

(Your Company Name)
 QMS-00 Quality Manual
 Special Inspection Agency

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This document describes (your Company's name) accredited policies and procedures.

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TABLE OF CONTENTS

1.0	SCOPE ^{4.1.6, 4.2.1, 8.2.4}	5
2.0	COMPANY VISION and GOVERNING POLICIES ^{8.2.1}	
2.1	Definitions and Abbreviations.....	
3.0	QUALITY MANAGEMENT SYSTEM	6
3.1	Responsible Authorities (RA)	6
3.2	Management System Documentation ^{7.5.2, 8.2.4, 8.2.5}	6
3.3	Requirements.....	6
3.3.1	Legal Status ^{4.2} _{5.1.1, 5.1.3, 5.1.5, 5.2.2, 7.1.2, 8.3.2}	6
	Table 1: Accreditations	7
3.3.2	Liability Insurance ^{4.3} _{5.1.4}	8
3.3.3	Risk to Impartiality ^{4.4} _{4.1.1, 4.1.2, 4.1.5, 5.2.1, 6.1.11}	8
3.4	Confidentiality ^{4.5} _{4.2.1, 6.1.13}	9
3.5	Organization and Independence ^{4.6} _{5.2.3, 6.1.4}	9
3.5.1	Technical Manager ^{4.6.1} _{5.2.5}	10
3.5.2	Quality Manager ^{4.6.2} _{8.2.3}	10
3.5.3	Field Supervisor ^{4.6.3}	10
3.5.4	Deputies ^{4.6.4} _{5.2.6}	10
3.6	Technical Competency of Special Inspectors ^{4.7}	10
3.7	Job-Site Safety ^{4.8} _{7.1.9}	10
3.8	Measuring and Monitoring Resources ^{4.9} _{6.2.2}	11
3.8.1	Test and Measuring Equipment List ^{4.9}	11
3.8.2	Handling Defective Equipment ^{4.9}	11
3.8.3	Sorting of Test and Measurement Equipment ^{4.9.3}	11
3.8.3.1	External Calibration ^{4.9.3.1}	11
3.8.3.2	Internal Calibration ^{4.9.3.2}	11
3.8.3.3	Verification Before Use ^{4.9.3.3}	11
3.9	Record and Document Control ^{4.10} _{7.3.1, 8.3.1, 8.3.2, 8.4.1, 8.4.2}	12
3.9.1	Legal Entity Status ^{4.10.1} – see 3.3.1	12
3.9.2	Confidentiality, Impartiality and Conflict of Interest ^{4.10.2} _{4.1.4, 4.1.5, 5.2.1}	12
3.9.3	Liability Insurance ^{4.10.3} – see 3.3.2.....	12
3.9.4	Quotation and Contract Review/Risk Analysis ^{4.10.4} _{4.2.1, 6.1.2, 6.2.1, 7.1.5, 8.2.2}	12
3.9.5	Signed Quotes/Contracts ^{4.10.5} – see 3.9.4.....	13
3.9.6	Inspection Schedules/Dispatch Records ^{4.10.6} – see 3.18	13
3.9.7	Inspector Competency Matrix ^{4.10.7} – see 3.6.....	13
3.9.8	Externally Provided Inspection Services/Purchasing and Control of Subcontractors ^{4.10.8, 4.13} _{6.1.12, 6.2.11, 6.3.1}	13
3.9.9	Special Inspection Reports ^{4.10.9} – see 3.18.....	14
3.9.10	Calibration Records ^{4.10.10} – see 3.8.....	14
3.9.11	Sample Handling/Preparation, Acquisition, Handling, Storage and Transportation of Samples or Field Prepared Specimens ^{4.12} _{7.2.1, 7.2.2, 7.2.4}	14
3.9.12	List of Controlled Documents ^{4.10.12} – see 3.9.....	14
3.9.13	Internal Audit ^{4.10.13} _{8.2.2, 8.6.1, 8.6.4, 8.6.5}	14
3.9.14	Customer Complaints ^{4.10.14} – see 3.13.....	14
3.9.15	Customer Satisfaction ^{4.10.15}	14

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(Your Logo)	(Your Company Name)	QMS-00 Quality Manual
		Rev: Orig

