

# QUALITY ASSURANCE & QUALITY CONTROL PROGRAM



engineering  
surveying  
environmental  
planning  
landscape architecture

THE  
*Chazen*  
COMPANIES®



## CHAZEN'S QUALITY ASSURANCE & QUALITY CONTROL PROGRAM

In order to meet our client's expectations, The Chazen Companies (TCC) is committed to quality and service at every level.

One mechanism that continues to assist us with achieving this goal is the administration of a quality assurance and quality control (QA/QC) program.



The QA/QC program at The Chazen Companies (TCC) outlines procedures and protocols encompassing the design and document preparation phase through the construction phase of our projects. Program components include:

- ❖ Design phase protocols and calculation review
- ❖ A project document review process
- ❖ Establishment and adherence to standardized plan sheets, design details and construction specifications
- ❖ Computer Aided Design and Drafting (CADD) Standards
- ❖ Development and adherence to construction phase protocols
- ❖ QA/QC review process tracking and documentation system

### DOCUMENT REVIEW PROCESS

In order to meet appropriate standards of care all project documents are subject to three different types of QA/QC reviews:


- ❖ Peer Review
- ❖ Specialty Review
- ❖ Review by QA/QC Team

All technical documents - plans, specifications and reports - are reviewed and checked in detail by experienced and qualified personnel prior to submittal outside of the office.

A general review of the overall design philosophy and approach is also completed by a designated QA/QC Team at multiple project phases to ensure the design effort progresses in accordance with the appropriate project approach and good engineering practices.

#### TCC PROTOCOLS & STANDARDS

- ❖ Design phase protocols and calculation review.
- ❖ Establishment, ongoing maintenance and adherence to:
  - standardized design detail sheets
  - standardized plan sheets
  - standardized construction specifications
  - computer aided design and drafting standards
- ❖ Construction phase protocols



When a project is undertaken, a work plan is developed to an appropriate level of detail. Whether large or small, diagrammatic or written, the work plan is an important tool for communication among team members and the client, and a critical first step toward mapping out a strategy for successful work. Typically the work plan contains the elements listed in the box below.



## TCC WORK PLAN

### WHO AND WHERE

- ❖ Client and team identification
- ❖ Organization chart delineating lines of communication with the client
- ❖ Project directory with addresses, phone and fax numbers and e-mail information

### WHAT AND WHEN

- ❖ Scope of work description
  - ❖ Task lists
- ❖ Controlling conditions and technical approaches
  - ❖ Key contract information
- ❖ Project schedule and identification of critical activities

### WHY

- ❖ Key reasons for this project
- ❖ Expectations of our involvement

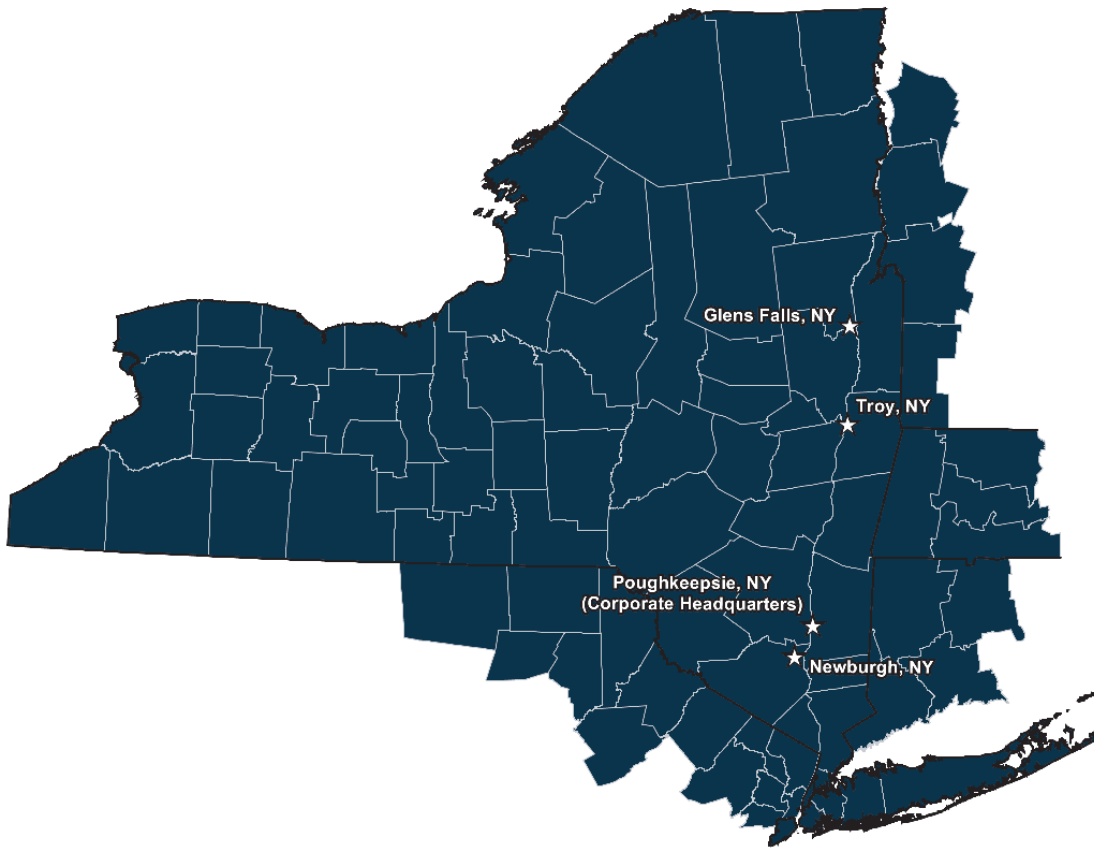
### HOW

- ❖ Delineation of work performance
  - ❖ Project deliverables
  - ❖ Relevant regulations
- ❖ Communication strategies - both external and internal
  - ❖ Documentation standards
  - ❖ Project QA/QC plan

**THE FOLLOWING QUOTE IS FROM ONE OF CHAZEN'S PROFESSIONAL LIABILITY INSURANCE CARRIERS UPON REVIEWING OUR QA/QC PROGRAM:**

**"...I WAS EXTREMELY IMPRESSED WITH YOUR DEVELOPMENT AND IMPLEMENTATION OF THIS MULTI-FACETED QA/QC PROGRAM. WITH CERTAINTY, I WOULD RANK YOUR PROGRAM AS ONE OF THE BEST I HAVE SEEN, IN PARTICULAR, THE APPROACH TO CONSISTENCY, STANDARDS AND CULTURAL BUY-IN FROM THE SENIOR STAFF."**

## THE CHAZEN COMPANIES' OFFICE LOCATIONS



Chazen's QA/QC Team is comprised of qualified professionals with extensive experience representing various fields including: Civil Engineering, Surveying, Landscape Architecture, Planning, Environmental and Construction Phase Services.



THE  
*Chazen*  
COMPANIES®  
[www.chazencompanies.com](http://www.chazencompanies.com)

21 Fox Street  
Poughkeepsie, NY 12601  
845.454.3980

547 River Street  
Troy, NY 12180  
518.273.0055

356 Meadow Avenue  
Newburgh, NY 12550  
845.567.1133

100 Glen Street, Suite 3D  
Glens Falls, NY 12801  
518.812.0513