

**Form FM-SE-10**

**Quality Management Plan**

***TEMPLATE***

**T****EMPLATE Version: \_\_\_**

**TEMPLATE Approval Date: TBD**

**Procedure for Using this Template to Create a Deliverable:**

1. Enter your name, firm, and date in the Author Field Document control panel.
2. Replace [bracketed text] and empty sections with your project information and/or document content.

Note that bracketed text in blue italics is surrounded by brackets, using the document’s font, with the instructions on the content with which to replace the instructions. When you remove or highlight the entire bracketed portion and replace with text, the text should appear in the desired text format of the document. Also, the Document Title is a property/field of the document visible from the file system and will appear differently than with blue italics and can utilize the “Update Field” functionality.

1. Each section contains instructions preceded with a checkbox  for that section in blue italics.Additional helpful information and description of the required content for that section will be indicated as well, next to the lightbulb icon ****.
2. Some sections also contain boilerplate text to use as a starting point. Review and modify the boilerplate content, if it exists, and add additional content as necessary to fulfill the requirement of each section. Use the Styles *H1 – H5* for section headers, *Figure Caption* for captions below figures, and *Table Caption* for captions above tables so that the Table of Contents, List of Figures, and List of Tables can be automatically updated.
3. Define acronyms at the first usage in parenthesis after the expanded term and add to the “List of Acronyms” section.
4. Delete the template title page, these instructions pages, all blue instructions, and the detailed instruction notes and examples that are identified with the lightbulb **** throughout the document.
5. Update the file name and file location in the document control panel by right-clicking the field, then select “Update Field.”
6. Update the Headers and Footers to have the appropriate document title and version.
7. Delete the List of Tables or List of Figures if they do not contain any items.
8. Update the Table of Contents, List of Tables, and List of Figures by right-clicking and selecting “Update Field,” and then select “Update entire table.”
9. Have the document modified and reviewed as appropriate, and have each reviewer and modifier enter their name, organization, and date in the document control panel.
10. Submit the document for approval and go through the review/revision needed to obtain approval to finalize the document.
11. Repeat the review cycle and resubmit for approval as needed to obtain approval to finalize the document.
12. Enter the approver’s name, organization, and date in the “Approved By” section of the document control panel.
13. Enter the approval date on the title page and in the footer throughout the document and update the revision history at the end of the document.
14. Remove the DRAFT watermark on the title page and the content pages by entering the Edit Header and Footer mode of the document and deleting the DRAFT image.
15. Print the document to PDF and review it outside of the Microsoft Word application.
16. Submit the Word and PDF versions of the document as the final documents.

**Template Revision History**

| Version | Date | Name | Description |
| --- | --- | --- | --- |
| 1.0 | Unknown | Unknown | Original template |
| 1.1 | 6/14/2018 | Unknown | Updated FDOT logos on form |
| 2.0 | 9/3/20249/17/202410/30/2024 | Amber GreeneSteve Bahler | Updated guidance format Update guidance with more specific content examples.  |
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**Quality Management Plan for: *insert project name***

**Version: *insert version number***

**Approval date: *insert approval date***

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|  **DOCUMENT CONTROL PANEL** |
| File Name: | [*insert project file name*] |
| File Location: | [*insert project file URL*] |
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| **Name** | **Date** |
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**List of Acronyms and Abbreviations**

ConOps Concept of Operations

P-SEMP Project Systems Engineering Management Plan

QA Quality Assurance

QC Quality Control

QMP Quality Management Plan

# Introduction

## Purpose

* Update paragraph as necessary. The QMP should be closely coordinated with the Concept of Operations (ConOps) and the Project Systems Engineering Management Plan (P-SEMP).

The purpose of the Quality Management Plan (QMP) is to identify the define the quality management processes, their inter-relationships, inclusive of risk mitigation strategies, to be utilized to produce quality deliverables that meet project requirements; for maintenance of consistent quality records; and to establish the basis for continual quality improvement for [*insert project name*].

## Scope

* Update paragraph as necessary.

The QMP applies to all planning, systems engineering analysis, design, estimating, construction, integration, and testing deliverables for the entire project. Additional project scope information is provided in the ConOps and P-SEMP. [*Reference the ConOps or P-SEMP for additional details on project objectives.*]

## Background

* Update paragraph as necessary.

This section of the QMP provides a brief, general description of the [*insert project name*]. For further project information and context are contained in the ConOps and P-SEMP. [*Reference the ConOps or P-SEMP for detailed project description.*]

* Summarize the project.

