUALITY STATEMENT

Spligitty Fiber Optic Services Inc.® has made a commitment to providing our customers with the best possible products and services. In doing so, Spligitty Fiber Optic Services Inc.® has implemented a Quality Assurance Policy that applies to all work performed and expects our employees to adhere to these policies in order to meet or exceed our customer's expectations.

The following manual is provided to each employee in conjunction with detailed training which follows the Quality Assurance Policies set forth within. Once trained, the work of each employee is inspected to assure the consistent, uniform, and high quality of products and services that our customers expect. In the event corrections are necessary they are reported appropriately, corrected, shared with the team, and re-inspected to ensure they meet our high standards.

At Spligitty Fiber Optic Services Inc.®, quality is of such importance it's one of the three main principles we live by: "Quality, Integrity, and Professionalism". These are, and have always been, the cornerstones of our business as well as our continued success. It is paramount to us that we hire employees that understand and live by these qualities as well.

Our continuing commitment to Quality has always been viewed as a high priority since our company was founded by Fiber Optic Splicers that built their reputations on the quality of their work. To this day our Fiber Splicers still sign, date, and take pictures of all of their work. Documenting that they there, they performed the work, and they are proud to say so.

Should you have any questions concerning this manual, what is expected of you, or need to discuss quality issues, please contact your Quality Coordinator, Area, or as always you can contact me, Michael Hill.

Your work is a direct reflection of you and our company. Represent both as they should be: with "Quality, Integrity, and Professionalism".

Sincerely,

Michael Hill
General Manager
Spligitty Fiber Optic Services, Inc.®

1. QUALITY SYSTEM MANAGEMENT AND RESPONSIBILITIES

SYSTEM OF PERSONAL QUALITY ACCOUNTABILITY

1.1. OVERVIEW

Responsibilities for quality are specified not only for compliance with policies and procedures but also so that decisions are based on principles that ensure quality.

Documented responsibilities ensure that expected behaviors are communicated throughout the company rather than left to discretionary interpretation.

1.2. SPLIGITTY FIBER OPTIC SERVICES INC.® QUALITY POLICY

Quality is everyone's responsibility. The General Manager holds everyone in the organization personally accountable for adhering to the Spligitty Fiber Optic Services Inc.® Quality System policies and procedures.

The Spligitty Fiber Optic Services Inc.® Quality Policy describes the our commitment to quality and re-inforces compliance with the Quality System.

The General Manager communicates the Quality Policy message throughout the company so that all employees understand their respective quality responsibilities.

The General Manager reviews the Spligitty Fiber Optic Services Inc.® Quality Policy with all employees at least annually.

The General Manager ensures that a copy of the Spligitty Fiber Optic Services Inc.® Quality Policy is distributed to all employees and is posted in all offices.

1.3. QUALITY DUTIES, RESPONSIBILITIES, AND AUTHORITY

1.3.1. GENERAL MANAGER: QUALITY DUTIES, RESPONSIBILITIES, AND AUTHORITY

While everyone is responsible for quality, the General Manager is the one person in the company ultimately responsible for quality. Regardless of other duties, quality responsibilities of the General Manager include:

- Ensuring that each employee understands his or her quality responsibilities as well as Spligitty Fiber Optic Services Inc.® quality policies
- Establishing company quality policies and objectives
- Conducting management reviews of the Spligitty Fiber Optic Services Inc.® Quality System
- Ensuring the availability of necessary resources and information for effective operation of the Quality System
- Demonstrating commitment to the Spligitty Fiber Optic Services Inc.® Quality System and its integrity
- Ensuring achievement of Spligitty Fiber Optic Services Inc.® quality objectives
- Continuously improving the Quality System

1.3.2. Area Manager: Quality Duties, Responsibilities, and Authority

The Area Manager is responsible for ensuring company-wide effectiveness of the Quality System. Regardless of other duties, the Area Manager is responsible for:

- Fully implementing all provisions of the Spligitty Fiber Optic Services Inc.® Quality System and related documents.
- Manage the operation of the Spligitty Fiber Optic Services Inc.® Quality System
- Implement and manage all phases of quality control
- Ensuring that the Quality System is established and implemented by persons doing work that impacts quality
- Ensuring that the Quality System is maintained
- Acting as Spligitty Fiber Optic Services Inc.® liaison with parties outside the company on matters relating to quality
- Review and approval of all Quality System documents

1.3.3. Splicing/Construction Manager: Quality Duties, Responsibilities, and Authority

The Splicing/Construction Manager is responsible for ensuring the overall effectiveness of the Quality System for a specific project. Regardless of other duties, the Splicing/Construction Manager is responsible for:

- Planning project quality controls required by the Spligitty Fiber Optic Services Inc.® quality systems and contract requirements
- Fully implementing all provisions of the Spligitty Fiber Optic Services Inc.® Quality System and related documents on the project.
- Manage the operation of the Spligitty Fiber Optic Services Inc.® Quality System on the project.
- Implement and manage all phases of quality control
- Communicating project-specific quality requirements to all affected departments, subcontractors and suppliers, and customers
- Ensuring that the Quality System is established and implemented by persons doing work that impacts quality
- Monitoring progress of activities
- Ensuring that the Quality System is maintained
- Acting as the project quality liaison with parties outside the company on matters relating to quality
- Reporting to senior management on performance of the Quality System, including needed improvements
- Review and approval of all project Quality System records
- Review and approval of project quality-related contract submittals
- Managing all project inspection and quality control activities
- Controlling corrective actions
- Resolving quality nonconformances

The Splicing/Construction Manager has the authority to:

- Stop work when continuing work may adversely affect quality or cover up a defect
- Prevent the use of equipment or materials that may adversely affect quality or cover up a defect
- To direct the removal and replacement of any non-conforming work, equipment, or material by Spligitty Fiber Optic Services Inc.®, any subcontractor, or any supplier.
- Suspend work and/or supply of materials by any staff member, subcontractor personnel, or supplier as deemed necessary to assure quality results.

Alternate Splicing/Construction Managers acting in the role of the project Splicing/Construction Manager has the same quality duties, responsibilities and authority as the project Splicing/Construction Manager.

1.3.4. PROJECT MANAGER: QUALITY DUTIES, RESPONSIBILITIES, AND AUTHORITY

The Project Manager is the one person responsible for management of a specific project. Regardless of other duties, the Project Manager is responsible for:

- Demonstrating commitment to the Spligitty Fiber Optic Services Inc.® Quality System and its integrity
- Ensuring achievement of project quality objectives
- Providing adequate resources for effective operation of the Quality System on the project
- Ensuring that each design employee understands his or her quality responsibilities as well as Spligitty Fiber Optic Services Inc.® quality policies
- Ensuring that each project employee understands his or her quality responsibilities as well as Spligitty Fiber Optic Services Inc.® quality policies
- Conducting management reviews of the Spligitty Fiber Optic Services Inc.® Quality System
- Ensuring the availability of necessary resources and information for effective operation of the Spligitty Fiber Optic Services Inc.® Quality System

The Project Manager has authority to:

- Stop work when continuing work adversely affects quality or covers up a defect
- Prevent the use of equipment or materials that would adversely affect quality or cover up a defect
- Suspend work and/or supply of materials by any staff member, subcontractor personnel, or supplier as deemed necessary to assure quality results.

1.3.5. SUPERINTENDENT: QUALITY DUTIES, RESPONSIBILITIES, AND AUTHORITY

A Superintendent verifies that work performed by subcontractors and suppliers and Spligitty Fiber Optic Services Inc.® work crews conforms to Spligitty Fiber Optic Services Inc.® quality standards. The Splicing/Construction Manager or Project Manager appoints one or more Superintendents for each project.

A Superintendent has specific responsibilities for:

- Ensuring that work meets government regulatory and code requirements, customer requirements, contract requirements, contract technical specifications, contract drawings, approved contract submittals, and company quality standards and specifications
- Ensuring that subcontractors and suppliers begin work in accordance with Spligitty Fiber Optic Services Inc.® start-work policies
- Ensuring that subcontractors and suppliers receive a notice to work only when conditions will not adversely affect quality results
- Conducting quality inspections, tests, and recording findings
- Accurately assessing subcontractor quality and on-time performance
- Ensuring that quality standards are achieved before approving subcontractor or work crew completion of work

The Superintendent has the authority to:

- Stop work when continuing work may adversely affect quality or cover up a defect
- Prevent the use of equipment or materials that may adversely affect quality
- Direct the removal or replacement of any non-conforming work, equipment, or material

- Suspend work and/or supply of materials as deemed necessary to assure quality results

Alternate Superintendent has the same quality duties, responsibilities and authority as the Superintendent. Multiple Superintendents may be assigned to the project.

1.3.6. All Employees: Quality Duties, Responsibilities, and Authority

All employees have quality responsibilities that include:

- Conformance to project quality requirements
- Compliance with the project quality plan
- Meeting or exceeding all applicable regulations, codes, industry standards, and manufacturer specifications as well as meeting or exceeding our customers' contract and individual requirements.
- Fully implementing and complying with all provisions of the Spligitty Fiber Optic Services Inc.® Quality Manual.

All employees have the authority to:

- Stop work when continuing work may adversely affect quality or cover up a defect
- Prevent the use of equipment or materials that may adversely affect quality

1.4. Quality System Performance Measures

Company-wide quality performance measures evaluate the effectiveness of the Quality System. The following indicators are the primary measures of quality performance:

- Number of customer correction items identified at the project closeout quality inspection
- Customer satisfaction feedback

At least annually, Area Manager(s) evaluate Spligitty Fiber Optic Services Inc.® quality performance and set improvement goals.

1.5. Customer Satisfaction Performance Measures

Spligitty Fiber Optic Services Inc.® obtains feedback after project completion on whether customer quality expectations are being met, and to what extent. The Area Manager analyzes customer satisfaction data to determine opportunities for improvement and address any items of customer dissatisfaction.