3.9.16	Training and Supervision/Monitoring of Inspectors ^{4.10.16} 5.2.7, 6.1.1, 6.1.3, 6.1.5, 6.1.6	15
3.9.17	Supervision/Monitoring Logs ^{4.10.17} 6.1.8	15
3.9.18	Standardized Document Content ^{4.10.18}	16
3.9.19	Change Control ^{4.10.19}	16
3.9.20	Retain Records ^{4.10.20} – see 3.9	16
3.10	Quotation and Contract ^{4.11} – see 3.9.4	16
3.11	Sample Handling ^{4.12} – see 3.9.11	16
3.12	Externally Provided Inspection Services ^{4.13} – see 3.9.8	16
3.13	Complaints and Appeal ^{4.14} 7.5.3, 7.6.3, 7.6.4, 7.6.5	16
3.14	Feedback Collection ^{4.15} – see 3.9.15	17
3.15	Internal Audit ^{4.16} – see 3.9.13	17
3.16	Management Review ^{4.17} 4.1.5, 8.5.1.1	17
3.17	Status Review and Notification/Reporting Discrepancy ^{4.18} 8.7.1 thru 8.8.3	17
3.18	Dispatching Daily, Intermediate and Final Reports ^{4.19} 4.2.1, 4.2.2, 7.4	18
APPENDIX A: AFFIDAVIT of COMPLIANCE to INDUSTRY STANDARDS ^{4.1.6}		19

Superscript numbers denote compliance with paragraph numbers from AC291. For instance, paragraph 3.3.1 in the above Table of Contents is also compliant with AC291 paragraph 4.2.

Subscript numbers denote compliance with paragraph numbers from ISO 17020 dated 2012. For instance, paragraph 3.3.1 in the above Table of Contents is also compliant with ISO 17020 paragraph 5.1.1.

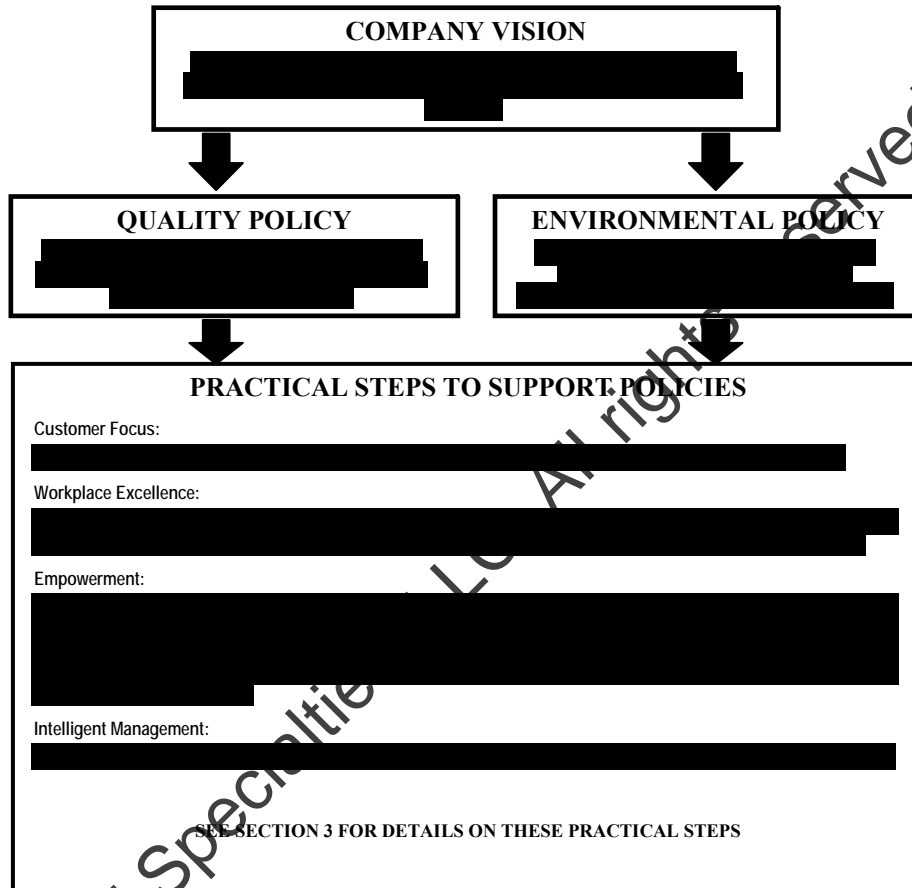
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1.0 SCOPE 4.1.6, 4.2.1, 8.2.4

This quality manual establishes policies and procedures for accreditation of (your Company name) – a Type A Accredited Special Inspection Agency (SIA).

