CONTENTS

8.0 Inspection Planning

1. Procedure
2. Inspection Reporting

9.0 Quality Assurance Document Control

1. Responsibilities
2. Procedure

10.0 Deficiency Identification/Reporting and Corrective Action

1. Purpose
2. Responsibility
3. Procedure

1.0 General

This procedure manual addresses the Quality Assurance/Quality Control of the provision, construction, fabrication and installation of materials and components, installation of structural, architectural and civil elements and operating systems for the project.

The purpose of the Quality Assurance/Quality Control (QA/QC) Manual is the management and coordinator of specific testing services, special inspections, and actions required of the Contractors to assure the Client Team that specific items of work meet the standards and requirements of the Contract Documents and good construction practice.

The objective of this Manual is to define the QA/QC Program for the Project and establish the responsibilities and documentation requirements for Quality Control.

The process of QA/QC shall be the responsibility of the Construction Manager, who shall also bear the title of QA/QC Manager (QA/QCM) and shall answer directly to the Project Manager. The primary goal of the QA/QCM shall be to assure conformity to the Contract Documents.

The primary process by which the work of the various Contractors shall be assured, controlled and documented shall be through inspections and testing conducted by Special Inspection Technicians and an Independent Testing Laboratory employed by the Client, managed and coordinated by the QA/QCM for a variety of specific purposes. The QA/QCM shall manage and coordinate the efforts of the Special Inspection Technicians and Independent Testing Laboratory by delegation of authority to the CM Site Superintendents and Supervision teams.

The policies specified in this manual shall be binding upon all Project Personnel as well as enforced upon every Contractor and Supplier during the project's duration. The scope of the quality control program shall be in compliance with all requirements of the contract documents and standards of good construction practice.

1. Quality Control

For the purposes of this Manual, Quality Control is defined as the supervising and monitoring of the quality process, including:

a. Scheduling and conducting the appropriate inspections, tests and other procedures for the purpose of determining adherence to the quality standards required by the contract documents.

b. Procedures to report completion of tasks described in Part a. above.

c. Methods designed to verify the results of the tests, inspections and other procedures with notation and communication of any deficiencies encountered.

d. Procedures which may define and recommend corrective action(s) which would correct any deficiencies.

e. Follow through on reviewing test and inspection reports.

f. Maintaining logs and other documentation to expedite incomplete tasks and/or corrective action required for deficiencies.

g. Producing reports which allow the project organization to review and take appropriate action relative to the QA/QC process.

h. Maintain complete accessible files on all quality related documents.

i. Deliver to the Client at the completion of the project, a copy of all files, properly identified, which document the actions, and results of the QA/QC activity which confirm that all requirements of the contract have been satisfactorily completed.

2. Quality Assurance

For the purposes of this Manual, Quality Assurance is defined as:

a. Administration of agencies and others conducting specific tests, inspections, certifications and other actions required by the Project Management Team to assure the Client that specific items of work by the Contractors and Suppliers meet the standards and requirements of the Contract Documents and good construction practice.

b. Coordination and monitoring of staff efforts to carry out procedures identified in Parts C and D related to QA/QC procedures.

c. Once identified, determination of action required to bring non-conforming items of construction into conformity with requirements of the Contract Documents and good construction practice.

d. Verification to the Client of progress and implementation of the correction to quality related items and other problems.

e. Coordination of A/E determinations as to the intent of the Contract Documents and coordination of required changes as determined necessary by A/E.

2.0 Organization

1. Quality Assurance/Quality Control Manager

The Quality Assurance/Quality Control Manager (QA/QCM) and his staff, serve under the direction of the Construction Manager. The QA/QCM has the responsibility for all Quality Control functions as they relate to the Project and the administration and maintenance of the Quality Control Program as described in this Manual.

The duties of the QA/QCM as related to the QA/QC program are:

a. Coordinate and manage the efforts of the Site Superintendents with respect to QA/QC activities.

b. Identify, in consultation with the Site Superintendents, Special Inspection Technicians, and Independent Testing Laboratory, quality deficient conditions.

c. Initiate, in consultation with the Project Manager and/or Project Engineer, the action necessary to correct quality deficient conditions.

d. Verify, in coordination with the Site Superintendents, Special Inspection Technicians, and Independent Testing Laboratory, progress in resolving the deficiencies.

e. Accept or reject in consultation with Project Manager and/or Project Engineer and/or supervision team, all work or materials associated with the project.

f. To have jurisdiction over all quality related activities specified by contract documents. Any specific activity regarding quality, quality assurance or quality control shall be directed to the QA/QCM.