1.6. Exceptions

Exceptions to the Spligitty Fiber Optic Services Inc.® Quality System and customer contract requirements are tightly controlled:

- Exceptions to compliance to contract specifications are approved only by the customer and the Splicing/Construction Manager.
- Exceptions to the Spligitty Fiber Optic Services Inc.® Quality System not specified by contract requirements are approved only by Area Manager or the Splicing/Construction Manager.

Exceptions are recorded in memoranda, change orders (Section 3.4.6 Change Order), or otherwise clearly documented.

2. PROJECT QUALITY ASSURANCE/QUALITY CONTROL PLAN

2.1. OVERVIEW

After Spligitty Fiber Optic Services Inc.® is awarded a contract to carry out a construction project, the Area Manager forms a team consisting of a Splicing/Construction Manager, Project Manager, and Superintendent.

First, the Project Manager develops a set of project specifications that align project requirements with customer specifications and requirements, regulations, industry standards, product instructions, and Spligitty Fiber Optic Services Inc.® quality standards.

The Project Manager evaluates personnel, subcontractors and suppliers, materials, and suppliers, and ensures that only those that are capable and qualified are included on the project. Training is provided to ensure that all personnel involved in the project understand their quality responsibilities and authorities.

The Project Manager then details how the quality is controlled throughout the construction process through a quality inspection and test plan that specifies requirements and pass/fail criteria for quality inspections and tests. Spligitty Fiber Optic Services Inc.® operating policies assure compliance to the project specifications.

As the project proceeds and prior to starting each construction task, the Superintendent coordinates detailed requirements and resources, site conditions, and communicates them through a meeting with all interested parties. The Superintendent amends inspection specific checklists with items for heightened awareness based on the concerns of all parties.

The subcontractors and suppliers and Superintendent use the quality inspection forms to monitor execution of the construction process through a series of quality inspections before, during, and at the completion of each construction task

Should nonconformances occur, they are systematically controlled and corrected. Improvements are made to prevent recurrences.

Throughout the project there are standard operating procedures and forms for creating, maintaining, and controlling quality documents and records.

Throughout the project, the Project Manager performs on-site quality audits to ensure that the Spligitty Fiber Optic Services Inc.® Quality System is operating effectively.

2.2. SPLIGITTY FIBER OPTIC SERVICES INC.® PROJECT LICENSE AND QUALIFICATION REQUIREMENTS

The Project Manager identifies company license and qualification credentials required by contract specifications and government regulators. The Project Manager obtains records, certificates, and license records that provide verification of Spligitty Fiber Optic Services Inc.® credentials.

2.2.1.1. REQUIRED COMPANY LICENSES AND CERTIFICATIONS

The Project Manager defines quality-related company credentials for each project work task that affects quality.

2.3. PROJECT PERSONNEL AND QUALIFICATIONS

2.3.1. PROJECT ORGANIZATION CHART

The Area Manager defines the organization chart for the project. The organizational chart includes job titles, names of assigned personnel, and organizational and administrative interfaces with the customer. The organization chart defines lines of authority as indicated by solid connection; dotted lines indicate lines of communication. The lines of authority preserve independence of quality control personnel from the pressures of production.

The Area Manager assesses the qualification requirements for each position on the project organization chart, qualifications of each person, and then appoints only qualified persons to the project organization.

2.3.2. APPOINTMENT OF KEY PROJECT PERSONNEL

The Area Manager forms a project management team consisting of:

- A Splicing/Construction Manager
- A Project Manager
- A Superintendent

The Area Manager appoints qualified persons to each project management job position with specific quality responsibilities and authorities. The Area Manager assesses the qualifications of each person before the appointment is made.

The Area Manager keeps a record of the appointment.

2.3.3. PERSONNEL QUALIFICATIONS

The Project Manager qualifies employee capabilities to ensure that they are capable of completely carrying out their assigned quality responsibilities including the following capabilities:

- Knowledge of Company quality standards
- Knowledge of job responsibilities and authority
- Demonstrated skills and knowledge
- Demonstrated ability
- Demonstrated results
- Required training
- Required experience

The Project Manager also evaluates independent contractor personnel on the same standards that apply to employees.

2.3.3.1. REQUIRED LICENSES AND CERTIFICATIONS

The Project Manager defines quality-related credentials for each project job position that affects quality.

2.4. Project Quality Assurance/Quality Control Plan

Before project work begins, the Project Manager prepares a construction process plan that defines the sequence of each work task and related quality inspections. The construction process plan is documented through an integrated and coordinated set of documents that includes:

- A schedule consisting of a sequence of each work task and activities required to complete a project
- The customer contract (Section 3 Contract Specifications) including contract technical specifications and contract drawings
- Required quality inspections and tests (Section 8.2 Required Work Task Quality Inspections and Tests) and the project Quality Inspection and Test Plan when required
- The Contract Submittal Schedule (Section 3.4.1 Contract Submittal Schedule)

2.5. Identification of Quality Controlled Work Tasks

The Project Manager identifies each phase of construction work task that requires separate quality controls. Each work task triggers a set of requirements for quality control inspections before, during and after work tasks.

2.6. Project Quality Inspection and Test Plan

The Project Manager prepares quality inspection and test plans for a project that identifies:

- Each required quality inspection and/or test
- Inspection and test specifications for each required quality inspection or test
- Hold points for customer quality inspection
- Specification requirements for each quality inspection and test

2.7. Project Quality Communications Plan

After Spligitty Fiber Optic Services Inc.® is awarded a contract, the Project Manager plans the methods of communications among the customer, subcontractors and suppliers and Spligitty Fiber Optic Services Inc.®.

2.8. Project Quality Training Plan

The Project Manager ensures that all employees receive training relevant to their quality responsibilities.

The Project Manager ensures that all subcontractors and suppliers receive training on relevant elements of the Spligitty Fiber Optic Services Inc.® Quality System, Project Quality Assurance/Quality Control Plan, and quality standards.

The Quality Manger identifies the training needs of all personnel performing activities that affect quality. Training topics may include:

- The Spligitty Fiber Optic Services Inc.® Quality System
- The Spligitty Fiber Optic Services Inc.® Quality Policy
- Operating policies identified in the Quality Manual
- Quality standards cited in the Quality Manual, or project documents, or records
- Relevant quality standard operating procedures

2.9. Customer Training On Operation and Maintenance

During the project closeout phase, the Project Manager trains customers on the operation and maintenance of the completed project, including as applicable:

- A review of as-built drawings
- Installed product identification and warranty requirements
- A review of documentation regarding start-up, operation, and shutdown
- Normal adjustments and maintenance requirements
- Limitations on use

2.10. Project Records and Documentation Plan

The Project Manager identifies the quality records that will be maintained during the planning and execution of the project. Considerations include:

- Contract requirements for maintaining records
- The size of the project
- Types of activities
- The complexity of processes and their interactions
- The competence of personnel
- The duration of the project
- The need to demonstrate completion of work
- The need to demonstrate due diligence for quality system related activities
- Balancing the cost and benefits of maintaining the record

2.11. Project Audit Plan

The Project Manager identifies the frequency of project quality audit that will be conducted during the project and the job position that will conduct the audits. Considerations include:

- The size of the project
- The complexity of processes and their interactions
- The duration of the project

3. CONTRACT SPECIFICATIONS

DEFINE CUSTOMER QUALITY EXPECTATIONS

3.1. OVERVIEW

Fulfilling customer contract expectations is a primary objective of the Spligitty Fiber Optic Services Inc.® Quality System. To ensure that customer expectations will be fulfilled, Spligitty Fiber Optic Services Inc.® clearly defines the requirements for each contract before it is approved.

The Project Manager ensures that the information in customer contracts clearly defines customer expectations and that the necessary details are provided to set requirements for construction.

3.2. CONTRACT TECHNICAL SPECIFICATIONS

The Project Manager obtains contract technical specifications from the customer.

For each specific contract, The Area Manager identifies supplemental technical specifications on the Project Quality Assurance/Quality Control Plan when they are not otherwise specified by the contract or the approved drawings. Superintendents have jobsite access to contract technical specifications for the construction activities they supervise.

All Spligitty Fiber Optic Services Inc.® activities comply with the contract technical specifications.

3.3. CONTRACT DRAWINGS

The Project Manager obtains customer supplied drawings that have been approved by local government regulators. Superintendents have jobsite access to approved architectural drawings for the construction they supervise.

All Spligitty Fiber Optic Services Inc.® activities comply with the drawing details and specifications cited in the drawings.

3.3.1.1. AS-BUILT RED-LINE DRAWINGS

As the project progresses, the Superintendent will mark the original design drawings to indicate as-built conditions including changes to specified locations, cable counts or other features.

3.4. CONTRACT SUBMITTALS

The Project Manager prepares submittals that provide additional details of how Spligitty Fiber Optic Services Inc.® plans to carry out quality-related aspects of the customer contract, contract technical specifications, and contract drawings and reporting of quality records to the customer.

The Project Manager lists, schedules, and approves all quality-related submittals that are required by the project including submittals prepared by subcontractors and suppliers. The Project Manager must review all submittals for compliance with the requirements of the Spligitty Fiber Optic Services Inc.® Quality System. The Project Manager must sign approval of each contract submittal.

Spligitty Fiber Optic Services Inc.® extends compliance to contract specifications to all customer approved submittals. All Spligitty Fiber Optic Services Inc.® activities comply with customer approved submittals.

