

Task: Develop a Standard, which defines the documentation requirements submitted to **State** for Supplier approval to deliver products and services to **State**; and which defines the onsite audit requirements for the subsequent **State Supplier Qualification Program** for Supplier approval to deliver products and services to **State**.

## Project Description:

The **State** is in need of a State specific supplier qualification program for fabricators of bridges, manufacturers of ancillary bridge products, painting contractors, field welding contractors, and galvanizers for both shop and field services. The program will verify the quality assurance and quality control procedures of suppliers of metals products and services to State construction projects.

State has approved the Quality Manuals and Procedures (QM) of 30-50 firms that fabricate structural metal components for State construction projects. The number of firms to be audited will fluctuate during the life of the contract. State will supply an updated facility list throughout the time of the contract. The QM is a requirement of State's Standard Specifications for Construction Supplier Qualification Program that describes the requirements in detail. The firms are in shop locations around the country. An individual shop QM must be approved to provide products and services.

State's objective is to assure that fabricated metal product supplied to its construction projects meet contract requirements. State believes that the quality of the product can be assured by the implementation of an appropriate quality management system maintained by the Supplier. State wishes to create a progressive program to assess the quality management systems of its Suppliers. This program will replace the need for the presence of State inspectors at the Supplier's site to witness and approve the methods and materials for each construction project.

To this end, State will retain a Contractor to develop the Supplier Qualification Program. When the program is approved the Contractor will conduct individual audits of each Supplier in accordance with the Supplier Qualification Program. Each supplier is considered approved to supply State projects for an interval of six months after the first successful audit of their facility and quality management system. To maintain approval, the Supplier must continue to have successful results from audits conducted approximately every six months. Up to ten audits will be conducted at each Supplier facility in a five year period. The approval (and audit) interval for each individual Supplier may be adjusted by State after reviewing audit results, but the interval can be no less than once per year in the first two years of this five year program. State may increase the frequency if the results indicate the need to do so.

The current policy that requires inspections by State personnel will be replaced by the Supplier Qualification Program.

## Authorization

The State's Project Manager will authorize the Contractor in writing generally when audits are to be performed. The authorization will identify what Suppliers are to be audited, the products they provide, the products supplied to State, and the names and addresses of the Supplier(s).

The authorization will be issued prior to the beginning of each six month period to allow for appropriate scheduling time. The authorization will determine the number of audits that will be performed in this period. This document forms the commitment between the State and the Contractor for the work expected and authorized in this period and will be deemed incorporated into this Contract upon its issuance by the State.

The results of the audits conducted in each period may determine the number of audits that will be performed in the next six month period.

## Auditor Qualifications

The Contractor's personnel performing the audits shall have verifiable audit training and/or audit certifications such as ASQ Certified Quality Auditor or a comparable certification. The Auditor shall also have knowledge of

the specific products and services being audited. (Example: Documented coatings training to perform audits at a coatings facility). State's Project Manager will review qualifications of all Auditors to determine if above criteria are met. The Contractor and/or Auditors will disclose any potential conflicts of interest that may result in the inability of the Auditor to perform any audit in an unbiased and professional manner. Contractor will provide the name and qualifications of the personnel performing audits at the beginning of the contract and again when new personnel are added to the program. If changes are necessary, Contractor will notify the State's Project Manager immediately.

## Scope of Work

### Task 1—Develop a Program and a Supplier Qualification Standard

**State** wishes to select a contractor to develop and document the **State** Supplier Qualification Program defined in the Project description. To that objective: develop an Audit Program and Supplier Qualification Standard of State Metal Suppliers for conformance with their State approved QMs. The Audit Program will include a collection of procedures that describes how Contractor will execute work over the **five** year contract.

#### Project Deliverables—Task 1

##### a. Supplier Audit Program

At a minimum, the following subjects will be addressed:

- Creation of audit packages
- An audit scope based on the general scope of supply provided by State
- On-site audit duration
- Planning methods
- Onsite methods
- Reporting Methods
- Identify criteria for a successful audit, failed audit and consequence for not meeting the program.