2. CM Site Superintendents

The CM Site Superintendents, serve under the direction of the QA/QCM. The Site Superintendents have the responsibility for all Quality Assurance functions as they relate to the various construction disciplines and the monitoring and maintenance of the Quality Control Program as described in this Manual.

The duties of the Site Superintendents as related to the QA/QC program are:

a. Coordinate and monitor the efforts of the Special Inspection Technicians and Independent Testing Laboratory with respect to QA/QC activities.

b. Identify, in consultation with the Special Inspection Technicians and Independent Testing Laboratory, quality related problems and report to the QA/QCM.

c. Implement as directed by the QA/QCM, the corrective action necessary to correct quality deficient conditions.

d. Monitor and verify, in coordination with the Special Inspection Technicians and Independent Testing Laboratory, progress in resolving the deficiencies.

3. CM Project Engineer

The CM Project Engineer is the interpreter of the intent of the requirements of the Contract Documents and shall assist the QA/QCM in devising

appropriate corrective action necessary to correct quality deficient conditions.

The Project Engineer shall also be responsible for distribution of QA/QC reports and logs to concerned parties.

4. Independent Testing Laboratory

An Independent Testing Laboratory or other specialized agency will be engaged for on-call services, and who shall perform any specialized tests as may be required from time to time to verify the integrity of the Contractor's work in compliance with the Contract Documents. The Independent Testing Laboratory agency shall be subject to the approval of the Client.

Each Contractor shall be responsible to perform any and all tests that may be required by the Contract Documents in the execution of the work and submit such results to the CM. The QA/QCM shall periodically ascertain and evaluate the Contractor's test results by requesting the Independent Testing Laboratory to execute similar tests concurrently with the Contractor.

The QA/QCM and his staff of Site Superintendents shall manage and coordinate the effort of the Independent Testing Laboratory who's test results shall be determined as final and binding on the Contractor.

5. Special Inspection Technicians

The Client shall be responsible for engaging the services of on-call Special Inspection Technicians who shall be responsible for conducting on-site inspection of items related to construction and shall report to and act as directed by the Client to confirm the Contractor's work is in compliance with the Contract Documents and standards of good construction practice.

The Special Inspection Technicians in consultation with the QA/QCM and Site Superintendents shall be responsible for Quality Assurance monitoring and reporting on the following construction activities defined as follows:

A. General Construction Activities (but not limited to)

Soils: Excavation, importation, disposal, classification, placement and compaction
Sub-surface investigation (drilling) and similar procedures
Pile construction
Caissons: Drilling and determination of bearing capacity
Underground piping systems for utilities, gas, water supply and wastewater disposal.

Concrete: Formwork, reinforcement, placement, finishing, curing and all related work.
Structural steel: Fabrication, placement, welding, bolting, painting and all related work
Metal decking
Masonry
Moisture proofing, sheet metal work, flashing and roofing
Thermal protection, insulation and fire stopping
Curtain wall, entrances, stone front, skylights, exterior glazing and all related work
Construction of all walls, partitions, stairs, ceilings, floors, doors, hardware, interior glazing and other items required to complete the interior building construction
Carpentry and millwork
Ornamental metal work and railings
Finishes, plaster, tile, terrazzo, painting and wall covering
Elevator, escalator, moving walkways and other conveying equipment and systems
Concrete and bituminous paving.

B. Mechanical Construction activities (but not limited to):

Plumbing system
Firefighting system
Vessels
Ventilating, air supply and distribution
Pipe welding
HVAC systems
Rotating equipment
Installation of equipment and hardware

C. Electrical Construction activities (but not limited to):

Electric Transmission Stations
Power distribution
Communications
Automatic controls
Exterior electrical
Grounding
Fire protection systems
Transformers
Lighting
Instruments
Interior electrical
Cathodic protection
Installation of Equipment and Hardware
Security Systems

6. Contractors

Each Contractor shall be responsible to abide by this QA/QC Manual and to implement and maintain Quality Control processes to the full extent required by the Contract Documents and at a minimum the extent of this QA/QC Manual. Such processes include all testing requirements to ensure that specific items of work meet the standards and requirements of the Contract Documents and good construction practice.