2.0 COMPANY VISION and GOVERNING POLICIES 8.2.1



2.1 Definitions and Abbreviations

Unless otherwise noted, the Company applies the definitions of key terms according to *QMS-06 Definitions and Abbreviations*. Subordinate or external documentation is referenced in ***Bold Italics***.

(Your Logo)	(Your Company Name)	QMS-00 Quality Manual
		Rev: Orig

3.0 QUALITY MANAGEMENT SYSTEM

3.1 Responsible Authorities (RA)

The Company employs [REDACTED] Other inspection projects are supervised by individuals with required expertise, experience and familiarity with specific types of construction and fabrication. Designated authorities are detailed in the *QMS-05 Responsibilities and Authorities Procedure*.

3.2 Management System Documentation^{7.5.2, 8.2.4, 8.2.5}

The Company has prepared and maintains a quality system that is compliant with relevant requirements of *ISO 17020* and all requirements of *IAS AC291*. The quality manual is cross-referenced to clause numbers from *IAS AC291* to provide ease in review. Documented information that is related to special inspections and quality system policies, procedures and forms are available to all personnel, and the Client according to the Contract.

3.3 Requirements

3.3.1 Legal Status^{4.2} 5.1.1, 5.1.3, 5.1.5, 5.2.2, 7.1.2, 8.3.2

The Company's legal business name is:

(Your Company Name)

Field and Types of Special Inspections

The Company is a Type A inspection body that does not impose any contractual conditions for its service.

The Company maintains current work instructions for specific fields and types of special inspections (see Table 1). Special inspection operations are performed according to documentation developed by Responsible Authority(s) during the Design and Development process. Special inspection instructions are based upon the content required by the latest revision industry standard(s). The *work instruction, drawings* and *other documents* define the inspection steps necessary for the contract. In addition, the Company [REDACTED]

[REDACTED] These activities are fully defined in the *QMS-10 Inspection Procedure* and *QMS-17 Design and Development Procedure*.

Page 6 of 19		
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(Your Logo)	(Your Company Name)	QMS-00 Quality Manual
		Rev: Orig