## References

* Update paragraph as necessary.

This section cites the applicable reference material used in developing the QMP. [*For example, note if the QMP is based on an agency, contractor, or consultant quality plan.*]

# QMP Staffing Resources

* Update paragraph as necessary.

The following positions along with their names and contact information have responsibility for quality control and quality assurance on [*insert project name*]:

* ***Project Manager****: An individual will overall responsibility for project deliverables, for the project schedule, and for meeting the project requirements.*
* ***Project Quality Manager:*** *An individual with responsibility for developing and delivery of the quality management plan. The Project Quality Manager also performs quality control reviews.*
* ***Originator:*** *An individual who is responsible for the production of a project deliverable.*
* ***Checker****: A qualified individual with sufficient, relevant experience in the area of what is to be checked, and in some cases possessing specific subject matter expertise. The Checker shall be independent of the production of the deliverable being checked, but should have familiarity with the client, contractual requirements, and the approved design criteria.*
* ***Backchecker:*** *An individual, typically the Originator of a project deliverable, who is responsible for reviewing comments made by a Checker and documenting agreement or disagreement with those comments. The Backchecker is also responsible for resolving any differences of opinion with the Checker.*
* ***Updater:*** *An individual, often the Originator, who is responsible for making updates or corrections to project deliverables in accordance with the Backchecker’s resolution of the Checker’s comments.*
* ***Verifier****: An individual who is responsible for verifying and documenting that comments have been resolved as intended. The Verifier must be the Checker, or another independent, qualified party if the Checker is unavailable.*

# Quality Reviews

## Methodologies and Standards

* Update paragraph as necessary.

This section identifies the project and product QA methodologies to be used, and standards to be applied. All quality assessments shall identify the deliverable Originator, Checker, Backchecker, Updater, and Verifier. Steps in quality control include [*adjust steps as appropriate*]:

* *The Originator will notify the Checker that a deliverable is ready for review.*
* *Review of the deliverable by a Checker and notification to the Originator or Backchecker of all comments.*
* *Determine and document the disposition of all comments by a Backchecker in concert with the Originator.*
* *Update the deliverable based on comment disposition by the Originator or designee.*
* *Verification of that all applicable updates were made to the deliverable by an Updater.*

## Quality Control Reviews

* Update paragraph as necessary.

Quality control (QC) is used to verify quality of project deliverables. The following quality assessment reviews are planned for the [*insert project name*].

* ***Discipline quality review****: The first in the sequence of quality checks and reviews performed on all project deliverables by an independent qualified checker, within the discipline, to check the conformance, accuracy, scope, and style of a project deliverable.*
* ***Scope check****: A check performed during the discipline quality control review to ensure the deliverable meets the required level of completeness for the phase/milestone being submitted.*
* ***Interdisciplinary quality review****: A review performed on project deliverables comprised of multiple disciplines to ensure consistency of the design between disciplines and segments; between design prepared by a prime consultant and its subconsultants; between design of the project and potential adjacent projects; between design of the project and the potential affected facilities owned by other stakeholders; and to prevent coordination errors in construction documents.*
* ***Subject matter expert review****: A review performed by a recognized subject-matter expert who has no other roles in project delivery or quality reviews.*
* ***Constructability review***: *A review by a recognized construction specialist of project deliverables performed to identify and address opportunities to improve the cost effectiveness of construction, the suitability of the design to traditional construction means and methods, and the clarity of the construction documents.*
* ***Visual check****: A visual check of the final project deliverable to confirm that it is complete, in the proper order, and printed/plotted or electronic appearance is in accordance with requirements.*
* ***Client review***: *A client review may be a visual check or detailed review by the client project manager and/or other agency technical staff. FDOT client review can also include reviews by other consultants under various continuing service contracts. Client review can also focus on compliance with FDOT and/or local agency standards and specifications.*

## Project Quality Records

* Update paragraph as necessary.