3.4.1. Contract Submittal Schedule

The Project Manager identifies submittals that apply to a specific contract and when they should be submitted, including:

- Contract requirement reference (if applicable)
- Submittal type: Shop drawing, product data, quality inspection and test plan, request for information, or allowances and unit prices
- Description
- Due date for submission to customer by Spligitty Fiber Optic Services Inc.®
- Due date for approval by the customer. Due dates may be a number of days after a project plan milestone.
- Approval date

3.4.2. Shop Drawing Submittals

The Project Manager or other Spligitty Fiber Optic Services Inc. ® may prepare shop drawing submittals that supplement contract drawings. Shop drawings are required when additional details are necessary for fabrication or installation within central office, remote sites, or other facilities. The following information is included, as applicable:

- Dimensions established by field measurement
- Relationships to adjoining construction
- Identification of products and materials
- Fabrication and installation drawings
- Diagrams showing locations of field-installations
- Shop fabricated manufacturing instructions
- Templates and patterns
- Design calculations
- Compliance with specified standards
- Seal and signature of professional engineer if required
- Additional requirements as specified in the contract, contract technical requirements, or contract drawings.

Spligitty Fiber Optic Services Inc.® extends contract specifications to include customer approved shop drawings.

3.4.3. Product Data Submittals

The Project Manager prepares product data submittals that consist of the manufacturer's product information. The information included in this submittal is:

- Manufacturer, trade name, model or type number
- Description
- Intended use
- Size and physical characteristics including drawings when applicable
- Finish and color characteristics
- Product manufacturer's installation instructions, when applicable
- Additional requirements as specified in the contract, contract technical requirements, or contract drawings.

3.4.4. Allowances and Unit prices Submittals

When customer contracts specify allowances and unit prices that the customer will select after the contract is awarded, the Project Manager prepares an allowance and unit price submittal for customer approval.

When a customer selects or approves an allowances and unit prices, the customer indicates the allowance and unit price selection on the signed submission return.

Spligitty Fiber Optic Services Inc.® extends compliance to contract specifications to customer approved allowances and unit prices.

3.4.5. Request for Information (RFI) Submittals

The Project Manager submits a request for additional information to the customer when errors are found or when required information is not contained in the contract, contract technical specifications, or contract drawings.

Should any number of contract technical specifications or contract drawings result in conflicting requirements, the Project Manager submits a request for information to the customer to select the standard that applies.

Spligitty Fiber Optic Services Inc.® extends compliance to contract specifications to customer requests for information.

3.4.6. Change Order Submittals

Contract requirements or contract technical specifications may require a change after the contract is awarded. The Project Manager submits the change order to the customer for approval, including any contract price adjustments.

When a customer approves a change order, the customer signs the submission and returns.it

Spligitty Fiber Optic Services Inc.® extends contract specifications to include customer approved change orders.

3.5. Customer Submittal Approval

The Project Manager obtains the signature of an authorized customer representative on the submittal form.

Spligitty Fiber Optic Services Inc.® extends compliance to contract specifications to customer approved submittals.

Work in the affected area of a pending submittal requirement does not start until the customer approves the submittal.

3.6. Contract Warranty

The Project Manager ensures that customer contracts clearly specify warranty coverage including:

- Scope
- Starting date
- Duration

The Project Manager ensures that customer contracts also clearly specify owner responsibility for:

- Restrictions of use
- Maintenance requirements
- Exclusions for customer supplied materials or equipment
- Timely notification of problems

3.7. CONTRACT REVIEW AND APPROVAL

The Area Manager conducts customer contract reviews to ensure that:

- Customer requirements and specifications are complete
- Customer requirements and specifications are compatible with the relevant regulations, Spligitty Fiber Optic Services Inc.® quality standards, and Quality System requirements
- Spligitty Fiber Optic Services Inc.® has the capability to deliver the completed project in the time allotted

Before construction begins, the Area Manager makes sure that all contract requirements are clearly understood, all discrepancies are resolved, and all requirements are agreed upon. Once these requirements are met, the Area Manager signs the contract.

4. DESIGN REVIEW AND CONTROL

4.1. OVERVIEW

In the event the project scope of work includes providing designs, Spligitty Fiber Optic Services Inc.® ensures that the designs have well defined specifications, stakeholders have input as the designs progress, qualified personnel carry out the design work, and final designs are verified to meet all contract and regulatory requirements. Process controls apply to approved designs that have additional detail provided by shop drawings, product selections, or requests for information.

4.2. DESIGN INPUT REVIEW

The Project Manager ensures that the information in design inputs clearly defines customer expectations and that the necessary details are provided to set requirements for design.

The Project Manager obtains design specifications from the customer and conducts a customer design input review to ensure that:

- Customer design input requirements and specifications are complete
- Design process review milestones are specified when necessary
- Customer design output requirements and specifications are complete for review milestones as well as the completed design
- Customer design requirements and specifications are compatible with the relevant regulations, Spligitty Fiber Optic Services Inc.® quality standards, and Quality System requirements
- Spligitty Fiber Optic Services Inc.® has the capability to deliver the completed design in the time allotted

The Project Manager identifies supplemental design specifications that supplement customer specifications when they are needed to ensure a quality design.

Before design work begins, the Project Manager makes sure that all design requirements are clearly understood, all discrepancies are resolved, and all requirements are agreed upon. Once these requirements are met, the Project Manager approves the design input.

The Project Manager ensures that design input documents are verified by qualified personnel. The person responsible must verify:

- Design input specification are approved by a customer authority
- Design input specifications are complete
- Design input requirements and specifications are compatible with the relevant regulations, Spligitty Fiber Optic Services Inc.® quality standards, and Quality System requirements
- Spligitty Fiber Optic Services Inc.® has the capability to deliver the completed project in the time allotted

4.3. PROJECT DESIGN QUALITY ASSURANCE/QUALITY CONTROL PLAN

The Project Manager prepares a project-specific design review plan that includes:

- A listing of company and customer stakeholders, reviews they will participate in, and how their input will be used to amended design requirements. The project organization chart Includes interfaces between various groups and personnel for producing and reviewing the design.
- Design output deliverables, including required drawings, and engineering calculations

- Identification of who will perform design output verification activities and the criteria they will use.
- The Project Manager reviews the design process project plan with the customer and other interested parties. The customer approves the plan after any discrepancies are resolved and the plan is agreed upon. Design work may begin only after the customer approves the plan.

4.4. Design Progress Reviews

The Project Manager holds review meetings with interested parties at key design milestones. The Project Manager identifies the key design milestones, the design output required for the review, and a list of reviewers.

Two design reviews are required: one is an input design review and the other is the final design review. The Project Manager identifies other design reviews necessary to ensure a quality result. Design reviews may be specified at the completion of design work tasks, site assessments, preliminary engineering, preliminary design, percentage completion stages, and on a calendar schedule.

The Project Manager identifies customer and company reviewers appropriate for each design milestone. Reviewers may include persons that have a stake in any of the following: quality, safety, constructability, scheduling, maintenance, purchasing, estimating, or cost control.

At each review, the Project Manager reviews reviewer recommendations for amendments to the design specifications. The Project Manager submits selected design amendments for customer approval. Customer approved design amendments are design requirements.

4.5. Design Output Verification and Approval

The Project Manager ensures that design output documents are verified by qualified personnel independent of the person performing the work. The person responsible must verify:

- The completed design meets requirements specified by the design input
- The completed design meets approved design amendments
- Engineering calculations are correct
- Completeness of records per the Design Project Quality Assurance/Quality Control Plan including inputs, reviews, communications, and verification activities.

5. PROJECT-SPECIFIC QUALITY STANDARDS

APPLICABLE REGULATIONS, INDUSTRY, and COMPANY STANDARDS

5.1. OVERVIEW

Spligitty Fiber Optic Services Inc.® personnel and subcontractors and suppliers are accountable for compliance to standards-based written specifications.

To achieve expectations reliably and consistently, specifications are clearly spelled out, not only for results but also for processes. Specifications apply to materials, work steps, qualified personnel and subcontractors and suppliers, safe work rules, and environmental work conditions.

Standards ensure that results are specified rather than left to discretionary practices.

5.2. REGULATORY CODES

All Spligitty Fiber Optic Services Inc.® construction activities comply with the relevant regulations. The Project Manager identifies regulatory requirements applicable to the jurisdictions served, including:

- Applicable Federal regulations
- Applicable State regulations
- Applicable building codes and local addenda to building codes
- Applicable Fire Code
- Additional regulations specified by the customer contract

The Project Manager identifies regulatory requirements that apply to a specific project on the Project Quality Assurance/Quality Control Plan.

The Project Manager also ensures the Superintendent has jobsite access to relevant codes and government regulations.

5.3. INDUSTRY QUALITY STANDARDS

All Spligitty Fiber Optic Services Inc.® construction activities comply with generally accepted good workmanship practices and industry standards.

The Project Manager identifies supplemental requirements for industry standards that apply to a specific project on the Project Quality Assurance/Quality Control Plan when it is not otherwise specified by the contract, contract technical specifications, or approved drawings.

5.4. MATERIAL AND EQUIPMENT SPECIFICATIONS

The Project Manager ensures that all types of materials and equipment that affect quality are identified and controlled.

The Project Manager evaluates the expected use of materials and equipment and identifies types of materials and equipment that may affect project quality. For each item, the Project Manager sets specifications for their intended use, including:

- Compliance to contract requirements
- Compliance to code and industry standards and listing requirements

- Structural integrity
- Performance
- Durability
- Appearance
- Product identification for traceability.

The Project Manager identifies controlled material and equipment that apply to the project.

The Project Manager ensures that purchase orders for listed materials and equipment include the relevant specifications as specified in section 6.7 Purchase Order Requirements.

Only approved materials are used in the construction process.

5.5. Work Process Specifications

The Project Manager ensures that work processes are controlled to ensure that the specified requirements are met. When appropriate, the Project Manager will specify project quality standards for work processes that may include:

- References to documented procedures such as manufacturer's installation instructions
- Procedures for carrying out process steps
- Methods to monitor and control processes and characteristics
- Acceptability criteria for workmanship
- Tools, techniques and methods to be used to achieve the specified requirements.