Table 1: Accreditations

Description of Inspection	Procedure and/or Specification	Description of Inspection Activities
Special Inspections	Rules of the City of New York, IRCNY 101-06, Appendix A; New York City Building Codes 2014; The International Building Codes (IBC) 2014	The inspection of quality, workmanship and requirements for construction. Materials, inspection and testing shall conform to applicable standards listed in the family of Codes based on the International Building Codes (IBC) and each state's modifications to these codes and to the rules of the Local Code Officials. Specifically, New York City Chapter 1 of Title 28 of the Administrative Code for additional provisions relating to materials, testing and inspections.
General Building Construction		
Wall Panels, Curtain Walls and Veneers	BC 1704.10 RC 1023	Compliance with filed plans, approved submittals and In-house procedure RC 1023
Exterior Insulation Finish Systems (EIFS)	BC 1704.13 RC 1025	Compliance with filed plans, In-house procedure RC 1025
Chimneys	BC 1704.26 BC 1707.7 RC 1041	Compliance with filed plans, approved submittals and In-house procedure RC 1041
Flood Zone Compliance	BC G105 BC1704.29 RC 1000	Compliance with filed plans, approved submittals and In-house procedure RC 1000
Photoluminescent Exit Path Markings	1 RCNY 1026 BC 1024.8 RC 1002	Compliance with filed plans, approved submittals and In-house procedure RC 1002
Fire Protection System & Fire-Resistant Construction		
Emergency and Standby Power Systems (Generators)	BC 1704.31	Compliance with filed plans, approved submittals and In-house procedure RC 1003
Fire-resistant Penetrations and Joints	BC 1704.27	Compliance with filed plans, approved submittals and In-house procedure RC 1044
Smoke Control Systems	BC 1704.15 BC 909 RC 1026	Compliance with filed plans, approved submittals and In-house procedure RC 1026
Sprayed fire-resistant Materials Mastic and intumescent fire-Resistant Coatings	BC 1704.11 BC 1704.12 RC 1025	Compliance with filed plans, approved submittals and In-house procedure RC 1024
Sprinkler Systems and Standpipe Systems	BC 1704.23 BC 1704.24 BC 903 RC 1038	Compliance with filed plans, approved submittals and In-house procedure RC 1038
Plumbing & Mechanical Systems		
Fuel Storage & Fuel Piping Systems	BC 1704.17 BC 1707.7 Manufacturer Instructions RC 1028	Compliance with filed plans, approved submittals and In-house procedure RC 1028
Heating Systems	BC 1704.25 1707.7.4 RC 1040	Compliance with filed plans, approved submittals and In-house procedure RC 1040
Mechanical Systems	BC 1704.16 BC 307.16 NYCMC 1011, 1018, 1208 RC 1027	Compliance with filed plans, approved submittals and In-house procedure RC 1027
Private On-Site Storm Water Disposal Systems and Detention Facilities, and Individual On-Site Private Sewage Disposal Systems Installation	BC 1704.21 BC 1704.22 RC 1034 RC 1035 RC 1036 RC1037	Compliance with filed plans, approved submittals and In-house procedure RC 1034, RC 1035, RC 1036 and RC 1037
Structural Materials & Construction Operations		
Concrete-Cast-in-Place & Precast	BC 1704.4 RC 1007 RC 1008	Compliance with filed plans, approved submittals and In-house procedure RC 1007 and RC 1008
Concrete-Prestressed	BC 1704.4 RC 1009	Compliance with filed plans, approved submittals and In-house procedure RC 1009
Deep Foundation Elements	BC 1704.8 BC 1808 BC 1809 BC 1810 RC 1020	Compliance with filed plans, approved submittals and In-house procedure RC 1020
Excavation-Sheeting, Shoring and Bracing	BC 1704.20.2 RC 1033 NYCBC 3304.4.1	Compliance with filed plans, approved submittals and In-house procedure RC 1033
Masonry	BC 1704.5	Compliance with filed plans, approved submittals and

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(Your Logo)	(Your Company Name)	QMS-00 Quality Manual
		Rev: Orig

Description of Inspection	Procedure and/or Specification	Description of Inspection Activities
	RC 1012	In-house procedure RC 1012
Seismic Isolation Systems	BC 1707.8 RC 1044	Compliance with filed plans, approved submittals and In-house procedure RC 1044
Standard Specification for Agencies Engaged in Construction Inspection, Testing or Special Inspection	ASTM E329	This specification defines the minimum requirements for agencies engaged in: a) Inspection of construction activities and materials used in construction, b) Testing of construction activities and materials used in construction, and c) Special Inspection
Structural Cold-Formed Steel	BC 1704.32 BC 1704.34 RC1006	Compliance with filed plans, approved submittals and In-house procedure RC 1006
Structural Steel-High Strength Bolting	BC 1704.33 RC 1005	Compliance with filed plans, approved submittals and In-house procedure RC 1005
Structural-Stability-Existing Buildings, Mechanical Demolition, and Raising and Moving of a Building	BC 1704.20 BC 1704.20.4 BC 1704.20.5 BC 3304.4.1 RC 1031	Compliance with filed plans, approved submittals and In-house procedure RC 1031
Subsurface Conditions-Fill Placement & In-Place Density	BC 1704.7.2 BC 1704.7.3 BC 1803.5 RC 1018	Compliance with filed plans, approved submittals and In-house procedure RC 1018
Subsurface Conditions-Subgrade Inspection	BC 1704.7.1 RC 1017	Compliance with filed plans, approved submittals and In-house procedure RC 1017
Subsurface Investigations (Borings & Test Pits)	BC 1704.7.4 BC 1704.21.1.1 BC 1802 RC 1019	Compliance with filed plans, approved submittals and In-house procedure RC 1019
Underpinning	BC 1704.20.3-20.10 RC 1022	Compliance with filed plans, approved submittals and In-house procedure RC 1022
Vertical Masonry Foundation Elements	BC 1704.9 RC 1021	Compliance with filed plans, approved submittals and In-house procedure RC 1021
Welding: Steel, High Pressure Steam Piping, High Temperature Hot Water Piping, High Pressure Gas Piping, and Aluminum (2 RCNY 25-BAS Rule)	BC 1704.3.31 BC 1704.18 BC 1704.19 BC 1704.28 RC 1004	Compliance with filed plans, approved submittals and In-house procedure RC 1004
Wood Construction-Prefabricated Wood I-Joists, Metal-Plate Connected Wood Trusses, and High-Load Diaphragms	BC 1704.6 RC 1013 RC 1014 RC 1015 RC 1016	Compliance with filed plans, approved submittals and In-house procedure RC 1013, RC 1014, RC 1015 and RC 1016

