Consultant Logo can go here

Consultant Quality Plan

July 2023

# Table of Contents

[Table of Contents 2](#_Toc137655312)

[Title and Consultant Approval Page 3](#_Toc137655313)

[1. Quality Management Approach 4](#_Toc137655314)

[2. Quality Management System 4](#_Toc137655315)

[2.1. Organizational Structure 4](#_Toc137655316)

[2.2. Roles and Responsibilities 4](#_Toc137655317)

[2.3. Quality Training 4](#_Toc137655318)

[3. Quality Management Processes 4](#_Toc137655319)

[3.1. Schedule 4](#_Toc137655320)

[3.2. Quality Standards 5](#_Toc137655321)

[3.3. Quality Control 5](#_Toc137655322)

[3.3.1 Software, Tool, and Data Validation 6](#_Toc137655323)

[3.4. Quality Assurance 6](#_Toc137655324)

[3.5. Independent Subject Matter Expert Review 6](#_Toc137655325)

[3.6. Certification of Deliverables 7](#_Toc137655326)

[3.7. Agency Review Comments 7](#_Toc137655327)

[4. Quality Document Control 7](#_Toc137655328)

# Title and Consultant Approval Page

Insert Consultant Logo

|  |  |  |
| --- | --- | --- |
| Insert consultant NameQuality Plan | | |
| Client: | Oregon Department of Transportation (Agency) | |
| Service Valid for: | | *Insert price agreement or contract* |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Prepared by:** | |  |  |  |
|  | *Signature* | *Print Name* | *Title* | *Date* |
|  | Insert electronic or wet signature | Insert printed name | Insert printed title | Insert date |
| **Approved by:** | |  |  |  |
|  | Insert electronic or wet signature | Insert printed name | Principal in charge | Insert date |
|  | Insert electronic or wet signature | Insert printed name | Quality manager | Insert date |

# Quality Management Approach

State your firm’s quality management policy, philosophy, and description of overall approach to quality management.

# Quality Management System

## Organizational Structure

Provide an organizational chart that illustrates the quality management organizational structure, identifying all key quality related roles, including discipline(s) where sub-consultants are likely needed to supplement your organization and how your firm will manage quality with them. Be sure to include the following:

Principal in charge.

Project manager(s).

Quality control manager or supervisor.

Project discipline manager(s).

This can be by role titles for the quality plans. For individual contracts the ODOT project manager can request names of the individuals filling key roles.

## Roles and Responsibilities

List roles, responsibilities, and qualifications of those responsible for checking and verifying quality; including but not limited to preparers, drafters, quality reviewers, and subject matter experts. List by discipline. Include the quality control manager’s role, responsibilities, and how that role provides an independent review of all deliverables.

## Quality Training

Indicate what training your firm provides to staff on quality, to confirm that this quality plan is followed.

# Quality Management Processes

## Schedule

Describe how your firm will maintain an updated schedule that includes time allotted for QC, QA and deliverable certification.

## Quality Standards

Indicate how your firm makes the most current version of applicable standards, manuals, directives and other procedural guidance available to all deliverable preparers and reviewers. In particular, describe how each discipline will know about and access the ODOT technical discipline websites and project delivery quality program website to access the ODOT statewide discipline quality plans, region technical center quality plans,   
ODOT Delivered Local Agency Program (ODLAP) Quality Plan, the   
Project Delivery Quality Program Manual and related guidance; and the A&E outsourcing task language library tool (DocuGen).

## Quality Control

Describe the quality control procedures and reviews your firm has in place for consultant and sub-consultant deliverables to assure that they meet or exceed the ODOT quality expectations found in the statewide discipline quality plans, ODOT Delivered Local Agency Program (ODLAP) Quality Plan, region technical center quality plans, and Project Delivery Quality Program Manual and related guidance. In particular, describe the quality control procedures that:

Confirm that those preparing deliverables are technically competent in that discipline.

Confirm that reviewers are technically competent in the discipline they are reviewing and possess equal or greater qualification than the preparer(s).

Describe how your firm will manage sub-consultant quality and confirm sub-consultant products and deliverables have been reviewed and verified by the prime consultant firm prior to use in design and prior to submittal to ODOT. The prime is responsible for the quality of all deliverables provided under the contract.

Describe how discipline-specific quality reviews will be performed on deliverables. Describe review requirements to identify and correct mistakes, oversights and logic errors. Quality check procedures should include:

* + How reviewer comments are responded to by the preparer.
  + How the reviewer checks back with preparer on whether they accept the response.
  + How they both come to agreement about any changes they made.

Describe how inter-disciplinary review will be done to check consistency across the project.

Describe how all documents will be checked for accuracy, i.e., quantity and quality, and completeness.

Describe how these procedures are documented and checks that are in place to confirm that they are followed.

### 3.3.1 Software, Tool, and Data Validation

Describe the process of validating design software and spreadsheets to confirm that:

The user understands the input requirements.

Inputs and assumptions are documented.

Processes are identified to validate data prior to use.

Output is fully understood.

## Quality Assurance

Describe the process your firm use to provide internal quality assurance reviews of deliverables.

## Independent Subject Matter Expert Review

Describe the quality procedures your firm uses to complete a comprehensive, independent review by a “fresh set of eyes”. ODOT expects this to be done prior to a deliverable submittal, by experienced and competent discipline subject matter experts (SME)— who are not working under the direction of the deliverable professional of record (POR) — to verify the following:

* Deliverables were produced according to applicable regulations, design standards, and ODOT manuals.
* Design documents provide for constructability and compatibility of materials.
* Deliverable content is accurate and complete.
* Deliverable documents have been reviewed for appearance, organization, readability and technical and grammatical correctness.
* Deliverable documents have been checked by the drafter or preparer, the designer or discipline professional, the checkers, and reviewers.
* Where required under contract, generally accepted engineering practices, or applicable law, documents have been stamped, signed, and dated by the responsible Oregon licensed design professional.

## Certification of Deliverables

Describe how your firm will certify deliverables at milestones (or for discipline specific contracts, the final product), including:

* Conformance with contract requirements.
* Consistency across disciplines.
* All comments and issues have been addressed.
* QA/QC processes were followed.
* Quality records were developed and provided to ODOT. Examples of quality records are documents that are produced which attest to the quality of the submitted contract deliverables such as marked-up discipline checker and independent reviewer check prints, filled out and signed review checklists, comment log(s), comment resolution sheets, and evidence of quality check procedures.

Provide an example of the certification documentation that clearly covers each of the above points.   
  
*Note that any re-submittal requires re-certification.*

## Agency Review Comments

Define the procedures your firm uses to ensure that ODOT and local agency review comments are received, assigned for response, tracked, incorporated, addressed, and closed-out in the time frame requested by ODOT.  
  
Describe how your firm uses the project comment log as a communication tool.

# Quality Document Control

Identify and provide copies of quality forms or checklists your firm will use as evidence to assure quality (e.g., discipline checker and independent reviewer checklists, comment resolution sheets, etc.). Provide copies of all forms or checklists that materially depart from those provided in ODOT quality standards of practice. If your document control plan incorporates ODOT quality documents and forms, refer to them by title and form number (you can provide links) to confirm your firm is always referencing the most current copy.  
  
Indicate how your firm will confirm compliance with ODOT’s ProjectWise protocols for document naming, storage, and creating sets in the 7\_Quality folder for discipline quality documents.