5.6. Controlled Material Identification and Traceability

The Project Manager determines types of project materials that require quality controls.

For each type of quality controlled material, the Project Manager determines lot control traceability requirements, if any, and specifies the means of lot identification. Identification methods may include physical labels, tags, markings and/or attached certification documents.

When lot controlled materials are received, the Superintendent verifies that materials have the specified lot identifications.

The Superintendent maintains lot identification at all production phases from receipt, through production, installation, or assembly, to final completion. Acceptable methods for preserving lot identification include physically preserving observable lot identifications, recording the lot identification on a work task quality inspection form or other work record, or collecting the physical lot identifier as a record along with supplemented location.

5.7. Measuring Device Control and Calibration

The Project Manager evaluates the project requirements and determines if there are measuring devices that require controls to assure quality results.

For each type of device the Project Manager identifies:

- Restrictions for selection
- Limitations on use.
- Calibration requirements including the frequency of calibration. All calibrations must be traceable to national measurement standards.

When a measurement device is found not to conform to operating tolerances, the Project Manager validates the accuracy of previous measurements.

5.8. Spligitty Fiber Optic Services Inc.® Quality Standards

Spligitty Fiber Optic Services Inc.® quality standards supplement contract requirements when they are necessary to ensure quality.

The Project Manager identifies supplemental requirements for Spligitty Fiber Optic Services Inc.® Quality standards that apply to a specific project on the Project Quality Assurance/Quality Control Plan.

When Spligitty Fiber Optic Services Inc.® quality standards differ from industry standards or product manufacturer instructions, the Project Manager justifies that the standard reliably achieves quality results and then documents the justification.

All Spligitty Fiber Optic Services Inc.® construction activities conform to the company quality standards.

5.9. Application of Multiple Sources of Specifications

Should multiple sources of specifications apply to a work task, the higher level of specification applies. When there are equal levels of specifications that conflict, the specifications are applied in this order:

- Submittals approved by the customer
- Contract technical specifications
- Contract drawings
- Government regulations that exceed requirements of items below
- Spligitty Fiber Optic Services Inc.® quality specifications, including subcontract specifications
- Spligitty Fiber Optic Services Inc.® Quality Manual
- Product installation instructions
- Industry standards
- Generally accepted practices

Should multiple sources of conflicting specifications apply to a project, the Project Manager defines the standards that apply to the specific project on the Project Quality Assurance/Quality Control Plan.

6. PROJECT PURCHASING

SPECIFY and VERIFY Subcontractor and Supplier QUALITY CAPABILITIES

6.1. OVERVIEW

Spligitty Fiber Optic Services Inc.® verifies the qualifications of subcontractors and suppliers to ensure that they are capable of completely carrying out their assigned responsibilities. Quality requirements are defined, verified, and documented before they are approved for a project.

6.2. QUALIFICATION OF OUTSIDE ORGANIZATIONS AND COMPANY DEPARTMENTS

The Project Manager qualifies outside organization and company work department capabilities to ensure that they are capable of completely carrying out their assigned quality responsibilities before approving and signing the contract, purchase order, or work order.

Subcontractors and suppliers must meet all Quality System requirements by either 1) working under the Spligitty Fiber Optic Services Inc.® Quality System or 2) operating their own quality program as long as it meets Spligitty Fiber Optic Services Inc.® Quality System requirements.

6.2.1.1. REQUIRED CREDENTIALS

The Project Manager defines quality-related credentials for each project work task that affects quality including required:

- Organization and personnel licenses
- Personnel training
- Organization and personnel certifications
- Organization and personnel experience

6.2.1.2. REQUIRED CAPABILITIES

- Knowledge of Company quality standards
- Demonstrated capability to complete work to Company quality standards
- Demonstrated skills, knowledge, and experience
- Effective self-inspection process
- Access to codes, standards and product instructions
- Equipment availability
- Production capacity
- Demonstrated results

For critical components, the Project Manager determines if a source quality inspection is necessary to validate supplier quality and delivery capabilities.

6.2.1.3. SUBCONTRACTORS AND SUPPLIERS AND COMPANY DEPARTMENT QUALIFICATION ASSESSMENTS

When the qualification assessment identifies minor nonconformances to the subcontract requirements, the Project Manager may approve a provisional subcontract. The provisional subcontract supplements the subcontract with requirements for actions that address correction of the nonconformances. All nonconformances must be corrected before work in the affected area begins.

6.3. Quality Responsibilities of Key Subcontractor and Supplier Personnel

A subcontractor senior officer is required to appoint a Subcontractor QC Manager and Superintendent to the project with specific quality responsibilities and authorities.

6.3.1. Subcontractor QC Manager: Quality Duties, Responsibilities, and Authority

The Subcontractor QC Manager is responsible for ensuring effectiveness of the Subcontractor QC Plan for the project. Regardless of other duties, the Subcontractor QC Manager is responsible for:

- Planning and fully implementing project quality controls required by the Spligitty Fiber Optic Services Inc.® quality systems and contract requirements
- Manage the operation of the Subcontractor QC Plan on the project.
- Implement and manage all phases of quality control
- Communicating project-specific quality requirements to all affected departments, subcontractors and suppliers and Spligitty Fiber Optic Services Inc.®
- Ensuring that the Subcontractor QC Plan is established and implemented by persons doing work that impacts quality
- Monitoring progress of activities
- Acting as the project quality liaison Spligitty Fiber Optic Services Inc.® on matters relating to quality
- Review and approval of all project Quality System records
- Review and approval of project quality-related contract submittals
- Managing all project inspection and quality control activities
- Controlling corrective actions
- Resolving quality nonconformances

The Subcontractor QC Manager has the authority to:

- Stop work when continuing work may adversely affect quality or cover up a defect
- Prevent the use of equipment or materials that may adversely affect quality or cover up a defect
- To direct the removal and replacement of any non-conforming work.
- Suspend work and/or supply of materials by any staff member, subcontractor personnel, or supplier as deemed necessary to assure quality results.

Alternate Subcontractor QC Managers acting in the role of the project Subcontractor QC Manager has the same quality duties, responsibilities and authority as the project Subcontractor QC Manager.

6.3.2. Subcontractor Superintendent: Quality Duties, Responsibilities, and Authority

A Superintendent verifies that work conforms to Spligitty Fiber Optic Services Inc.® quality standards. Area Manager appoints one or more Superintendents for each project.

A Superintendent has specific responsibilities for:

- Ensuring that work meets government regulatory and code requirements, customer requirements, contract requirements, contract technical specifications, contract drawings, approved contract submittals, and company quality standards and specifications
- Ensuring that subcontractors and suppliers begin work in accordance with Spligitty Fiber Optic Services Inc.® start-work policies
- Ensuring that subcontractors and suppliers receive a notice to work only when conditions will not adversely affect quality results
- Conducting quality inspections, tests, and recording findings
- Accurately assessing subcontractor quality and on-time performance

- Ensuring that quality standards are achieved before approving subcontractor or work crew completion of work

The Superintendent has the authority to:

- Stop work when continuing work may adversely affect quality or cover up a defect
- Prevent the use of equipment or materials that may adversely affect quality
- Direct the removal or replacement of any non-conforming work, equipment, or material
- Suspend work and/or supply of materials as deemed necessary to assure quality results

Alternate Superintendent has the same quality duties, responsibilities and authority as the Superintendent.

Multiple Superintendents may be assigned to the project.

6.4. Requirements for Subcontractor QC Plan

The Subcontractor QC Plan extends the Spligitty Fiber Optic Services Inc.® Quality Assurance/Quality Control Plan into the subcontractor operations. The Project Manager identifies key subcontractors and suppliers that require a Subcontractor QC Plan.

The Project Manager must approve the Subcontractor QC Plan before the subcontractor can begin work.

Subcontractors and suppliers that do not require a Subcontractor QC Plan work under the Spligitty Fiber Optic Services Inc.® Subcontractor QC Plan.

6.5. Subcontractor and Supplier Quality Policy

The Project Manager ensures that key subcontractors and suppliers adopt a quality policy that includes the following items:

Our objective is to safely deliver 100 percent complete construction work that meets all contract and Spligitty Fiber Optic Services Inc.® Quality Assurance/Quality Control Plan requirements the first time, every time. Our commitment to quality means:

- Compliance with Spligitty Fiber Optic Services Inc.® Quality Assurance/Quality Control Plan requirements.
- Compliance for fully implementing and complying with all provisions of this Subcontractor QC Plan.
- Our quality standards meet or exceed all applicable regulations, codes, industry standards, and manufacturer specifications as well as with our customers' contract and individual requirements.
- We ensure that only knowledgeable, capable, and qualified employees carry out the planning, execution, and control of our work.
- We stand behind our work. We conduct a series of quality inspections for each work task: before work begins, at first article completion, while work is in process, and at completion.
- We inspect all materials before use.
- Should problems be found, we prevent them from cover-up, inadvertent use, and then quickly correct them.
- We are always improving. We make systematic improvements to remove quality risks and enhance quality performance.

We conduct our work with dignity and respect for the customer, our subcontractor partners, and ourselves.

6.6. Project Subcontractor and Supplier List

The Project Manager identifies key subcontractors and suppliers for each project work task on the Project subcontractor and supplier List form.

Each selected supplier must be previously qualified as specified in section 6.2 Qualification of Outside Organizations and Company Departments.

The selected suppliers are listed on the Project subcontractor and supplier List form.

6.7. Purchase Order Requirements

The Project Manager ensures that materials, equipment and services are purchased only from the supplier listed on the Project Subcontractor and Supplier List form (see section 6.6Project Subcontractor and Supplier List.)