3.3.2 Liability Insurance^{4.3}

The Company's liability insurance policy number is recorded on documents required by the contract, such as the quality manual. Management considers various types of insurance to ensure coverage of its business, employees, subcontractors and clients.

3.3.3 Risk to Impartiality^{4.4} 4.1.1, 4.1.2, 4.1.5, 5.2.1, 6.1.11

In all circumstances, the Company strives for

Any employee of the Company that has any financial or other interest in a Client company, either directly or through any member of his/her immediate family, shall

(Your Logo)	(Your Company Name)	QMS-00 Quality Manual
		Rev: Orig

using the **Confidential Financial Disclosure** form and **Approval of Outside Activity Report**.

Purchasing imposes impartiality requirements for Contract Inspectors hired by the Company to perform special inspection operations.

The acceptance of gifts, gratuities or compensation from Clients or any person with a financial interest in the results of a special inspection program is not permitted.

The acceptance of items intended for the purpose of advertisement and bearing the name of the Client is [REDACTED]

The Company cooperates with Client-related activities and participates where requested in all necessary meetings with Clients.

The Company will not, in any way, [REDACTED]

The Company will abide by all Government clauses or other statutory or regulatory requirements as referenced by the order or contract.

Employee compensation is not dependent on results or quantity of inspections.

Affidavit of Compliance to Industry Standards

The Company operates in a transparent manner to avoid any perception of conflict of interest. See **Appendix A** for Affidavit that attests to the Company's compliance to industry standards. The Company ensures [REDACTED]

3.4 Confidentiality^{4.5} 4.2.1, 6.1.13

All employees sign the Company's **Nondisclosure Agreement** form to help protect Client records, which are [REDACTED]

3.5 Organization and Independence^{4.6} 5.2.3, 6.1.4

The following organizational chart defines the basic management structure of the Company. In all cases, the appropriate person has been granted both the responsibility

and authority for their position's duties, which are further defined in the **QMS-05 Responsibilities and Authorities Procedure**. Responsible Authorities include:

3.5.1 Technical Manager^{4.6.1 5.2.5}

The Company documents inspection responsibilities for each manager.

3.5.2 Quality Manager^{4.6.2 8.2.3}

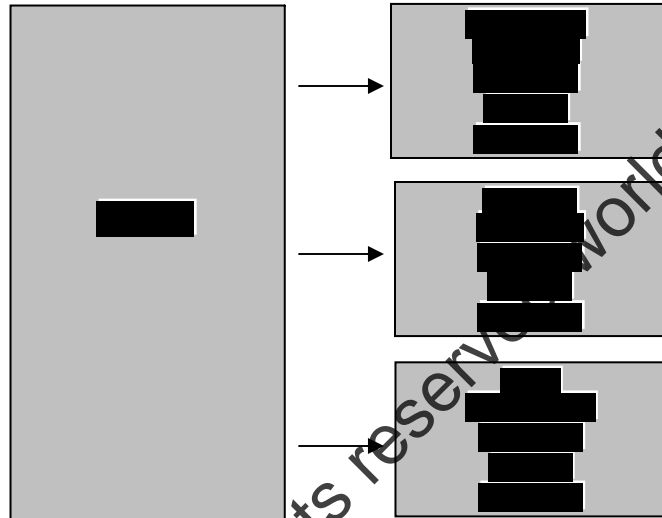
Manages quality system and reports to top management.

3.5.3 Field Supervisor^{4.6.3}

Manages field inspections.

