## Management System

## Issue Date:\_\_\_\_\_\_\_\_\_\_

## Insert Organization Legal Name, any alternate name, Tax Id #, physical address and mailing address

## Approved By:

##

## Name/Title Date

ACCREDITATION CONTACT

Name, Title

Address

Phone: Email:

GOVERNING BODY

International Accreditation Service, Inc.

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## Revision/Review Log

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| **Revision No.** | **Date** | **Page/Section** | **Description** | **Approved By** |
| 0 | XX/XX/XX | All | Initial issuance |  |
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## Note: At least annually and as needed, this management system will be reviewed and updated. Revisions will be noted in the grid above. Upon approval of any changes, all copies of this Management System will be collected and replaced as per the distribution schedule noted in Section 1.4.

# Scope

## This Manual describes the management system of ***“Insert Company Name”*** and contains the objectives, policies, and procedures that show compliance to AC478 (Accreditation Criteria for Assembly of Metal Building Systems).

## This Manual is a controlled document. The Quality Manager shall review this Management System at least annually for accuracy and correctness. All complete manual reviews shall be recorded on the Management System Review Log and incorporated within the Manual. The Management System Manual shall be signed on the Cover and include the most recent review date.

## Revisions to this Manual, and all controlled copies as necessary, shall be made under the authority of the Quality Manager. All revisions shall be recorded on the Management System Revision Log incorporated within the Manual. If the Manual, when revised, is not reissued in its entirety, each page shall be revised and the revision # and revision date recorded on each page affected. Revisions shall also be made to the Cross Reference Matrix when affected.

## Controlled Quality Manual Distribution:

## Master Copy ***(“insert physical location”)***

## President/CEO

## Quality Manager

## Safety Manager

## Training Manager

## IAS will be notified within 30 days of any changes in management personnel. (As a minimum, this would include the President/CEO, Quality Manager, Safety Manager and Training Manager.)

## The Quality Manager reviews and approves all documents affecting quality. Revisions to the Management System and other quality management system documents are reviewed by the Quality Manager and signed off on by the highest level of authority within the company prior to implementation. All quality documents, including the Management System Manual, are reviewed annually and updated at that time.

## Internal Audit

## An internal audit of each element of the quality management system is performed at least once a year to verify their compliance and effectiveness. The audit is performed by the Quality Manager. The results of the audit are reviewed with the management personnel responsible for that particular function. A written result of the audit is maintained in the Audit Log Book located in the Quality Manager’s office.

## Any nonconformity noted during the audit is brought to the attention of the appropriate manager for his information and correction. A Corrective Action Report may be initiated depending upon the severity of the nonconformity. When a Corrective Action Report is generated, a follow up audit is conducted to ensure that corrective actions have been implemented in a timely manner to ensure the continuous improvement of the management system.

## The Internal Audit shall include a summary that compares the previous Internal Audit performed, and shall be inclusive of the criteria within AC478.

# QUALITY POLICY AND OBJECTIVES

##  ***“Insert Company Name”*** is substantially engaged in the Assembly of Metal Buildings. In order to ensure the integrity and adherence to requirements of all structures that we assemble we have developed this Management System.

##  All activities of the organization shall be directed in such a manner as to ensure that the safety and training requirements of these criteria will be met.

## The Quality Manager shall be responsible for the development and adherence of procedures which ensure compliance with metal building systems manufacturer’s drawings, specifications and installation manuals.

## The elements of the safety and training program will be disseminated to all personnel assigned activities that are involved with the assembly of metal buildings.

## We will ensure that adequate resources are provided for all projects and activities. These resources include equipment, staff, training, facilities, and financial.

## We will audit and review the management system annually to ensure its compliance and effectiveness. A written result of the audit will be maintained by the Quality Manager. Any nonconformity noted during the audit will be brought to the attention of the appropriate manager for his information and correction in a timely manner to ensure the continuous improvement of the management system. The internal audit shall include a summary that compares the previous internal audit performed, and shall be inclusive of the criteria within AC478.

## We will select sub-contractors that are trained to our standard and ensure that they adhere to our Safety program.

## We will advise project owners if we intend to subcontract all or a portion of the project and confirm if those subcontractors are accredited.

## We will maintain the following insurance coverage: Workmen’s Compensation, Comprehensive General Liability, Comprehensive Automobile Liability and Umbrella Excess Comprehensive General and Comprehensive Automobile.

##  “Insert Company Name” follows the quality cycle (shown below) as the core of our program to ensure that we are continually reviewing and improving our management system to ensure that it achieves the objectives stated above.

##  PLAN DO

##  ACT CHECK

# Organization and Management

## ***“Insert Company Name”*** has defined an organizational structure that provides strong leadership, clear accountability, and technical competence within the organization.

## The President holds full responsibility for the overall integrity of the Safety, Training and Quality systems and procedures.

## All activities of the company shall be directed in such a manner to ensure that the safety and training requirements identified in this document are met.

## The Quality Manager shall have the necessary training and experience to complete the tasks listed in the criteria and shall report directly to the highest level of authority within the organization.

## The Quality Manager shall be responsible for the development, evaluation, enforcement and improvement of the company's overall quality systems.

### He shall ensure that periodic internal audits are conducted and documented, and that corrective actions are implemented.

### He shall ensure that annual management reviews are conducted and documented to assure the adequacy and effectiveness of the Training Program. Annual management reviews must produce a summary and a documented plan of action for improvement. Documents to be considered during the annual management review must include, but are not limited to, customer complaints, back charges, OSHA violations internal audit results and corrective actions.