##### b. Supplier Qualification Standard (Standard).

The deliverable of this project will be a standard that defines the requirements of quality manuals and/or procedures that are submitted to the **State** Supplier Qualification Program for review and acceptance. Upon acceptance, the Standard will be available both for suppliers and the **State** Engineers who review and approve these quality manuals.

It is expected that this Standard will address the fundamentals of a good quality management system that addresses the specific technical and procedural requirements of the **State** specification and typical project requirements in this industry. At a minimum, the following subjects will be addressed

- 1) What items and elements of a Supplier's quality management system require a written procedure and what are the minimums that must be addressed.
- 2) What are the minimum and suggested records that demonstrate the functioning of a quality management system.
- 3) Define requirements based on product type.
- 4) Assess the value of writing to include ISO formats.
- 5) Clearly identify required **State** approvals necessary.
- 6) Address how the Supplier will communicate with the customer (so that communication with **State** has required information.)
- 7) Specifically in nonconformances—how the Supplier notifies **State**.
- 8) Handling of Requests for Information (RFIs).
- 9) How the Supplier demonstrates qualification of QC personnel, and potentially other positions. This may affect the content of job descriptions or qualification submittal requirements that may not be included, but referenced by the Quality Manual and Procedures.
- 10) Define the responsibilities of the Supplier in the *Supplier Qualification Program*.
- 11) Define **State's** responsibilities in the Supplier Qualification Program.
- 12) Review and incorporate aspects from the current **State** Specification.

### c. Review Checklist

This tool will be developed after the Standard is developed and approved. It will be the requirements of the Standard, but formatted and organized to facilitate the **State** engineer review of Quality Manual and Procedures received from Suppliers applying and continuing with the existing Supplier Qualification Program.

Contractor will submit a preliminary draft of their Audit Program and Supplier Qualification Standard within 30 days of their receipt from State of a Notice to Proceed on this Contract. The intent of this draft is to allow **State** to review and comment on the Program's basic format.

Contractor will submit a Final Draft of their Audit Program within 30 days of receiving **State** comments on their Preliminary Draft. The final draft is to be considered by Contractor as a 100% complete document.

Contractor will submit a Final Audit Program within 14 days of receiving **State's** comment on their Final Draft.

### Task 2—Conduct Onsite Audits

Conduct on-site audits of all **State** Metals Suppliers utilizing the approved Supplier Qualification Program developed in Task 1.

Contractor will coordinate with **State** to develop a schedule of audit "packages" that are based on supplier geographic location. Assessments must be completed one six month audit cycle of all supplier locations. **State** will review the "Supplier Qualification Program" after each six month audit cycle to determine effectiveness of the program. **State** reserves the right to monitor/observe the Contracted Auditors at any facility. **State** may provide general information on when the audits are desired. However, Contractor will be responsible to select the specific dates and travel routes to utilize personnel efficiently.

When requested, Contractor will provide current schedules to the **State**. Contractor will keep **State** informed of the exact schedule as it is created or modified based on availability of personnel and the Supplier's schedule requirements.

Contractor will review a Supplier's QM prior to completing the final audit plan for that supplier.

Contractor will deliver a certified report of each onsite audit in a timely manner.

### Project Deliverables—Task 2

Audit reports: For each audit performed, provide an audit report on each supplier using the form provided in the audit program. The report must include the following: Suppliers name, address, contact, phone and fax numbers, e-mail address and product supplied. It must also include a comprehensive review of the findings of the audit. The report must also include objective evidence that support the findings in the form of photographs, samples of Supplier reports and records examined in the course of the audit. Contractor will deliver a certified report of each onsite audit. The report will comply with the requirements of the approved Supplier Qualification Program. The report will contain items that are of concern, nonconforming, or commendable. The report may contain observations of special interest. All reports will be certified (signed) by either a Registered Professional Engineer or a Project Manager employed by the Contractor.

### Provided by the **State**

1. Copy of the Suppliers QM (if changed from the previous period).
2. Authorization to start work.
3. Names and addresses of **State** Suppliers, and scope of supply to be included in the audit period.
4. Standard Specifications and Special Provisions can be found on the following **State** web sites:
  - Standard Specifications: [www.dot.State.XXX](http://www.dot.State.XXX)
  - Special Provisions: [www.dot.State.XXX](http://www.dot.State.XXX)