3.5.4 Deputies^{4.6.4 5.2.6}

The Company assigns a Deputy for each Manager.



3.6 Technical Competency of Special Inspectors^{4.7}

The Company strictly conforms to industry standards for qualification requirements of Special Inspectors according to **Table 1** in the latest revision release of **IAS AC291**. For Special Inspectors that [redacted] do not have three (3) months of relevant work experience, the Company maintains an **Inspector Certifications Matrix** that [redacted]

The Company monitors inspector performance [redacted] according to the **Quality Plan for Monitoring Special Inspectors**. The certification and training matrix is defined in the **QMS-06 Training Procedure**.

3.7 Job-Site Safety^{4.8 7.1.9}

The Company maintains a safety program and prepares safety guidelines for each project. All employees receive safety training on physical and chemical hazards that may be encountered on the construction site. The Company assigns a Responsible Authority to:

The Company maintains the safety of their employees, subcontractor employees and others in their work area in cooperation with [redacted]

(Your Logo)	(Your Company Name)	QMS-00 Quality Manual
		Rev: Orig

The Company's safety program is defined in *QMS-11 Safety Program*.

3.8 Measuring and Monitoring Resources^{4.9 6.2.2}

All measuring and test equipment instruments and devices used to determine special inspection conformance are [REDACTED]

[REDACTED] defined in the *QMS-15 Calibration Procedure*.

Maintenance of Equipment Used to Perform Inspections in the Field

The Company maintains equipment according to [REDACTED]

Maintenance of Equipment Used to Verify Inspections in the Field

The Company maintains equipment according to [REDACTED]

3.8.1 Test and Measuring Equipment List^{4.9.1}

The Company maintains a list of test and measuring equipment according to the *QMS-15 Calibration Procedure*.

3.8.2 Handling Defective Equipment^{4.9.2}

The controls for handling defective equipment are defined in the *QMS-15 Calibration Procedure*.

3.8.3 Sorting of Test and Measurement Equipment^{4.9.3}

The Company categorizes measuring equipment according to the *QMS-15 Calibration Procedure*.

3.8.3.1 External Calibration^{4.9.3.1}

The Company maintains traceability to external resources that perform equipment calibrations according to the *QMS-15 Calibration Procedure*.

3.8.3.2 Internal Calibration^{4.9.3.2}

The Company maintains traceability to internal resources that perform equipment calibrations according to the *QMS-15 Calibration Procedure*.

3.8.3.3 Verification Before Use^{4.9.3.3}

Non-calibrated measurement devices may be used to accept or reject quality characteristics when [REDACTED] according to the *QMS-15 Calibration Procedure*.

Page 11 of 19		
PROPRIETARY INFORMATION	This document expires 30 days after printing unless marked "Released". Date Printed: [REDACTED]	Form Rev: Orig

(Your Logo)	(Your Company Name)	QMS-00 Quality Manual
		Rev: Orig

3.9 Record and Document Control^{4.10} 7.3.1, 8.3.1, 8.3.2, 8.4.1, 8.4.2

Records are maintained in secure area(s) for [REDACTED] or for the time specified by contract. Records are controlled [REDACTED] according to the *QMS-01 Control of Documented Information Procedure*.

Documents are reviewed and approved prior to release and only the latest versions are available to users according to the Company's *Master List of Controlled QMS Documents*.

Invalid and obsolete documents are [REDACTED]. The control of documents is defined in the *QMS-01 Control of Documented Information Procedure*.

Security and Backup of Stored Data^{4.10.20}

The Company has assigned a Responsible Authority to create duplicate original backups of electronic data by [REDACTED].

3.9.1 Legal Entity Status^{4.10.1} – see 3.3.1

3.9.2 Confidentiality, Impartiality and Conflict of Interest^{4.10.2} 4.1.4, 4.1.5, 5.2.1

Special inspection operations are independent to enable impartiality and elimination of perceived conflicts of interest (see 3.3). Risks to Inspector impartiality, such as [REDACTED] are eliminated or minimized according to the *QMS-14 Control of Nonconformances Procedure*. See the *QMS-04 Management Process Procedure* for guidance regarding [REDACTED].