The Project Manager holds outside organizations to the same quality requirements that must be met by Spligitty Fiber Optic Services Inc.®. The Project Manager ensures that subcontracts and purchase orders clearly specify quality requirement expectations including:

- Conformance to the Spligitty Fiber Optic Services Inc.® Quality System or the subcontractor's own quality program as long as it meets Spligitty Fiber Optic Services Inc.® Quality System requirements.
- Conformance to contract specifications (Section 3 Contract Specifications)
- Conformance to project quality standards (Section 5 Project Specific Quality Standards)

6.8. Project Purchase Order Approvals

The Project Manager ensures that contracts and purchase orders are issued only to qualified outside organizations. The Project Manager must review, approve, and sign each purchase order.

The outside organization must agree to the purchase order terms and specifications, and then sign the contract or purchase order.

7. PROCESS CONTROLS

HOW WORK IS CARRIED OUT

7.1. OVERVIEW

The construction process plan defines how project work is to be done and approved for the overall project. The construction process plan is communicated to all key personnel, subcontractors and suppliers in a startup meeting. As the project proceeds, work task plans provide additional details of how each individual work task is carried out. Work tasks planning meetings are used to communicate expectations of the work task plan to key personnel responsible for carrying out the work task.

7.2. PROJECT STARTUP AND QUALITY CONTROL COORDINATION MEETING

Prior to the commencement of work, the Project Manager holds a meeting to discuss and coordinate how project work will be performed and controlled. Key personnel from Spligitty Fiber Optic Services Inc.®, subcontractors and suppliers meet to review expectations for project quality results as well as quality assurance and quality control policies and procedures including:

- Key requirements of the project
- The Project Quality Assurance/Quality Control Plan
- Required quality inspections and tests
- The project submittal schedule
- Quality policies and heightened awareness of critical quality requirements
- Project organization chart and job responsibilities
- Methods of communication and contact information
- Location of project documents and records

7.3. PREPARATORY PROJECT QUALITY ASSURANCE/QUALITY CONTROL PLAN PLANNING

7.3.1. WORK TASK REQUIREMENTS REVIEW

In preparation for the start of an upcoming work task, the Superintendent reviews an integrated and coordinated set of documents that collectively define quality requirements for the work task including:

- Objectives and acceptance criteria of the work task
- Quality standards that apply to the work task
- Work instructions, process steps, and product installation instructions that apply to the work task
- Shop drawings
- Submittals
- Tools and equipment necessary to perform the work
- License, certification, or other qualification requirements of personnel assigned to work
- Required records of the process and resulting product
- The subcontractor contracted to perform the work, if applicable
- Customer contract requirements
- Required quality inspections and tests
- Method for clearly marking nonconformances to prevent inadvertent use
- Location of quality system records and documents

- Personnel training

7.3.2. Preparatory Site Inspection -Prefield

The Superintendent also performs a quality inspection of the work area and:

- Assesses completion of required prior work
- Verifies field measurements
- Assures availability and receiving quality inspection status of required materials
- Identifies any nonconformances to the requirements for the work task to begin
- Identifies potential problems

7.3.3. Work Task Preparatory Quality Planning Meetings

Prior to the start of a work task, the Superintendent conducts a meeting with key company, subcontractor personnel responsible for carrying out, supervising, or inspecting the work, and interested customer representatives.

During the meeting, the Superintendent communicates the work task quality requirements and reinforces heightened awareness for critical requirements. Topics for a work task quality plan meeting include:

- Conflicts that need resolution
- Required quality documents and a verification of availability to personnel carrying out, supervising, or inspecting the work task
- Record keeping requirements and the availability of necessary forms
- Review methods and sequences of installation
- Special details and conditions
- Standards of workmanship
- Heightened awareness of critical quality requirements
- Quality risks
- Work tasks quality inspection form

7.4. Weekly Quality Planning and Coordination Meetings

The Superintendent conducts a meeting with key company, subcontractor and supplier personnel responsible for carrying out, supervising, or inspecting the work, and interested customer representatives.

The meeting is held on a nominal weekly schedule. During the meeting, the Superintendent facilitates coordination among the participants, communication among the participants, and reinforces heightened awareness for critical requirements.

The Superintendent maintains a record of the meeting event on the Daily Quality Control Report.

7.5. Process Control Standards

7.5.1. Job-ready Start Work Standards

Work on a work task starts only when conditions do not adversely impact quality, comply with government regulations, contract technical specifications, industry standards, or product installation instructions.

The Project Manager identifies supplemental start-work requirements that apply to a specific project when they are necessary to assure quality results.

7.5.2. Work in Process Standards

Work is conducted only when conditions do not adversely impact quality, comply with government regulations, contract technical specifications, industry standards, or product installation instructions.

The Project Manager identifies supplemental work in process requirements that apply to a specific project when they are necessary to assure quality results.

7.5.3. Protection of Completed Work Standards

Completed work is protected from damage as specified by government regulations, contract technical specifications, industry standards, or product installation instructions.

The Project Manager identifies supplemental protection requirements that apply to a specific project when they are necessary to assure quality results.

7.5.4. Material storage

The Superintendent ensures all materials will be delivered, stored and handled in a manner that protects them from damage, moisture, dirt and intrusion of foreign materials.

Delivery of materials will be planned according to the work progress to minimize storage on site, where there are higher possibilities of damages and deterioration of materials.

Stored materials will be segregated to prevent cross contamination and limit losses should a delivery be rejected.

The Superintendent surveys stored materials during daily jobsite reviews and identifies any material that have incurred damage or otherwise become defective and therefore unfit for use.

7.5.5. Controlled Use of Materials

The Project Manager ensures that contracts and purchase orders are awarded only to outside organizations qualified to perform the work task and/or supply materials as required for the specific project.

Only approved materials are used in the construction process. Only approved materials are specified in purchase and/or subcontracts.

Materials that are defective, deteriorated, damaged, or not approved are not used. The Superintendent clearly marks such materials for non-use or otherwise holds them aside.

When customer-supplied materials are lost, damaged, or otherwise found unsuitable for use, the Superintendent reports such findings to the customer.

When subcontractor–supplied materials are damaged or otherwise found unsuitable for use, the Superintendent reports such findings to the subcontractor.

The Superintendent ensures that construction uses only materials specified in the contract technical specifications, contract drawings, and approved submittals. Substitutions are made only by agreement of the customer and documented by a change order (see section 2.1.3.6).

7.5.5.1. Controlled Product Use and Installation

Spligitty Fiber Optic Services Inc.® construction activities conform to manufacturers' product use and installation instructions that apply to the construction process.

When installing a product, the Superintendent has access to all applicable product installation instructions.

7.6. Daily Production Report

The Superintendent, or in some cases individual splicers, record a summary of daily work activities. The report will include:

- Schedule Activities Completed
- General description of work activities in progress.
- Problems encountered, actions taken, problems, and delays
- Meetings held, participants, and decisions made
- Photos of Locations Completed
- Improvement Ideas
- Weather conditions

7.7. Monthly Quality Control Report

When a monthly quality control report is required by the Project Quality Plan, the Superintendent records a monthly status report. The report includes:

- A summary of work completed and work in progress
- Outstanding issues
- Issues resolved during the reporting period
- Outstanding potential change orders
- Project status with current project costs and estimated completion date
- A cost analysis summarizing actual costs to date and estimated future costs
- Project pictures as appropriate

8. INSPECTIONS AND TESTS

ASSURE COMPLIANCE

8.1. OVERVIEW

Inspections are necessary to verify that work processes and results conform to both contract requirements and Spligitty Fiber Optic Services Inc.® quality standards.

Qualified personnel inspect every project throughout the construction process. Additional reviews validate the accuracy of the field quality inspections and ensure that the quality standards apply uniformly.

An inspection and test plan defines the quality inspections and tests required for a specific project.

Personnel may only inspect work activities for which they are have been qualified by the Project Manager.

8.2. REQUIRED WORK TASK QUALITY INSPECTIONS AND TESTS

The Project Manager identifies each Task that is a phase of construction that requires separate quality controls to assure and control quality results. Each Task triggers as set of requirements for quality control inspections before, during and after work tasks.

Tasks are divided into two categories:

- Discrete Tasks are standard type of work where a completion inspection is performed one time at the completion of a phase of work.
- Process Tasks are tasks where completion inspections are performed continuously. Continuous inspections are required when there is a limited window of time to perform a completion inspection before the next task begins. Process tasks may also be characterized by independent monitoring of a work process, such as fiber splicing, where the observer verifies conformance to work procedures.

Process tasks undergo additional quality controls that continuously monitor compliance to specifications.

Independent quality audits are conducted to verify that the task quality controls are operating effectively.

Construction projects may execute a work task multiple times in a project, in which case a series of quality inspections are required for each work task.

8.3. MATERIAL INSPECTIONS AND TESTS

Material quality inspections and tests ensure that purchased materials meet purchase contract quantity and quality requirements. The Superintendent inspects or ensures that a qualified inspector inspects materials prior to use for conformance to project quality requirements.

The Superintendent ensures that each work task that uses the source inspected materials proceed only after the material has been accepted by the material quality inspection or test.

8.3.1.1. Source Inspections

Source quality inspections are required when quality characteristics cannot or will not be verified during subsequent processing. The Project Manager determines if a source inspection is necessary to validate supplier quality before materials are delivered to the project jobsite.

The Superintendent ensures that each work task that uses the source inspected materials proceed only once the material has been accepted by the source inspection.

8.4. Work in Process Inspections

Work in process quality inspections continuously verify compliance to project quality standards beginning at the start of a work task, as work is conducted, and continues until the work task is complete.

8.4.1.1. Initial Job-Ready Inspections

For each work task, the Superintendent or a qualified inspector performs job-ready quality inspections to ensure that work activities begin only when they should begin. Job-ready quality inspections verify that conditions conform to the project quality requirements.

