

# MRCMH Quality Management System



## 1. QUALITY MANAGEMENT PLAN

When leading projects, MRCMH will be responsible for quality control. A description of MRCMH's Quality Management Plan follows:

### 1.1 MRCMH QUALITY CONTROL POLICY

MRCMH is committed to a comprehensive and integrated Quality Management System to ensure that all project deliverables meet the project requirements.

MRCMH's Quality Policy is established by the Board of Directors and is stated as:

- To provide the Client with a project which is carried out to the specified standards of the Client, and in all respects conforms to contractual, environmental and statutory regulations.
- To ensure that all involved employees and sub-consultants understand the importance of quality in their work and the need to employ those working practices and procedures that will produce the required standards.
- To provide a Quality System to provide guidance and direction to MRCMH management to link together all those elements needed for the engineering/professional management of a project and meet the contractual requirements in the most efficient, cost effective manner.

MRCMH defines and documents how the requirements for quality will be met by preparing and issuing a Quality Control Plan for the work included in a project. In developing the Quality Control Plan, MRCMH reviews the requirements of the various components of the contract and compiles a Plan that sets forth the specific quality practices, resources and activities to control the quality process and technical requirements of the project.

All documents, reports, etc. will be reviewed in detail by the Project Manager before submission for review by the client.

### 1.2 QUALITY REVIEWS (INTERNAL AUDITS)

Internal Audits will be conducted to ensure that quality control and quality assurance policies/procedures as outlined in the Quality Control Plan are being followed, and to identify opportunities for improvement of all business processes affecting quality. Internal Audits, therefore, are concerned with the "process" being followed to ensure quality, and do not check the technical content of the process outputs.

Internal Quality Audits will be conducted a member of staff out with the project team. This brings a level of independence to the audit. The duties of the Quality Auditor include preparing the Quality Control Plan, in consultation with the Project Manager and other members of the Project Team.

### 1.3 TECHNICAL REVIEWS

All documentation/reports will be subject to on-going internal technical reviews by the project team and the Project Manager to establish technical accuracy of the services.

#### 1.3.1 PRODUCT VALIDATION

Product validation is a demonstration that the project deliverable (in part or in full) conforms to requirements. The principle is to demonstrate end user acceptability of various elements early enough to prevent the duplication of any shortcomings elsewhere in the project. Periodic progress meetings during the course of the project will normally be used for such purposes. Documentation of the acceptance is generally through minutes of meetings and letters of submission requesting any additional comments.

Notwithstanding the use of the term “validation” to describe this component of the project review phase (which is consistent with ISO 9001 terminology), the responsibility for ensuring that the project is accurate, complete and meets the client’s requirements rests with the MRCMH Project Team.

### **1.3.2 DOCUMENT AND DATA CONTROL**

The Project Manager is responsible for ensuring that the relevant technical components of the Agreement (such as the Terms of Reference and the Technical and Management Proposal) and applicable manuals, statutes, regulatory directives and other media and tools are available to the Project Team in the development of the project.

It is of utmost importance that all personnel performing work affecting quality have timely, ready access to adequate and current information to perform their work correctly and ensure that revisions to that information be positively and effectively communicated.

To ensure that there is consistency and control over document management, access and distribution for the project, MRCMH will established project control based on formal, written procedures

### **1.3.3 CONTROL OF SUB-CONTRACTED WORK**

Upon notification of conditional award of a project, each sub-consultant will be requested to submit a quality control plan specifically written for the project, which will then be incorporated into the project Quality Control Plan. The individual quality control plans prepared by sub-consultants will be proportionate to the firm’s scope of work and the impact of the firm’s product on project quality, to ensure that the products and services provided to the MRCMH team meet its quality objectives.

All products provided by sub-consultants will be reviewed by the Project Manager for completeness and adequacy prior to being issued to the client.