3.9.3 Liability Insurance^{4.10.3} – see 3.3.2

3.9.4 Quotation and Contract Review/Risk Analysis^{4.10.4} 4.2.1, 6.1.2, 6.2.1, 7.1.5, 8.2.2

The Company captures all contractual and special requirements [REDACTED] as part of the *QMS-07 Proposal Development & Contract Review Procedure*^{4.11.11.2}.

The Company coordinates document changes with Customers and/or regulatory authorities according to [REDACTED] *QMS-02 Configuration Management Procedure*. Contract documents are

(Your Logo)	(Your Company Name)	QMS-00 Quality Manual
		Rev: Orig

maintained as proprietary and confidential according to the *QMS-01 Control of Documented Information Procedure*.

QMS-04 Management Process Procedure is used to address [REDACTED]

The Company integrates and implements these actions into quality management system processes and [REDACTED]

Area of Expertise^{4.11.1}

Prior to formal contract review, the Company [REDACTED]

Capabilities and Resources^{4.11.1}

The Company determines capabilities and required resources to meet Customer requirements [REDACTED]

Inspection Approval^{4.11, 4.11.2}

The Company performs inspections according to [REDACTED]

3.9.5 Signed Quotes/Contracts^{4.10.5} – see 3.9.4

3.9.6 Inspection Schedules/Dispatch Records^{4.10.6} – see 3.18

3.9.7 Inspector Competency Matrix^{4.10.7} – see 3.6

3.9.8 Externally Provided Inspection Services/Purchasing and Control of Subcontractors^{4.10.8, 4.13}
6.1.12, 6.2.11, 6.3.1

Purchasing is treated as a process within the Company's quality management system. The purchasing process ensures [REDACTED]

[REDACTED] The Supplier approval and purchasing process is fully defined in the *QMS-08 Purchasing Procedure*.

Incoming materials are inspected to [REDACTED]

[REDACTED] The verification process is defined in the *QMS-09 Receiving Procedure*.

(Your Logo)	(Your Company Name)	QMS-00 Quality Manual
		Rev: Orig

Subcontracted special inspection agencies and qualified individuals are reviewed and approved according to the *QMS-08 Purchasing Procedure* and are listed on the Company's *Approved Suppliers List*. Special inspection activities are monitored according to [REDACTED] and the *Quality Plan for Monitoring Special Inspectors*.

3.9.9 Special Inspection Reports^{4.10.9} – see 3.18

3.9.10 Calibration Records^{4.10.10} – see 3.8

3.9.11 Sample Handling/Preparation, Acquisition, Handling, Storage and Transportation of Samples or Field Prepared Specimens^{4.10.11} 7.2.1, 7.2.2, 7.2.4

The Company has assigned qualified Responsible Authorities to prepare *Special Inspection Instructions* that describe [REDACTED]

3.9.12 List of Controlled Documents^{4.10.12} – see 3.9

3.9.13 Internal Audit^{4.10.13} 8.2.2, 8.6.1, 8.6.4, 8.6.5

Internal audits are conducted to ensure ongoing compliance with requirements and to determine the effectiveness of the Company's policies and procedures. This is accomplished by [REDACTED]

Audit requirements include those of *IAS AC291*, *ISO 17020* and the Company's Quality Manual as well as [REDACTED]

3.9.14 Customer Complaints^{4.10.14} – see 3.13

3.9.15 Customer Satisfaction^{4.10.15}

The Company collects feedback from Customers and regulatory agencies using one or more of the following methods to [REDACTED]

- [REDACTED]
- [REDACTED]

(Your Logo)	(Your Company Name)	QMS-00 Quality Manual
		Rev: Orig

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted] tory
- [Redacted]

Records of Customer feedback and corrective actions are maintained according to the *QMS-01 Control of Documented Information Procedure*.

3.9.16 Training and Supervision/Monitoring of Inspectors ^{4.10.16} ^{5.2.7, 6.1.1, 6.1.3, 6.1.5, 6.1.6}

All Special Inspectors are [Redacted]. Subsequent training is performed according to the *QMS-06 Training Procedure* to achieve [Redacted].

Management conducts periodic reviews of employee performance according to the *Quality Plan for Monitoring Special Inspectors*. The internal auditing process evaluates [Redacted].

Inspector Training

The Company trains Inspectors [Redacted] according to the *QMS-06 Training Procedure*.

