**Project Quality Plan (PQP)**

ISO 9001:2015 project quality can be maintained by the use of checklists, but a PQP is required to establish general implementation procedures. This PQP is part of the suite of tools comprising the Project Management Plan (PMP).

**Quality Procedures for all projects:**

1. At planned intervals, but not less than annually, Directors review the QMP and the PQP, particularly with regard to ISO 9001:2015 clauses 4.1, 4.3, 4.4, 5.1, 5.2, 5.3, 6.1, 6.2, 6.3, 7.1, 7.2, 7.3, 7.4, 7.5, 9.1, 9.2, 10.2 and 10.3.
2. Records of management reviews are maintained in accordance with ISO 9001:2015 clauses 4.3. 4.4, 5.2, 6.2, 7.2, 7.5, 9.2, 10.2 and 10.3.
3. In conducting Management Reviews, Directors consider the outcomes of internal project audits as well as external audits.
4. At least 10% of projects shall be selected for internal project audits each year, based on recommendations by Principals and Associate Directors.
5. Improvement recommendations from Management Reviews shall be implemented by Principals and Associate Directors.
6. Procedures applicable to specific projects are customised in the Project Checklists by the Project Leader, by changing red checkmarks to black, or deleting them, for procedures that aren’t applicable.
7. Checklists in CHECKITx are customised for specific projects by turning off checklists that aren’t applicable.
8. Procedures applicable to specific projects are customised in CHECKITx by the Project Leader, by deleting checkmarks for procedures that aren’t applicable. Checkmarks in red are required for all projects in checklists that are required.
9. Customised PQP procedures and checklists are reviewed and approved by the Project Director.

In the matrix below, “CL” refers to CHECKITx checklists; “PQP” refers to procedures in this PQP, above. See these documents for specific clauses related to ISO 9001 requirements. The matrix shows which checklists contain procedures that implement specific requirements of the Standard.

Corresponding ISO 9001 clauses are indicated in the checklist items.

| **ISO 9001: 2015 cl.** | **Requirement** | **Enabling checklists** | **Records required?** |
| --- | --- | --- | --- |
| 4.2 | Needs of project stakeholders | CL15, CL18, CL92 |  |
| 5.1 | Leadership & client focus | CL19, CL92, CL95 |  |
| 6.1 | Risks & opportunities | CL11, CL19 |  |
| 6.2 | Project quality planning | CL19 | YES |
| 6.3 | Scope change | CL18, CL31, CL93 |  |
| 7.1.1, 7.1.2 | Project resource planning | CL51, CL95 |  |
| 7.1.5 | Monitoring & measuring equipment | See Note 2 |  |
| 7.1.6 | Organizational knowledge (Lessons learned) | CL91 |  |
| 7.2 | Staff competence / Project resources | CL11, CL12 | YES |
| 7.3 | Awareness / Briefing | CL21 |  |
| 7.4 | Project communication | CL12, CL21, CL92 |  |
| 7.5 | Project records | CL19, CL92 | YES |
| 8.1 | Project Quality Plan (PQP) | CL19 |  |
| 8.2 | Project brief, project communication, scope change | CL11, CL12, CL19, CL92, CL93 | YES |
| 8.3 | Design & development: Planning, inputs, controls, outputs & changes | CL11, CL15, CL18, CL19, CL31, CL92 | YES |
| 8.4 | Subconsultant management | CL11, CL12, CL18, CL19, CL21, CL63, CL92, CL32, CL33, CL41 to CL49, CL94 | YES |
| 8.5 | Design brief / Design & documentation | CL11, CL21 |  |
| 8.5.1 | Design review & checking | CL18, CL19, CL21, CL25 |  |
| 8.5.2 | Identification & traceability | See Note 2 |  |
| 8.5.3 | Property belonging to customers | See Note 2 |  |
| 8.5.4 | Preservation | See Note 2 |  |
| 8.5.5 | Contract administration / POE | CL63, CL71, CL72, CL74, CL75, CL95, CL95 |  |
| 8.5.6 | Control of changes (variations) | CL19, CL63, CL92 | YES |
| 8.6 | Release of products/services (pre-tender quality reviews) | CL19, CL55 | YES |
| 8.7 | Controlling non-conforming work (RFIs, addenda, construction variations) | CL19, CL51, CL52, CL55, CL82, CL92 | YES |
| 9.1 | Monitoring, measurement, analysis, evaluation (POE, client surveys) | CL19, CL95 |  |
| 9.2 | Internal audits (project audits) | CL19, CL92 | YES |
| 9.3 | Input to management review | CL55, CL91, CL92 | YES |
| 10.1 | Improvement – general | See Note 1 |  |
| 10.2 | Nonconformity & corrective action | CL19, CL51, CL52, CL55, CL91, CL92 | YES |
| 10.3 | Continual improvement | See Note 1 |  |

NOTE 1: The firm has a firm-wide Quality Management Plan (QMP) to address quality requirements that are not project-specific.

NOTE 2: Not applicable to our projects.

**Create & Approve PQP**

PQP prepared by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ date: \_\_\_\_\_\_\_\_

PQP approved by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ date: \_\_\_\_\_\_\_\_

Completion checked by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ date: \_\_\_\_\_\_\_\_

Completion verified by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ date: \_\_\_\_\_\_\_\_