The duties of the Contractor as related to the QA/QC program are but may not be limited to:

a. Provide, manage, and coordinate the scope of Contractor's internal testing and inspection manpower services and requirements.

b. Manage and coordinate the scope of their sub-contractors and suppliers testing and inspection manpower services and requirements.

c. Provide the QA/QCM with prompt reports and results of tests either conducted by the Contractor or by his Sub-Contractors or Suppliers.

d. Provide the QA/QCM with prompt report of deficiencies and quality related problems in order that the QA/QCM may develop possible solutions to assist the Contractor.

e. Implement promptly, all written instruction(s) of the QA/QCM with regard to any directive issued in pursuit of remedying a quality deficient condition.

f. Provide the QA/QCM with routine status reports of corrective actions to quality deficient conditions.

g. Cooperate with the Client's Special Inspection Technicians and provide access to the Work and to manufacturer's facilities.

h. Provide adequate samples of materials, incidental labor, facilities, and access to all Work to be tested. As may be instructed by the QA/QCM or as required by the Client's Special Inspection Technicians; obtain and handle samples at the site or at source of products to be tested, to facilitate tests and inspections, and to provide for storage and curing of test samples.

i. Notify the QA/QCM and Client's responsible special inspection technicians in writing 48 hours prior to expected time for operations requiring inspection and testing services.

The Special Inspection Technician provided by the Client shall not relieve the Contractor of his obligations to meet the standards and requirements of the Contract Documents and good construction practice.

3.0 Testing Laboratory Services

1. General

a. Each Contractor shall provide an independent testing laboratory or facility approved by the Client to conduct QA/QC procedures.

The Contractor's testing laboratory shall adhere to the following conditions and requirements for testing procedures.

2. Scope of Services

a. Perform laboratory tests of samples, mixes, and materials as in accordance with the Contract Documents.

b. Provide qualified personnel at site to perform site testing as and when required.

c. Ascertain compliance of tests, samples, mixes, and materials with requirements of Contract Documents.

d. Promptly notify the observed irregularities or non-conformance of Work or products.

3. Laboratory Reports

a. After each inspection and test, promptly submit one (1) original and Three (3) copies of each laboratory report to the QA/QCM. The QA/QCM shall retain one (1) copy and forward one (1) original and one (1) copy to the Project Engineer, and one (1) copy to Client's responsible Special Inspection Technician.

b. Reports shall include:

Project title and number
Name of inspector and date issued
Date of test
Date and time of sampling or inspection
Location in the project
Identification of product and specification section
Type of inspection test
Results of tests
Interpretation of test results
Comments and evaluation of conformance with Contract Documents.

4. Limits on Testing Laboratory Authority

a. Laboratory may not release, revoke, alter, or enlarge on requirements of Contract Documents.

b. Laboratory may not approve or accept any portion of the Work.

c. Laboratory has no authority to stop the Work.

4.0 Inspection Procedure

1. General

a. Each Contractor shall provide sufficient skilled management, supervision, workers, materials, and equipment necessary to perform and inspect the Work in strict conformance with the Contract Documents, standards of good construction practice, and to the complete satisfaction of the Construction Manager, and so as not to delay any part of the Project.

b. The Client employed Special Inspection Technicians in consultation with the QA/QCM and Site Superintendents shall be responsible for Quality Assurance monitoring and reporting on the various construction activities.

c. The individual Special Inspection personnel approved and managed by the CM, shall have sufficient education, training, and experience to perform their assigned duties in accordance with the Contract Document requirements and standards of good construction practice.

2. Responsibilities

a. The QA/QCM, and his Site Superintendents through the use of the Special Inspection Technicians shall be responsible for monitoring, coordinating and inspecting the various activities of the Work to ensure the highest quality of workmanship is achieved during various activities of each Contract. They are also responsible for routine auditing of the Contractor's inspection process.

b. The QA/QCM, and his Site Superintendents through the use of the Client's Special Inspection Technicians shall conduct inspections, witness tests and monitor Contractor's activities related to quality in all areas including but not limited to Civil, Mechanical, Electrical, Structural, Vessel, Piping, Welding, etc...

3. Inspection Requirements

During any construction operation, the QA/QCM, his Site Superintendents and the Client's Special Inspection Technicians shall verify that the following requirements are met:

a. That the latest approved drawings and specifications are being used for inspection purposes relating to the item being inspected.

b. That only designated approved material are being used.

c. That the necessary tools, equipment and materials are available and in good condition, and, where measuring and test equipment that require calibration or certification are being employed, that the calibration or certification is current.

d. Those personnel performing special inspections are qualified and/or certified to perform the specific assignment, where such qualification or certification is required.

e. For on-site and off-site inspections, the Special Inspection Technicians shall conduct any required inspection under the direction of the Client.

f. The Special Inspection Technicians shall document all inspections and results of the performed inspection in accordance with the requirements of each witnessed activity.