Supervision/Monitoring of Inspectors

The Company monitors Inspectors according to the *QMS-06 Training Procedure* and the *Quality Plan for Monitoring Special Inspectors*.

3.9.17 Supervision/Monitoring Logs ^{4.10.17} ^{6.1.8}

The Supervisor reviews Inspector performance and inspection reports according to the *QMS-06 Training Procedure* and the *Quality Plan for Monitoring Special Inspectors*.

Six Month Review

The Company reviews Inspector performance according to the *QMS-06 Training Procedure* and the *Quality Plan for Monitoring Special Inspectors*.

(Your Logo)	(Your Company Name)	QMS-00 Quality Manual
		Rev: Orig

Field Monitoring

The Company monitors Inspector field performance according to the *QMS-06 Training Procedure* and the *Quality Plan for Monitoring Special Inspectors*.

Field Identification Requirements for Special Inspectors

The Company prepares an identification badge for Inspectors that includes [REDACTED]

3.9.18 Standardized Document Content^{4.10.18}

Management system documents contain the following content:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

3.9.19 Change Control^{4.10.19}

Changes to hardcopy and electronic documents are controlled according to the *QMS-02 Configuration Management Procedure*.

3.9.20 Retain Records^{4.10.20} – see 3.9

3.10 Quotation and Contract^{4.11} – see 3.9.4

3.11 Sample Handling^{4.12} – see 3.9.11

3.12 Externally Provided Inspection Services^{4.13} – see 3.9.8

3.13 Complaints and Appeal^{4.14} 7.5.3, 7.6.3, 7.6.4, 7.6.5

Complaints and appeals from Customers and Regulatory Agencies are [REDACTED]

The Company acknowledges receipt of the C&A and provides the applicable Client with [REDACTED]

Page 16 of 19		
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(Your Logo)	(Your Company Name)	QMS-00 Quality Manual
		Rev: Orig

3.14 Feedback Collection^{4.15} – see 3.9.15

3.15 Internal Audit^{4.16} – see 3.9.13

3.16 Management Review^{4.17} 4.1.5, 8.5.1.1

The following agenda items are required for management review meetings:

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

Improvements in the quality system

The frequency and required attendees for management review meetings is defined in the *QMS-04 Management Process Procedure*. Additional inputs for management review are defined in the *QMS-04 Management Process Procedure*. Management review meeting minutes are [Redacted]

3.17 Status Review and Notification/Reporting Discrepancy^{4.18} 8.7.1 thru 8.8.3

When a nonconformance occurs, including complaints, the Company reacts to the nonconformance and, as applicable, takes action to control and correct it and deal with the consequences according to the *QMS-13 Corrective Action Procedure* and *QMS-14 Nonconformance Control Procedure*.

The Company evaluates the need for action to eliminate the cause of each nonconformance to [Redacted]

Management direction for processing unresolved corrective actions is defined in the *QMS-04 Management Process Procedure*.

(Your Logo)	(Your Company Name)	QMS-00 Quality Manual
		Rev: Orig

3.18 Dispatching Daily, Intermediate and Final Reports^{4.19} 4.2.1, 4.2.2, 7.4

Daily, intermediate and final reports are not



When required, unless prohibited by law, a Responsible Authority notifies Clients in advance of any release of information to the public.

Corrections or additions to an inspection report or inspection certificate after issue are



INSPECTION REPORTS^{4.10.9}

The Company prepares inspection reports that contain information required by applicable regulatory authorities, which includes, but are not limited to:

1. [Redacted]
2. [Redacted]
3. [Redacted]
4. [Redacted]
5. [Redacted]
6. [Redacted]
7. [Redacted]
8. [Redacted]

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		Rev: Orig

APPENDIX A: AFFIDAVIT of COMPLIANCE to INDUSTRY STANDARDS^{4.1.6}

The Company operates in a transparent and non-discriminatory manner.

The Company and its inspection staff do not have

[REDACTED]

The Company and its staff do not

[REDACTED]

The Company strictly applies criteria from AG291 to establish minimum qualifications for personnel that perform special inspections.

Signature of Company Official

Date

NOTARY: (if desired to affirm/swear to above assertions)

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Page 19 of 19		
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