Project quality records, potentially completed forms or other documented evidence (either in electronic or hardcopy format), indicate execution of and compliance with the QMP. Project quality records shall be maintained in accordance with client requirements and quality record repository requirements. The Project Manager, or designee, shall determine and establish an electronic repository such as [*adjust this list as needed: SharePoint, ProjectWise, Contractor file servers, Department file servers, etc.*] for the filing of project quality records suitable to protect the integrity of the records. Electronic records shall be in the following formats: [*adjust this list as needed, PDF, MS Word, MS Excel, MS Project, MS PowerPoint, etc.*]

Project quality records shall be identified and organized to facilitate easy retrieval. Records shall include [*adjust the details, as appropriate*]:

* *The approved QMP*
* *Subconsultant Quality Plans*
* *Subconsultant Quality Plan Approval Form*
* *QMP Training Records*
* *Approved Design Criteria/Basis of Design*
* *Over the Shoulder Review Records*
* *Discipline QC Check Records*
* *Senior Technical Review Records*
* *Independent Design Check Records*
* *Interdisciplinary Review Records*
* *Constructability Review Records*
* *Visual Check Records*
* *QA Review Records*
* *Subconsultant Quality Records/Certificates of Compliance*
* *Client/Owner Review Records*
* *Client/Owner/Third Party Comment Resolution Records*
* *Corrective and Preventive Action Reports*

## Quality Assurance Reviews

* Update paragraph as necessary.

Quality assurance (QA) are activities to check and review project quality control reviews and processes are performed as required for [*insert project name*]. QA is performed or directed by the Project Quality Manager [*monthly, or other frequency*] to ensure that all required QC reviews have been performed as required and that corresponding records are available. QA review documentation is filed within the established project quality records system.

## Quality Assurance Checklists

* Update paragraph as necessary.

The following tables provide the QA Management Plan for [*insert project name*]. The Project Quality Manager will complete these checklists at key points in the project.

Table : Quality Assurance Management Plan Checklist

[Update Table as needed]

| YES | NO | Check List Description |
| --- | --- | --- |
| 🞏 | 🞏 | Are project tracking activities evident? |
| 🞏 | 🞏 | Are project tracking and oversight being conducted? |
| 🞏 | 🞏 | Are all plan reviews conducted according to plan checklists? |
| 🞏 | 🞏 | Are all issues arising from peer reviews addressed and closed? |
| 🞏 | 🞏 | Are status and review meetings conducted according to the schedule? |
| 🞏 | 🞏 | Has a contract work breakdown structure that supports all deliverables and long-term tasks been developed? |
| 🞏 | 🞏 | Have all deviations from standards and procedures documentation been approved? |
| 🞏 | 🞏 | Are project roles and responsibilities defined? |

# Quality Milestones

* Update paragraph as necessary.

The [*insert project name*] Master Schedule [*reference schedule filename and file location*] developed in accordance with the ConOps and P-SEMP includes the QMP QC and QA reviews identified in Section 3. The Master Schedule includes each QMP review/task name, lead QMP resource, task deliverables, planned duration, task dependencies, and planned start and end dates.

# Quality Resource Estimates

* Update paragraph as necessary.

The cost to deliver the [*insert project name*] QMP is included in the overall Project budget [*reference Project budget filename and file location*]. The budget includes an estimate of the resources required to perform QMP activities, such as [*adjust the estimate contents, as needed*] the number of staff, hours of effort, direct expenses, etc.

# Contractor Quality Controls

* Update paragraph as necessary.

All consultants, subconsultants, contractors, and subcontractors shall conform to the [*insert project name*] QMP or submit their stand-alone QMP to the Department for review and approval. All stand-alone QMP shall describe the controls and processes for monitoring contractor work products and deliverables against agreed to timelines and levels of quality.

# QMP Auditing

* Update paragraph as necessary.

The project team shall audit the impact and effectiveness of the [*insert project name*] QMP at least annually [*adjust frequency depending on the project duration and complexity*]. The participants in the QMP Audit review shall include the Owner Project Manager, the consultant project manager, the Project Quality Manager, and an independent quality management process specialist from the Owner or one of the contractors, as a minimum. The annual quality audit shall cover the following [*adjust the review coverage, as needed*]:

* *Audit of QC reviews, for example, are QC reviews occurring as required?*
* *Audit of QC corrective actions, for example, are QC review comments being successful and timely addressed?*
* *Audit of QA reviews, for example, are QA reviews being performed and results documented and addressed?*
* *Audit of QA reviews, for example, has the QA review verified QC reviews, processes, and files?*
* *Audit of QMP, for example, have gaps in the QMP QA or QC processes been identified and corrected?*

*Identification of any QMP corrective actions or process improvements that can be implemented in the project or future projects?*

Figure : Title

# User Definitions

| DOCUMENT REVISION HISTORY |
| --- |
| Version Number | **Approved Date** | **Description of Change(s)** | **Created/****Modified By** |
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