4. Inspection Procedure

The Contractor shall request an inspection by submitting a Quality Control Inspection (QCI) form to the QA/QCM, the QA/QCM shall notify the appropriate Site Superintendent to arrange for the appropriate Special Inspection. Technician to inspect the work or material for conformance with the contract plans and specifications. Upon inspection, the designated person shall transmit the report to the QA/QCM for his endorsement, who shall transmit a copy with his endorsement to the Contractor as well as transmit a copy to the Project Engineer.

5.0 Handling, Storage and Preservation

1. Purpose

Each Contractor shall be responsible for assuring that handling, storage, shipping and preservation are adhered to for those items requiring special care and protection.

2. Responsibility

The ultimate responsibility for material handling, storage and preservation lies with the responsible Contractor. The QA/QCM or his designated representative shall perform periodic audits in accordance with provisions of this manual to assure that Contractors comply with minimum requirements.

3. Requirements

The Contract Documents shall be the regulator criteria to which materials are to be handled, stored and preserved.

In conjunction with the above, materials in general which are to receive special handling and preservation, while stored at the Project Site, may include but not limited to:

Formwork	Reinforcing Steel and Accessories
Cement	Structural Steel
Metal Decking	Roofing Materials
Insulation Materials	Gypsum Drywall
Doors and Hardware	Glass
Pipe and Fittings	Mechanical and Rotating Equipment
Electrical Materials and Equipment	Instrumentation & Control Equipment
Paint Materials	Welding Accessories
Terrazzo, Ceramic, and stone titles	Elevators and Escalators
Wood and Millwork	Carpeting

4. Shipping and Unloading

The Contractor shall confirm that all materials and equipment are packed and protected and preserved in such a manner that no deleterious effect will result; supports, bracing, lifting appurtenances are strong enough to withstand the most vigorous of shipping and handling; and preservation procedures are sufficient and complete. More specifically, such confirmation shall include:

a. Unloading at site be accomplished using only the proper equipment of the correct size and standard practices with due regard to material protection and personnel safety.

b. All materials be inspected before unloading and after unloading. Damage to be immediately noted and reported to the Contractor for replacement before installation.

c. Verification that special shipping, unloading and storage instructions by the manufacturer/vendor are strictly followed.

5. Storage at Site

Whenever practical, materials delivered to the job site shall be stored under permanent cover and protected from environmental elements (direct sun, dust storm, wind, rain, sea spray, etc...)

If there is no permanent shelter available and the materials must be stored in the open then the Contractor shall confirm that:

a. Materials are placed on top of wood sleepers or load spreaders to prevent contact with the supporting surfaces and be of sufficient height to prevent moisture contact.
b. Shims are provided to store the materials level or perpendicular, as necessary, in such manner as to prevent twisting, bending or war page that would be of sufficient nature to become permanently set.

c. Materials are sufficiently covered and protected to withstand direct sun, dust storm, wind, rain, sea spray, and other forces of nature being sure all seams and joints of the protective covering will not allow intrusion of dust, moisture, airborne chemicals or other pollutants.

d. Protective barriers and signs are posted to prevent damage from local operations.

e. Where it is practical, provision of an identification tag, “Bill of Materials” or “Packing List” shall be affixed to identify the material, quantity, and the location of permanent placement of the respective material.

f. If specific material must be stored within a climatic controlled condition, i.e., wood, paints, etc.., then confirm that special arrangements are initiated by the Contractor responsible for the material.

6. Non-Destructive Examination

Non-destructive examinations, if required, (NDE) shall be performed by approved personnel. NDE methods may include:

Radiography (RT)
Ultrasonic (UT)
Liquid Penetrant (PT)
Leak Testing (LT)
Visual (VT)

The QA/QCM shall be responsible for assuring that non-destructive examinations are conducted and evaluated in accordance with contract requirements.

All NDE personnel shall be qualified in accordance with the requirements of the American Society for Non-destructive Testing, Recommended Practice, SNT-TC-1A (1988) and as may be supplemented by requirements of contract documents.