8.4.1.2. Initial Work in process Inspection

For each work task, the Superintendent or a qualified inspector performs an initial work in process inspection when the first representative portion of a work activity is completed.

8.4.1.3. Follow-up Work in Process Inspections

The Superintendent or a qualified inspector performs ongoing work in process quality inspections to ensure that work activities continue to conform to project quality requirements. Punch Items

If the Superintendent or inspector observes an item for correction prior to a work task completion inspection, the item is identified for correction. During the work task completion inspection each punch item correction is verified.

Any outstanding punch items remaining after the work task completion inspection is deemed a nonconformance.

8.4.2. Additional Inspection Requirements for Process Tasks

For each process task, a qualified person inspects the ongoing completion work for conformance to project quality requirements. This is in addition to discrete task completion inspections that are performed one time at the end of a phase of work.

The continuous monitoring inspections are conducted before starting other work activities that may interfere with an inspection.

8.5. Work Task Completion Inspections

For each work task, the Project Manager or a qualified inspector inspects the completion of each work task to verify that work conforms to project quality requirements.

Completion quality inspections are performed for each work task. Completion quality inspections are conducted before starting other work activities that may interfere with an inspection.

Any outstanding punch items remaining after the work task completion inspection is deemed a nonconformance.

8.6. Inspection of Special Processes

The Project Manager identifies special processes where the results cannot be verified by subsequent inspection or testing and determines if continuous work in process inspections are required. For these special processes, a qualified inspector continuously inspects the work process.

8.7. Independent Measurement and Tests

The Project Manager ensures that quality tests that apply to a specific project are clearly identified. Tests for a project include:

- Customer required quality tests as specified by the contract, contract technical specifications, contract drawings, and approved submittals.
- Additional quality tests necessary to assure quality results.

8.8. Commissioning Functional Acceptance Tests

A functional test is performed on each functional system. A qualified inspector performs functional acceptance tests to verify that a system meets predetermined acceptance criteria including:

- The equipment and systems perform as intended
- Documentation for operation and maintenance is complete

Each functional test has a documented testing procedure that includes:

- Step-by-step work instructions for conducting the test
- Data recording requirements
- Acceptance criteria
- A determination of pass or fail

8.9. Hold Points for Customer Inspection

The Superintendent stops work when reaching a hold point specified on the inspection and test plan. The Superintendent ensures that work proceeds only with customer approval.

8.10. Quality Inspection and Test Specifications

Specifications for each inspection or test are clearly understood before the inspection or test is performed including:

- Items to be inspected/tested
- Inspections/tests to be performed
- Testing schedule frequency
- Specification references including contract drawing identification number and version, if applicable, and/or contract technical specification number and version, if applicable
- Performing party
- Witness parties
- Certificates required
- Checklists/procedures
- Reference standards

8.11. Inspection and Test Acceptance Criteria

Inspections assess conformance of materials or work for each work task to project quality requirements, including applicable:

- Contract technical specification
- Contract drawings
- Approved shop drawings
- Approved product submittals
- Approved allowances and unit prices
- Product identification requirements
- Approved submittals
- Spligitty Fiber Optic Services Inc.® quality standards

The material or completed work task is accepted only when it meets all project quality requirements.

8.12. Inspection and Test Status

For each quality controlled work task, the Project Manager determines the appropriate method of identification to show inspection and test status.

For each quality controlled material, the Project Manager determines the appropriate method for identifying quality inspection and test status.

8.13. Independent Quality Assurance Inspections

The Project Manager and/or qualified inspectors perform independent quality assurance inspections that verify that task quality controls are operating effectively.

The Project Manager selects a representative portion of task completion inspections performed by the Superintendent. Those tasks are independently inspected by the Project Manager and/or qualified inspectors. The findings are compared to the findings of the inspections performed by the Superintendent. Any deviations are addressed by corrective actions and preventive actions as necessary.

8.14. Inspection and Test Records

8.14.1. Inspection Records

The Project Manager prepares an inspection form for each work task. The Project Manager lists on the form checkpoints for heightened awareness including:

- Initial job-ready inspection requirements
- Inspection and tests
- Work in process inspection requirements
- Completion quality inspections
- Other quality requirements as necessary to reduce quality risks

The person responsible for the inspection, records work task inspection results on the work task inspection form.

8.14.2. TEST RECORDS

Test result data include as appropriate:

- Reference to the inspection and test plan item
- Description or title of the inspection activity
- Drawing identification number and version, if applicable
- Technical specification number and version, if applicable
- Location of the inspection activity
- Acceptance criteria
- Nonconformances
- Validation that nonconformances are corrected, reinspected or retested, and confirmed to meet Quality System requirements.
- Any open items to be completed at a later date.
- Inspector's name and signature indicating compliance with all requirements of the Quality System
- Quality rating scores as appropriate
- Date of inspection or test
- Certificate, if applicable
- Conspicuous statement of final result as either "CONFORMS" or "DOES NOT CONFORM"

8.15. PROJECT COMPLETION AND CLOSEOUT INSPECTION

8.15.1. PRE-FINAL SPLIGITTY FIBER OPTIC SERVICES INC.® INSPECTION

Near the end of the project, or a milestone established in the Project Quality Inspection and Test Plan, the Project Manager will inspect the completed project and verify conformance to contract specifications.

The Project Manager records nonconforming items.

The Superintendent assigns a planned date by which the deficiencies will be corrected. The date may be assigned for all items or individual items as necessary. After corrections have been made, the Superintendent verifies the completion of each item.

Then the Project Manager conducts a follow-up inspection and verifies that all nonconforming items have been corrected to meet contract specifications. Any remaining deficiencies are recorded and managed as nonconformances.

When the pre-final Spligitty Fiber Optic Services Inc.® inspection process is complete, the Project Manager then notifies the customer that the project is ready for the customer's final inspection. The customer is also notified of any remaining nonconformances and their planned resolution.

8.15.2. PRE-FINAL CUSTOMER INSPECTION

If the customer performs a pre-final inspection, the Project Manager records nonconforming items and assigns a planned date by which the deficiencies will be corrected.

The Superintendent assigns a planned date by which the deficiencies will be corrected. The date may be assigned for all items or individual items as necessary. After corrections have been made, the Superintendent verifies the completion of each item.

After corrections have been made, the Project Manager will conduct a follow-up inspection and verify that all nonconforming items have been corrected to meet contract specifications. Any remaining deficiencies are recorded and then managed as nonconformances.

When the pre-final customer inspection process is complete, the Project Manager then notifies the customer that the project is ready for the customer's Final inspection. The customer is also notified of any remaining nonconformances and their planned resolution.

8.15.3. FINAL ACCEPTANCE CUSTOMER INSPECTION

If the customer performs a final inspection, the Quality Control Manager, Superintendent, and Project Manager will participate in the inspection. The Project Manager records nonconforming items and assigns a planned date by which the deficiencies will be corrected. The date may be assigned for all items or individual items as necessary. After corrections have been made, the Superintendent verifies the completion of each item.

After corrections have been made, the Project Manager will conduct a follow-up inspection and verify that all nonconforming items have been corrected to meet contract specifications. Any remaining deficiencies are recorded managed as nonconformances.

When the final customer inspection process is complete, the Project Manager then notifies the customer that the project is ready for the customer's follow-up verification. The customer is also notified of any remaining nonconformances and their planned resolution.

9. NONCONFORMANCES AND CORRECTIVE ACTIONS

9.1. OVERVIEW

Should a nonconformance be identified by an inspection there is a systematic method to control the item, correct it, and ensure that project quality is not adversely impacted by the event.

A nonconformance is any item that does not meet project specifications or Spligitty Fiber Optic Services Inc.® Quality System requirements.

9.2. NONCONFORMANCES

9.2.1. MARKING OF NONCONFORMANCES AND OBSERVATIONS

When the Project Manager, Superintendent, inspector, or customer identifies a nonconformance or an observation, the item is quickly and clearly documented.

9.2.2. CONTROL THE CONTINUATION OF WORK

After the item is noted, the Superintendent determines if work can continue in the affected area:

CONTINUE WORK: When continuing work does not adversely affect quality or hide the defect, work may continue in the affected area while the disposition of the item is resolved. The Superintendent may place limitations on the continuation of work.

STOP WORK ORDER: When continuing work can adversely affect quality or hide the defect, work must stop in the affected area until the disposition of the item resolved. The Superintendent identifies the limits of the affected area. The Superintendent quickly and clearly identifies the boundaries of the stop work area.

9.2.3. NONCONFORMANCE REPORT

9.2.3.1. RECORDING OF NONCONFORMANCES

If nonconformances or observed items exist by the work task completion inspection, the Superintendent or inspector records the nonconformances on a Work Task Inspection report.

The Superintendent sends the report to the Project Manager.

9.2.3.2. PROJECT MANAGER DISPOSITION OF NONCONFORMANCE

When the Project Manager receives a Report of Nonconformance, he or she makes an assessment of the affect the reported nonconformance has on form, fit, and function. The Project Manager may assign a disposition of either:

REPLACE: The nonconformance can be brought into conformance with the original specification requirements by replacing the nonconforming item with a conforming item.

REPAIR: The nonconformance can be brought into conformance with the original requirements through completion of required repair operations.

REWORK: The nonconformance can be made acceptable for its intended use, even though it is not restored to a condition that meets all specification requirements. The Project Manager may specify

standards that apply to the completion of rework. Rework nonconformances must be approved by the customer.

USE AS-IS: When the nonconforming item is satisfactory for its intended use. Any use as-is items that do not meet all specification requirements must be approved by the customer.

9.2.4. Correction of Nonconformances

The Superintendent verifies that corrective actions eliminate the nonconformance to the requirements of the original specifications or as instructed by the disposition of the nonconformance report, and then notes the nonconformance as resolved on the Work Task Inspection Report.

