

# Delivery and Operations Division

## Project Delivery Operational Notice

Operational Notice Number <b>PD-25</b>	Original Effective Date <b>01/01/2023</b>	Revised Effective Date	Review or Rescind <b>01/01/2025</b>	Appointing Authority <b>Statewide Project Delivery Manager</b> 
Operational Notice Title <b>Project Delivery QA/QC Program</b>		Topic or Program <b>Project Delivery QA/QC Program</b>		

### Purpose

Set policy and requirements for quality management in project delivery for the Oregon Department of Transportation (ODOT) delivered projects in all phases of the transportation system project lifecycle from scoping through construction contract award.

### Overview

The mission of the Project Delivery quality assurance/quality control (QA/QC) Program is to instill a culture of quality into every aspect of project delivery, and develop and standardize statewide project delivery quality management practices to facilitate continuous quality improvement in each discipline and phase of project delivery. The Project Delivery QA/QC Program leads the development, management, communication, and implementation of quality management for ODOT Project Delivery.

### Background and Rationale

The Oregon Department of Transportation's mission is to provide a safe and reliable multimodal transportation system that connects people and helps Oregon's communities and economy thrive. Project Delivery's part in that is to deliver high quality, successful projects, to meet the needs for Oregon's transportation system.

In early 2019, ODOT Internal Audit Services completed an audit of ODOT project delivery which found that each of the five regions had a different approach to completing and documenting design quality control (QC).

The audit recommended that:

- Engineering and Technical Services Branch (ETSB) should ensure that region QC practices align to the QC plan and that there is statewide consistency across regions.

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- In conjunction with efforts to revise discipline design QC practices, ETSB should ensure going forward that region QC practices meet agency expectations for performing QC for both in-house and consultant delivered STIP projects. Regular quality assurance reviews should provide ongoing assessments of region practices.

### Direction

The Project Delivery QA/QC Program is being established to:

- (1) Instill a culture of quality into every aspect of project delivery.
  - a. Project delivery staff understand the benefit of the QA/QC program, acknowledging that engineering and technical design benefit through collaboration.
  - b. Quality is an integral part of project delivery, with ODOT seeking quality for projects holistically, not just at an individual or discipline level.
- (2) Establish statewide consistency in quality management practices across the agency.
  - a. The Project Delivery QA/QC Program serves as a central resource for the efforts and initiatives in ODOT project delivery that involve or relate to quality management, quality measurement, quality processes, or quality improvement during program development.
  - b. Develop quality standards of practice as referenced in the Project Delivery Quality Program Manual.
  - c. Provide training on quality standards of practice and the Project Delivery QA/QC Program.
- (3) Establish continuous improvement, with practices of:
  - a. Quality assurance (QA) reviews to monitor and improve the quality management processes.
  - b. Lessons learned should be tracked and shared, accessible to a statewide audience.
  - c. Track effort for quality to facilitate planning for future projects.



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### Process or Action Required

All ODOT delivered projects (in-house/outsourced) in the STIP shall follow the Project Delivery QA/QC Program guidance; see Section 2 of the Project Delivery Quality Program Manual, which covers quality standards of practice.

### Roles and Responsibilities

Management oversight for the program is a collaboration of the Chief Engineer, Statewide Project Delivery Branch (SPDB) Manager, Project Development Section (PDS) Manager, Programs Development Office (PDO) Manager, and Construction Manager. Other roles and responsibilities can be found in the quality standards of practice, including the Project Delivery Quality Program Manual, guidance documents, statewide discipline quality plans, and region technical center quality plans.

### References

Project Delivery Quality Program Manual	<a href="https://www.oregon.gov/odot/ProjectDel/QAQC/ProjectDeliveryQualityProgramManual.pdf">https://www.oregon.gov/odot/ProjectDel/QAQC/ProjectDeliveryQualityProgramManual.pdf</a>
External website	<a href="https://www.oregon.gov/odot/ProjectDel/Pages/Quality-Program.aspx">https://www.oregon.gov/odot/ProjectDel/Pages/Quality-Program.aspx</a>
Internal website	<a href="https://ordot.sharepoint.com/sites/QAQC">https://ordot.sharepoint.com/sites/QAQC</a>
2019 Audit	<a href="#">Internal Audit 03-20-19.pdf</a> (ODOT internal only link)
"Maintaining Quality Standards of Practice" guidance	<a href="#">MaintainQstdOfPractice.pdf</a> (ODOT internal only link)