When NDE services are performed by Independent Test in Laboratories they shall submit copies of proposed NDE personnel qualifications records for review and approval by the QA/QCM and Client. Personnel qualification/certification records shall be approved prior to any performance of NDE by subcontracted personnel.

7. NDE Procedure Qualification

All NDE procedures to be used on the project shall comply with all required codes, standards, and contract documents. When NDE services are subcontracted, or when “shop fabrication” is to include NDE, procedures shall be submitted to the QA/QCM and Client for review and approval prior to use.

All NDE activities including evaluation shall be performed using approved procedures and only performed by SNT-TC-1A certified level II, or III personnel discipline.

Visual examination as defined by this section shall mean visual welding inspection procedures and only performed by SNT-TC-1A certified level II, or III personnel in the appropriate discipline.

Evaluation shall be performed only by level II or level III personnel.

6.0 Quality Control Documents

1. Requirements:

a. All original quality documentation programmed to be retained at the site shall be centrally located in the CM files as well as copies retained by the QA/QCM.

b. Documentation supporting the quality of items shall be to the greatest extent possible, preplanned and systematically developed from beginning to end of the project.

c. The documentation control system shall permit quick and easy retrieval of quality documentation supporting those items having special controls.

d. All documentation shall be reviewed for completeness by the QA/QCM prior to forwarding to interested parties or filing in the site file by evidence of his stamp or initials.

e. All approved construction drawings and specifications shall be reviewed and any special instructions incorporated as part of the CM Records.

f. Upon project completion, one complete set of all Quality Assurance Records shall be handed over to the Client for the purpose of project turnover.

7.0 Calibration and Control of Measuring and Test Equipment.

This section describes the system for the control and calibration of measuring and test equipment.

1. Responsibilities

The Contractor's testing facility is responsible to submit to the QA/QCM calibration certifications which assure all measuring and test instruments are calibrated and controlled in accordance with contractual and code requirements and that such equipment is functional, and properly calibrated before use.

2. Procedure

The Client employed Independent Testing Laboratory and Contractor's testing facility measuring and test instruments needed to verify contractual requirements of construction activities shall be tested and calibrated at service intervals as established by code, industry or manufacturer recommendations. Tests and calibrations will be performed to ensure that equipment is functional and accurate. Such equipment shall bear evidence of its calibration status, or at least be traceable to evidence of its calibration status.

Equipment shall be calibrated to standards traceable to the Nation Bureau of Standards, or other nationally recognized standards where such standards exist. Where no such standards exist, the basis of calibration shall be documented and approved by the QA/QCM.

All calibration records shall be maintained in accordance with procedures stated elsewhere in this QA/QC Manual.

8.0 Inspection Planning

An inspection plan shall be developed by Contractor and submitted for the approval of the QA/QCM and Client. This shall be accomplished by reviewing the Contract Documents and listing the construction activities/requirements inspection.

After the construction activity/requirements associated with a specific technical specification have been identified, the QA/QCM and Client shall assign the inspection and/or testing requirements for the activity. The inspection requirements are determined by review of the technical specifications, codes or standards associated with the construction activity, or as required by Contract Documents.

1. Procedure

The QA/QCM shall determine documentation and frequency of inspection and other requirements consistent with the contract documents, to assure that adequate objective evidence of compliance with contract documents is obtained.

The Project Engineer and Client representative shall review and approve all Inspection Plans, and distribute accordingly.

Revisions to the Inspection Plan shall be processed by the QA/QCM as required and approved by the Project Engineer and Client representative.

2. Inspection Reporting

The inspection and testing records for this project shall provide objective evidence that the activity being reported conforms to the specific requirements of the contract documents. As a minimum the following information shall be documented on each quality inspection report, with enough details to allow retrievability:

Project Title
Location
Date
Name of Contractor
Name of Contract

The item or activity being inspected (giving coordinates from drawing or description when applicable).

Location of item or activity (giving building #, room #, coordinates from drawing or stations etc.., as are applicable or necessary).

Details of inspection, (i.e., number of samples, area of excavation, spacing of rebar, yards of concrete, etc..). State the actual conditions present at time of inspection.

State whether the item or activity is “Approved”, “Approved As Noted”, or “Not Approved”.

When check lists are available for specific activities and required by the Inspection Plan, their use is mandatory.

9.0 Quality Assurance Document Control

1. Responsibility

The QA/QCM is responsible for assuring all required quality related documentation is prepared, identifiable, retrievable and maintained in a

safe and secure facility, and that copies are distributed to the appropriate parties.