Furthermore, the Superintendent ensures that previously completed work is reinspected for similar nonconformances and corrective actions are taken to avert future occurrences (see section 9.3 Corrective Actions).

9.3. Corrective Actions

9.3.1. Control of Corrective Actions

When a nonconformance is found, the Superintendent ensures that:

- Previously completed work is reinspected for similar nonconformances
- Corrective actions are taken to avert future occurrences

The Project Manager identifies requirements for corrective actions with respect to frequency, severity, and detectability of quality nonconformances items found during and after completion of work activities.

When a solution requires changes to Spligitty Fiber Optic Services Inc.® quality standards, the Project Manager makes modifications as necessary by making changes to:

- Material specifications
- Personnel qualifications
- Subcontractor and Supplier qualifications
- Company standards
- Inspection processes

9.3.2. Corrective Action Training

The Superintendent initiates corrective action training to address quality nonconformances. Personnel and subcontractors and suppliers performing or inspecting work participate in the training.

Heightened awareness during quality inspections verifies and documents compliance with the corrective action improvement items. A qualified Superintendent inspects corrective actions during regular quality inspections and records observations on the quality inspection form.

The Superintendent notifies affected subcontractors and suppliers of selected preventive action training requirements.

The Superintendent evaluates the effectiveness of the improvements. The Project Manager reviews improvement results recorded on quality inspection records and monthly field reviews. When the Project Manager determines that the improvement actions are effective, the item is no longer treated as a preventive action.

10. PREVENTIVE ACTIONS

PREVENT NONCONFORMANCES

10.1. OVERVIEW

Fixing problems found during quality inspections is not sufficient. Systematic prevention of recurrences is essential for improving quality.

Spligitty Fiber Optic Services Inc.® makes changes to solve the problem. Solutions may involve a combination of enhanced process controls, training, upgrade personnel qualifications, improved processes, or use of higher-grade materials.

Follow-up ensures that a problem is completely resolved. If problems remain, the process is repeated.

10.2. IDENTIFY PREVENTIVE ACTIONS FOR IMPROVEMENT

The Project Manager identifies preventive action improvement priorities with respect to frequency, severity, and detectability of quality correction items found during and after completion of work activities. The Project Manager also reviews company quality performance and customer feedback.

More specifically, the Project Manager assesses:

- Customer corrective items
- Superintendent quality inspection results
- Code official inspection results
- Post-construction service
- Management field reviews
- Annual system review
- Customer satisfaction surveys

The Project Manager documents quality items requiring preventive action improvement.

The Project Manager leads the company in finding solutions to address the causes of problems.

When a solution requires changes to Spligitty Fiber Optic Services Inc.® quality standards, the Project Manager makes modifications as necessary by making changes to:

- Material specifications
- Personnel qualifications
- Subcontractor and Supplier qualifications
- Company standards
- Inspection processes

10.3. TRAIN PREVENTIVE ACTIONS FOR IMPROVEMENT

The Project Manager initiates preventive action training to address quality improvement items. Personnel and subcontractors and suppliers performing or inspecting work participate in the training.

Heightened awareness during quality inspections verifies and documents compliance with the preventive action improvement items. A qualified Superintendent inspects hotspots during regular quality inspections and records observations on the quality inspection form.

The Project Manager notifies affected subcontractors and suppliers of selected preventive action training requirements.

The Project Manager evaluates the effectiveness of the improvements. The Project Manager reviews improvement results recorded on quality inspection records and monthly field reviews. When the Project Manager determines that the improvement actions are effective, the item is no longer treated as a preventive action.

11. QUALITY SYSTEM AUDITS

AUDITS and IMPROVEMENT

11.1. OVERVIEW

Audits ensure that the elements of the Spligitty Fiber Optic Services Inc.® Quality System are functioning as intended.

11.2. PROJECT QUALITY SYSTEM AUDIT

The Project Manager conducts monthly Project Quality System audits that verify proper operation of the Quality System on a project. At least monthly, the Project Manager audits:

- Quality system framework
- Quality system management and responsibilities
- Customer contract specifications
- Design control
- Project-specific quality standards
- Project purchasing
- Process control plans
- Inspections and tests
- Nonconformances and corrective actions
- Preventive actions
- Quality records and documents

The Project Manager takes corrective actions to ensure compliance with Quality System requirements. The effectiveness of changes is then evaluated and documented.

Requirements for managing audit nonconformances are addressed in section 9.2 Nonconformances.

11.3. COMPANY-WIDE QUALITY SYSTEM AUDIT

At least annually, the General Manager audits the suitability and effectiveness of the Spligitty Fiber Optic Services Inc.® Quality System.

The audit assesses:

- Spligitty Fiber Optic Services Inc.® quality improvement activities
- Customer performance evaluations and satisfaction measurement results
- Quality performance measures
- Monthly field reviews
- Internal and external Quality Audit results
- Process performance and product conformance results
- Preventive and corrective action status
- Follow up on actions from previous Management Reviews
- Other changes (i.e. business climate, scope of work changes, etc.) that could affect the Quality System

Changes are initiated to improve Quality System performance. The Project Manager documents Quality System changes in the Spligitty Fiber Optic Services Inc.® Quality Assurance Manual, initiates needed improvements, and assesses their effectiveness.

12. RECORD AND DOCUMENT CONTROLS

12.1. OVERVIEW

Spligitty Fiber Optic Services Inc.® ensures that quality related documents and records are created, current versions are in use, complete, identifiable, and stored properly.

12.2. QUALITY SYSTEM DOCUMENTS

12.2.1. QUALITY MANUAL

The Project Manager maintains the Spligitty Fiber Optic Services Inc.® Quality Manual that documents Spligitty Fiber Optic Services Inc.® quality policies. Each policy identifies the titles of personnel responsible.

The Project Manager ensures that the Quality Manual and documents related to a work task are accessible to personnel performing the work.

The Project Manager maintains, improves, and updates the manual as necessary. At least annually, the Project Manager determines if updated versions of standards and product installation instructions are available. If so, the Project Manager updates the Quality System documentation accordingly.

12.3. DOCUMENT CONTROLS

The General Manager controls all company-wide quality system documents including:

- Approval of all quality system documents and for adequacy prior to issue or reissue.
- Ensures that applicable documents are available and usable at points of use
- Prevents unintended use of obsolete documents

The Project Manager controls project-specific quality system documents including:

- Approval of all project quality documents and for adequacy prior to issue or reissue.
- Ensures that applicable documents are available and usable at points of use
- Prevents unintended use of obsolete documents

12.3.1. CONTROL OF SYSTEM DOCUMENTS

The General Manager controls documents related to the Spligitty Fiber Optic Services Inc.® Quality System including:

- Quality System Manual
- Quality System Procedures
- Project Management Procedures (including interface and coordination with customers and regulatory agencies with jurisdiction over jobsites)
- Government regulations
- Industry standards
- Procurement specifications

The General Manager ensures that records of the distribution of Quality System documents are kept. When new versions are distributed, obsolete versions are destroyed or controlled to prevent inadvertent use.

12.3.2. CONTROL OF PROJECT DOCUMENTS

The Project Manager controls documents related to specific customer contracts including:

- Customer contracts
- Contract technical specifications
- Contract drawings
- Shop drawing submittals and approvals
- Product data submittals and approvals
- Allowances and unit price submittals and approvals
- Requests for information and customer responses
- Subcontracts
- Inspection and test plans
- Pictures of Completed Tasks

12.4. RECORD CONTROLS

The General Manager verifies records for conformance to the Quality System Requirements and approves all Quality System records.

Records demonstrating conformance with and operation of the Quality System are retrievable for at least two years. The General Manager verifies records for conformance to the Quality System Requirements.

12.4.1. QUALITY SYSTEM RECORDS CONTROL

The G Manager verifies the completeness, accuracy, and retention of project-specific Quality System records including:

- Annual reviews
- Quality improvement records

12.4.2. PROJECT RECORDS CONTROL

The Project Manager verifies the completeness, accuracy, and retention of project-specific Quality System records including:

- Inspection and test records
- Quality submittals to the customer
- Project quality system audits
- Field reviews
- Calibration certificates
- Daily log reports
- Incident reports
- Redline drawings
- Qualified personnel approvals
- Qualified subcontractor approvals
- Quality improvement records
- Project Quality records specified by customer contract, or contract technical specifications

The Project Manager assigns record control responsibilities and document location that apply to a specific project.

13. APPENDIX A

13.1. DEFINITIONS OF TERMS

Acceptance - The process of deciding, through inspection, whether to accept or reject a product.

Audit – An audit determines if the quality system is performing as documented and whether the quality system is implemented. An audit consists of a systematic and objective examination to determine whether quality management activities and associated results comply with planned arrangements, and whether these arrangements are implemented effectively and suitably to achieve set objectives.

Certification - Statements by inspectors, officials, engineers, or product manufacturers attesting that product, system or material meets stated specification requirements.

Conformance – An item meets the requirements of relevant specifications, contracts or regulations; also the state of meeting the requirements.

Contract Project Quality Assurance/Quality Control Plan – See Project Quality Assurance/Quality Control Plan.

Corrective Action – a specific action to resolve a known condition or conditions, which adversely affect quality. Corrective Action must addresses remedial action to correct the known discrepancy whereas preventive action prevents reoccurrence based on the identified root cause.

Definable feature of work – See Task.

Design Data - Calculations, mix designs, analyses or other data pertaining to a part of work.

Disposition – A statement describing the manner in which a nonconformance is to be resolved.

Experienced - When used with an entity or individual, "experienced" means having successfully completed work similar in nature, size, and extent.

Feature of Work – See Task.

