



### ***Introduction***

HACI Mechanical Contractors, Inc. recognizes that in today's competitive marketplace, effective quality systems are essential when providing cost effective services to our clients. Management is totally committed to providing a Quality Control Program that complies fully with the specifications, standard industry practices and the expectations of our valued clients.

The objective of this Quality Control Program is to:

- ❖ Instill a corporate mind set of **First Time Quality**.
- ❖ Provide a company Quality Control statement and policy.
- ❖ Emphasize the critical role of communication throughout the Quality Control Process.
- ❖ Clearly define Quality Control terms.
- ❖ Describe the company's commitment to safety.
- ❖ Present HACI Mechanical, Inc corporate organization and personnel responsibilities, including charts showing lines of authority.
- ❖ Roughly outline the different phases of the construction process and the Quality Control procedures for each.
- ❖ Address nonconformance's and establish corrective steps that will be taken to ensure quality of work.
- ❖ Provide general procedures for managing, reviewing and certifying submittals.
- ❖ Provide a brief outline of our vendor qualifications.
- ❖ Supply an Appendix of all Quality Control checklists, forms, and testing documents.

### ***Quality Assurance Mission Statement***

HACI Mechanical Contractors, Inc. leadership, reputation and pride in providing quality construction with unsurpassed service is reflected in over 40 years of

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experience and workmanship in producing award winning projects. Achieving customer satisfaction by exceeding client expectations is perpetuated by our passion for a corporate culture that embraces a never ending commitment to excellence and uncompromised value.

## ***The Role of Communication***

Frequent and efficient communication throughout the course of each project between all individuals and departments involved is considered essential in maintaining effective Quality Control. The success of the Quality Control Program at HACI Mechanical Contractors, Inc. relies on the ability of all project participants to communicate in a professional, meaningful, and timely manner.

## ***Quality Control Management Objective***

The Quality Control Management Team will perform thorough periodic inspections and verifications to ensure that all workmanship, material, and equipment provided during the course of construction for each project are in strict compliance with all local, state, national or international codes. The Quality Control Management Team will also review and confirm that the project control documents are current and approved. All inspection checklists and testing documents will be maintained per company standards throughout the duration of each project by the Quality Control Management Team. In addition, it is the responsibility of these individuals to make sure all of the quality requirements and standards are known by all concerned.

## ***Safety Standards***

We at HACI Mechanical Contracts, Inc. have basic responsibility to treat the safety of our employees as a matter of priority. The successful operation of HACI Mechanical will depend not only on contracting and service, but also how safely each job is performed. There is no job so important – nor service so urgent that we cannot take time to work safely. We consider the safety of our employees to be of prime importance, as we expect it would be with all parties involved in our projects to make our safety program effective.

## ***Non-Conformances and Corrective Action***

The Quality Control Management Team is required to be vigilant at all times to determine if the product being produced conforms to the project specifications and the code requirements. Our procedures provide the steps necessary to document, correct, and resolve any deficiencies or code violations detected.

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## ***Non-Conformances***

A non-conformance is defined as a product or service that fails to satisfy the specific requirements defined in a written specification or contract document. Non-conforming products or workmanship will be identified using one of the following inspection methods:

- ❖ Visual inspection of material or equipment during the receiving process to ensure compliance with all purchase orders and project specifications, and that damage was avoided during shipping.
- ❖ Jobsite walks and visual inspections of the material and equipment by the owner, architect, general contractor, or subcontractor during the construction phase.
- ❖ General visual inspections by the HACI Mechanical Contractors, Inc. Quality Control Management Team during the construction phase.
- ❖ Inspection by a code compliance professional. The inspection may check the following: code compliance, type of material, pressure test, and workmanship.
- ❖ Owner/architect final inspection and creation of “punch list” prior to the final inspection by the governing authority and the issuance of the Certificate of Occupancy.
- ❖ The Quality Control Compliance Checklists and the Activity/Inspection Report are forms used by the Quality Control Management Team to identify and address non-conformance.

## ***Corrective Action***

When a non-conformance is detected by any of the parties mentioned above, the Quality Control Manager or field supervisory team will be immediately notified. HACI Mechanical, will take corrective action as quickly as possible to ensure the work is properly completed according to the specifications. Corrective action should resolve the immediate problem, consider whether the same or similar problems exist elsewhere, and prevent the problem from recurring. The Corrective Action Item is a form that will be filled out by the Quality Control Manager and/or Team to document, track, and address all non-conformance

The Quality Control Management Team will make every effort to determine the cause of failure to conform to the requirements which might include; poor communication, faulty or missing procedures, equipment malfunction or lack of maintenance, lack of training, lack of understanding of requirements, or failure to enforce company policies. Investigating and addressing these causes will contribute to the overall success of the project as well as the success and improvement of our Quality Control Program.