Personnel responsible for preparing Quality Control Inspection Reports, shall submit the reports to the QA/QCM no later than 10:00 a.m. the day following the report date, except in the case of a report describing a discrepant condition which is to be submitted immediately.

2. Procedure

The QA/QCM shall review inspection reports, upon receipt, for details and correctness and shall assign an inspection report number from the Inspection Report Log. The Inspection Report Log shall be maintained by the QA/QCM.

The QA/QCM shall prepare a summary of each day's activities for distribution to appropriate parties. This summary shall consist of all inspection and test reports and a brief summation of the activities they represent. Also included will be notification of upcoming test activities.

The original documents shall be forwarded to the Project Engineer to be placed in the appropriate Quality Control Files.

The Quality Control Files shall be arranged by Package Contract. Each contract shall be divided by Technical Specification section number and subdivided by each major activity covered by that section.

The QA/QCM shall periodically audit the Quality Assurance Document Control System to assure compliance with manual requirements. Audits shall be performed in accordance with established procedures.

10.0 Deficiency Identification / Reporting and Corrective Action

1. Purpose

This section identifies the system by which deficient conditions found during quality inspections, test and verifications, are identified and reported, and the documented measures by which corrective actions to preclude reoccurrence of similar deficient conditions are established.

2. Responsibility

The QA/QCM, Site Superintendents, and Special Inspection Technicians are responsible for the control and maintenance of the Deficiency/Corrective Action System.

3. Procedure

a. Deficient conditions found during inspections shall be reported to the QA/QCM. The condition shall be promptly investigated by the Site Superintendents, and if verified, the Contractor shall be directed to correct the deficiency at that time.

b. The details concerning the deficiency shall be documented on a Quality Control Inspection Report Form. If immediate corrective action was taken by the Contractor, the details of that action shall also be documented.

c. If immediate corrective action is not taken by the Contractor, the reason for the delay will be reported and the report forwarded to the QA/QCM, and the matter raised during the bi-monthly contractor's coordination meetings.

d. Upon receipt of a Quality Control Inspection (QCI) form identifying an open deficient condition, the QA/QCM shall generate a Quality Deficiency Report (QDR) to aid in the tracking of quality deficient conditions. Copies of the QDR shall be made for appropriate distribution, including the Project Engineer. The original QDR and Quality Control Inspection Report shall be placed in a pending file until acceptable corrective action is completed and verified.

e. The QA/QCM shall immediately notify the Project Engineer of any deficient conditions, and additionally shall verify that the Contractor has received his copy of the QDR, by endorsement, identifying the open deficiency. The Contractor shall then propose remedial actions so that the finished product will comply with Contract Documents.

f. The Contractor shall also indicate what measures will be established to preclude the reoccurrence of similar deficiencies. The information shall be documented by the Contractor on the QDR at the appropriate entries and then returned to the QA/QCM.

g. This proposal shall be reviewed by the QA/QCM to assure suitability of the proposed actions. Where concurrence with the proposed Corrective Action is established, the Contractor shall be directed to initiate work.

h. When the Contractor's proposed actions will not provide for compliance of the end product to Contractual Requirements, and when the QA/QCM cannot recommend suitable alternative actions to provide the same, the Project Engineer shall be requested to provide instructions as to corrective action that will meet the design criteria.

i. Where a disposition to "use as is" is determined for a deficient condition, the QDR shall be transmitted to the Project Engineer for concurrence

and approval, with a recommendation of the amount to be deducted from the contract sum, if that action be appropriate.

j. Upon completion of the accepted corrective action, the Contractor shall notify the QA/QCM. The QA/QCM shall assure the item is re-inspected, to verify that the corrective action is complete and acceptable. If the corrective action is satisfactory the responsible Special Inspection Technician or Superintendent shall advise the QA/QC, and he shall sign the original QDR and Inspection Report in the pending file indicating verification and close-out of the deficiency.

k. In processing Contractors' monthly payment application, the CM shall be entitled to withhold payment for any work claimed by the Contractor as complete which is listed in the Quality Deficient Report.

l. If the corrective action has not been completed to the QA/QCM's satisfaction, he shall mark "Unacceptable" in the space provided on the original report, then complete a new report stating the new conditions and recommendation for further action.

11.0 QA/QC Forms

QA/QC Forms will be prepared and developed by the QA/QC Manager to facilitate the Quality Control Procedures at the Project. These forms will be implemented and utilized by all Project team members and subject to the Client's approval.