## The Safety Manager shall have the necessary training and experience to complete the tasks listed in the criteria and to develop Job Site Specific Safety Plans.

## The Safety Manager shall report directly to the highest level of authority within the organization.

## The Safety Manager shall establish and implement a safety program that is fully documented. This documented safety program must describe the procedures and activities for ensuring that all employees, subcontractors and processes comply with at minimum OSHA standards and/or applicable regulatory requirements.

## The Safety Manage shall maintain the documented Safety Program in accordance with this criteria and monitor the effective implementation of the documented Safety Program at least annually.

## The Safety Manager shall ensure Job Site Specific Plans are developed that meet OSHA requirements, Building Manufacturer requirements, Equipment Use Requirements and have knowledge of and access to the appropriate resources to meet this requirement

## The submitted Safety Program document must be signed and dated by the highest level of authority within the organization.

## The submitted safety program document must be reviewed at least annually.

## The Training Manager shall have the necessary training and experience to complete the tasks listed in the criteria and shall report directly to the highest level of authority within the organization.

## The Training Manager shall establish and implement a training program that is fully documented. This documented training program must describe the procedures and activities for ensuring that all employees and processes comply with at minimum OSHA standards and/or applicable regulatory requirements.

## The Training Manager shall maintain the documented Training Program in accordance with this criteria and monitor the effective implementation of the documented Training Program at least annually.

## The Training Manager shall develop Training plans that meet OSHA requirements, Building Manufacturer requirements, Equipment Use Requirements and have knowledge of and access to the appropriate resources to meet this requirement.

# Training Program

## ***“Insert Company Name”*** places a high value on a well-trained team and have put in place the following policies and procedures to ensure a qualified labor force, competent in techniques necessary to ensure the quality and integrity of assembled metal buildings.

## The training program will be continuously monitored to ensure that it meets all OSHA requirements for the trade and ensures that at least 25% of all field workers meet the definition of Journeyworker, Metal Building Assembly.

## The training program will be periodically reviewed to ensure compliance any required certifications and formal training necessary to perform the required tasks, including but not limited to: Welding, Aerial Lift Operator, Fork Lift Telehandler, Crane Operator, Specialty Items such as scaffolding, Tools, Products and/or Equipment that require documented training prior to use.

## The training program will be periodically reviewed to ensure compliance with any manufacturer requirements for products or systems prior to use or installation.

## Employees are trained for specific job tasks by a combination of on-the-job training and formal training, as required, and as is available.

## Formal training may be offered by a variety of recognized agencies, including the Metal Buildings Institute and Ironworker Quality Construction Practices Metal Building Systems Training. In cases where formal training is used, the trainee must still demonstrate competence to a mentor and a training record must be completed.

## The Training Program dated \_\_\_\_\_ is attached and included as part of this Management System.

# Safety Program

## ***“Insert Company Name”*** shall establish and implement a safety program that is fully documented. This documented safety program must describe the procedures and activities for ensuring that all employees, subcontractors and processes comply with at minimum OSHA standards and/or applicable regulatory requirements.

## Safety Handbook dated \_\_\_\_ is attached and included as part of this Management System.

## The Safety Manager must have documented procedures for the development of job site specific safety plans and JSA’s upon award of a contract or prior to commencement of work.

# CONTINUAL IMPROVEMENT

## ***“Insert Company Name”*** has implemented extensive communication tools to ensure all staff are aware of:

### Their responsibilities

### Company goals and objectives

### Customer requirements and expectations

### Regulatory requirements

## These activities also serve as an ongoing review of operations by management so that management can respond to any situation in an informative manner.

## ***“Insert Company Name”*** constantly reviews staffing needs and adequacy to determine that both staffing and individual staff training are adequate to meet all project requirements.

## “***Insert Company Name”*** regularly reviews other resource needs, e.g., equipment, materials, and supplies, to ensure that these resources are available as needed for all projects.

## Foremen and Project Managers constantly review project records and data to ensure project compliance, and institute corrective and preventive action where needed.

## Quality documents are reviewed periodically and updated as needed to ensure their currency.

# COMMUNICATION

## ***“Insert Company Name”*** has established internal and external communication systems to ensure that all information is properly communicated among staff, regulators and the customer. We use the following communication tools:

### Periodic and specially scheduled meetings.

### Written project reports.

### Written and electronic (e-mail) communications.

### Telephone contact.

### Daily discussions as needed.

## Staff has access to e-mail, as needed and cell phones, as needed.

## The Project Manager establishes communication needs and resources as appropriate for field/inspection personnel. He also defines customer communication requirements and provides those requirements to ensure that customers are kept advised of all project activities.

# Complaints Procedure

## In the event that a customer has a complaint regarding the finished product that requires corrective action, a Corrective Action Report (CAR) shall be completed by the Quality Manager.

## The Quality Manager and Foreman will lead the investigation to determine the root cause of the problem. The Quality Manager will also be responsible for corrective/preventative actions and scheduling meetings.

## Periodic meetings will be scheduled by the Quality Manager to verify progress and discuss the current status of the CAR.

## When the root cause of the complaint has been determined and the corrective action has been implemented, the Quality Manager shall be notified by the Foreman to request verification of the effectiveness of the corrective actions.

## Upon review and determination of the corrective/preventative actions, the CAR shall be signed by the responsible party and closed.

## Corrective Action Reports are logged electronically into a Complaint Log and are maintained for a minimum period of 2 years.

# Declarations

All applicable declarations are to be included as required per the referenced documents and sections.