FOW – Feature of Work

Inspection and Test Plan – A record of requirements, frequency and responsibilities for activities such as measuring, examining, testing and gauging one or more characteristics of a product or service, and comparing the results with specified requirements to determine conformity to the Contract Specification. Inspections and tests are detailed in the applicable procedures and results recorded on forms appended to these procedures.

Inspection - The act of examining, measuring, or testing to determine the degree of compliance with requirements.

ISO 10005 – an international standard titled *"Quality Management – Guidelines for Quality Plans"* that specifies required elements of a project-specific quality plan.

ISO 9001 – an international standard titled *"Quality Management System – Requirements"* that specifies required elements of a quality management system.

Mock-up Sample – an assembly or portions of an assembly constructed on the project site that establishes standards by which the ensuring work can be judged. Mockups are constructed to verify selections made under sample submittals; to demonstrate aesthetic effects and, where indicated, qualities of materials

and execution; to review coordination, testing, or operation; to show interface between dissimilar materials; and to demonstrate compliance with specified installation tolerances. Mockups are not Samples.

Nonconformance – Non-fulfillment of a specification which affects form, fit or function and renders the quality of an item or service unacceptable or indeterminate in regard to meeting all relevant specifications. Examples of nonconformance include: physical defects, test failures, incorrect or inadequate documentation or deviation from prescribed processing, inspection or test procedures.

Non-conformance Report – A record of the identification, and resolution of a nonconformance.

Product Data - Catalog cuts, illustrations, schedules, diagrams, performance charts, instructions and brochures illustrating size, physical appearance and other characteristics of materials, systems or equipment for some portion of the work.

Observation – Feedback provided to work crews for the purposes of heightened awareness of an item that if not addressed by a completion inspection may result in a nonconformance.

Procedure -- Specified way to perform an activity.

Product Samples - Physical examples of materials, equipment or workmanship that illustrate functional and aesthetic characteristics of a material or product and establish standards by which the work can be judged. Color samples from the manufacturer's standard line (or custom color samples if specified) to be used in selecting or approving colors for the project

Project – Unique process cons1stmg of a set of coordinated and controlled activities with start and finish dates, undertaken to achieve an objective conforming to specific requirements, including the constraints of time, cost and resources.

Project Quality Assurance/Quality Control Plan - A document setting out the specific quality objectives, practices, resources and sequence of activities relevant to a particular Contract or project.

Quality Assurance - Activities, actions, and procedures performed before and during execution of the Work to guard against defects and deficiencies and substantiate that proposed work will comply with requirements.

Quality Audit - A formal review/investigation to determine whether the quality characteristics of a product or service meet the defined quality criteria.

Quality Control – the performance of tasks which ensure that work is performed according to plans and specifications

Quality Manual – Documents consisting of Spligitty Fiber Optic Services Inc.® policies for quality management methods instituted as a company. Standard operating procedures supplement the quality manual policies with work steps. This manual is copy right 2011CaldreriaQuality. Forms are also part of this manual with step by step instructions.

Records - Documentary evidence of the specification of individual items, standards of work, and compliance with the Quality Management System requirements.

Reject – A disposition of a nonconformance for an item unsuitable for its intended purpose and economically or physically incapable of being reworked or repaired.

Repair – A disposition of a nonconformance for an item acceptable for its intended use even though it is not restored to a condition which meets all specification requirements.

Rework – A disposition of a nonconformance for an item that can be brought into conformance with the original requirements through re-machining, reassembling, reprocessing, reinstallation, or completion of the required operations.

Shop Drawings - Drawings, diagrams and schedules specifically prepared to illustrate some portion of the work. Diagrams and instructions from a manufacturer or fabricator for use in producing the product and as aids to integrate the product or system into the project. Shop drawings show how multiple systems and interdisciplinary work will be coordinated

Standard Operating Procedure - A document that details the purpose and scope of an activity, and specifies how it is to be carried out. The output from a procedure provides objective evidence (in the form of records) of the compliance to the quality system requirements.

Subcontractor - A company, organization or individual providing a service or product, which may include labor, plant, materials or other facilities or resources

Task – A definable features of work. A task which is separate and distinct from other tasks and has separate control requirements. A task could be identified by different trades or disciplines, or it could be separate phases of work by the same trade. At minimum each section of the specifications is a task; however, there are frequently more than one definable feature under a particular section.

Test Reports - Report signed by authorized official of testing laboratory that a material, product or system identical to the material, product or system to be provided has been tested in accord with specified requirements.

Use-As-Is – A disposition of a nonconformance for an item that will satisfy its intended use, even though it does not meet all design/functional requirements.

Verify - The process of confirming the soundness or effectiveness.

14. APPENDIX B – FORMS

These forms are provided as an example of the most commonly used forms within the Spligitty Fiber Optic Services Inc.® Quality System. The use of these forms will be determined by the Project Manager as he or she see fit based on the Spligitty Fiber Optic Services Inc. ® Quality System requirements, customer requirements, and requirements specific to the project. The need for each form will be detailed in the Project Specific Quality Plan.

Additional forms are available through the General Manager as required.

List of Included forms:

Point of Contact List
Project Quality Communications Plan
Project Subcontractor and Supplier List
Project Training Plan
Training Log
Test Equipment Calibration Plan and Log
Work Task Inspection Form
Punch List
Project Completion Inspection Form

Spligitty Fiber Optic Services Inc.®
Point Of Contact List

Version 20140414

Project #	Project Name	Preparer	Date	

Company	Name	Job Position(s)	Phone Contact Numbers	Email
Spligitty FOS Inc.		General Manager		
Spligitty FOS Inc.		Area Manager		
Spligitty FOS Inc.		Project Manager		
Spligitty FOS Inc.		Superintendent		

Spligitty Fiber Optic Services Inc.®
Project Quality Communications Plan

Version 20140414

Project #	Project Name	Preparer	Date

Points of contact list distribution:

Project startup meeting participants, date, location:

Work task quality plan meeting participants, nominal location:

Weekly project communication meeting participants, and nominal day of week, time, and location:

Monthly project quality status report distribution and due date:

Distribution of quality inspection and test records, and due date:

Location of project quality records storage and point of contact for records access:

Nominal frequency of project quality audits and the job position that will conduct the audits:

Warehousing of customer supplied materials/equipment location, security, damage prevention.

Spligitty Fiber Optic Services Inc.®
Project Subcontractor and Supplier List

Version 20140414

Project #	Project Name			Preparer/ Date

Work Tasks	Subcontractor and Supplier Name	Description of Services	Quality Control Method (Not Applicable/ Subcontractor and Supplier QC/ [CompanyName] QC)	Remarks

Spligitty Fiber Optic Services Inc.®
Project Training Plan

Version 20140414

Project #	Project Name	Preparer	Date	

Training Title/ID	Training Description	When Required (date, milestone or event)	Planned Participants (Job Position/Organization)	Notes

Spligitty Fiber Optic Services Inc.®
Project Training Log

Version 20140414

Project #	Project Name				

Training Title/ID	Training Date	Participant Name	Participant Signature	Trainer Signature Of Completion	Notes

Spligitty Fiber Optic Services Inc.®

Test Equipment Calibration Plan and Log

Version 20140414

Project #	Project Name	Preparer	Date	

Type of measuring device	Calibration Type and Frequency	Measuring Device ID	Calibrated By/ Calibration Date	Calibration certificate #	Next Calibration Due Date

Spligitty Fiber Optic Services Inc.®
Work Task Inspection Form

Version 20140414

Work Task :		
Project #:	Project Name:	Subcontractor and Supplier Company ID/Name:
Location/Area:	Reference drawing #:	Crew ID/Name

Quality Checkpoints:	**Heightened Awareness Checkpoints**
☐ Approved Material	☐
☐ Utilized Approved Processes	☐
☐ Proper Routing of Cable	☐
☐ Properly Labeled	☐
☐ Racking, Attachments, Grounding	☐
☐ Site Clean and Secure	
☐	

Production Notes:

Reported Nonconformances:

Verification of Work Task Completion (sign and date)

Subcontractor and Supplier Sign and date*: Work task verified complete to specifications (sign and date)	
Project Superintendent Sign and date*: Work task verified complete to specifications (sign and date)	
Project Superintendent score subcontractor/crew performance and feedback notes	**Quality:** 5 4 3 2 1 **Safety:** 5 4 3 2 1 **Delivery:** 5 4 3 2 1

* On behalf of the contractor, I certify that this report is complete and correct and equipment and material used and work performed during this reporting period is in compliance with the contract drawings and specifications to the best of my knowledge except as noted in this report.

Spligitty Fiber Optic Services Inc.®
Punch List

Version 20140414

Project #	Project Name	Punch List Type
		☐ Work Tasks _____ ☐ Project Final Punch ☐ Pre-Final Customer Inspection ☐ Final Acceptance Inspection
Inspection Date	**Preparer**	

Item	Location	Description	Due Date	Compl. Date	Item Completion Verification	
					Super Initial	QA Initial

Punch List Completion Date	Final QA Sign-off	Remaining Nonconformances Reported ID # and Description

Spligitty Fiber Optic Services Inc.®
Project Completion Inspection Form

Version 20140414

Project: #:	Project Name:	Location/Area:	

Compliance Verification

- ☐ Compliance with material inspection and tests
- ☐ Compliance with inspection requirements
- ☐ Compliance with functional tests if required
- ☐ Compliance with inspection and test plan
- ☐ Punch lists corrections complete

Heightened Awareness Checkpoints

- ☐
- ☐
- ☐
- ☐☐

Notes:

Reported Nonconformances:

Verification of Project Completion (sign and date)

Project Superintendent verified complete to specifications (sign and date)	Sign and date*:
Project Manager verified complete to specifications (sign and date)	Sign and date*:

* On behalf of the contractor, I certify that this report is complete and correct and equipment and material used and work performed during this reporting period is in compliance with the contract drawings and specifications to the best of my knowledge except as noted in this report.