



# NABHOLZ

## Quality Management Plan

SF ARK 1-4

Revision:

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RFP 60% Docs

Yates-Nabholz, a Joint Venture

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PRELIMINARY

## I. Purpose

The Contractor Quality Management Plan is established to align the Owner expectations with all project stakeholders, identify high-risk quality items, provide pre-emptive planning for processes appropriate to each risk item, and ensure early and ongoing in-place verifications of installations. This Quality Management Plan is an evolving document throughout the project to support a suitable and ongoing focus on quality and may be updated from time to time to reflect receipt of new or clarifying information including contract and design information and criteria related to trade specific installation processes and material products received in the submittal phases.

The Quality Management Plan includes proven processes and encourages effective communication to provide value to our client.

## II. Policy

All members of the Yates-Nabholz team have the authority to approve work installed in accordance with the contract documents or disapprove any action deemed inappropriate to contract documents, and agreed upon acceptance criteria. Through this plan the Quality Management Team should assure the highest quality through control procedures and practices to establish responsibility and authority for compliance. Proof of conformance to all contractual requirements, plans, and specifications should be compiled through accurate records of inspection, test data, and other required documents. Notification of Observations (reference V. Observations Tracking, and VI. Observations) will be issued by the Yates-Nabholz Quality Management Team to ensure corrective action is taken and its progress tracked.

All project stakeholders including, but not limited to, the construction manager, trade partners, and vendors share responsibility for establishing and implementing a stringent Quality Management Program. This Quality Management Plan will be instituted during pre-construction phase, construction phase, and post-turnover to the client. The key to a successful Quality Management Plan is to ensure the quality expectations are defined and understood from the beginning of the project, and maintained to the end of the project.

## III. Quality Management Team

The Quality Management Team will consist of the following:

- a. Yates-Nabholz Quality Management Team (Onsite) TBD
  - i. Yates-Nabholz Corporate Support
    - 1. Yates Asst Director of Quality- Dana Vincent
    - 2. Nabholz Quality Management Director- Burt Browning
    - 3. Yates Quality Area Manager- John Stewart
  - b. Trade Partners
  - c. Vendors
  - d. Independent Testing Lab (ITL) or Special Inspection and Testing Plan (SITA) provided by Owner

The testing laboratory is selected and provided by the Owner. The testing laboratory shall meet the criteria of a National Recognized Testing Laboratory (NRTL), or an independent agency with the experience and capability to conduct testing and inspection indicated, as documented according to ASTM E 329, unless specified otherwise in the contract documents; and where required by authorities having jurisdiction, which is acceptable to authorities.

- e. Other Third-Party Testing Agencies by Trade Partners
- f. Manufacturer Technical Representatives
- g. Factory-Authorized Service Representatives

All Quality Management Team members should report directly to the Quality Manager (TBD), and George Gossett General Superintendent or the Alternate Quality Manager (TBD) in their absence. They should verify that all work performed is in strict accordance with the contract documents pertaining to their work discipline. Any non-compliances with the work should be reported to the Quality Manager for action.

#### **Duties of Quality Manager**

[ TBD ] is designated as Quality Manager. The Quality Manager will coordinate and supervise the activities of the Quality Management Team. The Quality Manager has the responsibility and authority to ensure that all work is in accordance with the contract documents. If a discrepancy exists between this Quality Management Plan and the contract documents, the contract documents shall prevail. Quality Manager(s) have the responsibility and authority to ensure that all phases of the Yates-Nabholz Quality Program are properly performed. The Quality Manager(s) should be accountable to on-site personnel and will consult with them to assure compliance with the overall Quality Management Plan. They will coordinate the activities of other Quality Management Team personnel utilized on the project.

### **IV. Quality Management Plan Collaboration and Alignment**

#### **Planning for Quality**

To prevent rework each member of the construction team and design team must work as a team to achieve Owner expectations. Each person associated with design and/or construction of the project must be motivated to provide outstanding results. Communication of problems, solutions, clarifications, revisions, and changes to the contract documents must be effectively maintained between all team members.

Yates-Nabholz Project Manager will distribute copies of the project-specific Quality Management Plan to Owner, design team, trade partners, and vendors. Quality risk items, with a focus on high-risk items, will be collaboratively identified by project stakeholders along with appropriate countermeasures and activities to proactively lower the inherent risk and measure performance throughout the project delivery cycle. All parties will agree upon the level of quality for materials and installation workmanship referred to as acceptance criteria, or conditions of satisfaction. All Quality Management Team members are to have an

understanding of acceptance criteria, activities to mitigate risk, and regularly updating risk items throughout the project to current and near-term risks.

### Countermeasures

1. Adequately staff project with competent management, supervision, and coordination personnel.
2. Obtain written personal commitments from each Yates-Nabholz staff member to ensure their confirmation.
3. Promote team effort among design team, Yates-Nabholz personnel, and trade partners to prevent rework in both design, and construction.
4. Ensure that each discipline of work are properly sequenced. Confirm that the construction schedule allows sufficient time to install work correctly the first time.
5. Timely name trade partner project managers, superintendent, and key field supervisors to allow sufficient time to review construction documents, and reviewed shop drawings prior to meeting with Yates-Nabholz. In this meeting trade partner's scope, sequence, and detail of work will be discussed along with any expected problems.
6. Prior to installation of their scope trade partners will meet with Yates-Nabholz regularly to review problems with work and propose solutions.
7. The Work Inspection Request (WIR) system is a mechanism implemented onsite to track and manage listed inspections and tests from the Inspection and Testing Plan (ITP).
8. Mock-ups requirements are most often included in the contract documents which should be strictly adhered to by the project team. In addition to the contractually defined mock-ups, Yates-Nabholz and other project stakeholders may identify other high-risk construction assemblies as candidates for additional visual, performance, constructability mock-ups. Mock-ups pertaining to the building enclosure should be standalone, not in-situ. Standalone building enclosure mock-ups will be built unless prior written authorization is provided by Quality and Construction Science Department approving in-situ building enclosure mock-ups. Mock-Ups will be listed in the Mock-Up Matrix (reference Attachments).
9. Definable Features of Work is an approach to mitigate risk for high-risk items that could compromise the final product quality to the Owner if not mitigate early and throughout the project. Definable Features of Work for the individual project(s) will be listed in the Definable Features of Work Matrix (reference Attachments).
10. L1 Receiving Inspections will be determined and will focus on long lead/high-risk items. Attention shall be given to project-specific manufactured, and those with increased susceptibility to adverse impact by atmospheric storage conditions (i.e., high/low temperature, moisture, airborne particulates). Planned Receiving Inspections, for contractor-furnished contractor-installed (CFCI) will be listed in the L1 CFCI Receiving Inspections Matrix (reference Attachments). Non-conforming materials shall be quarantined until removal from the site.
11. OFCI Receiving Inspections will be based on owner-furnished contractor-installed (OFCI) equipment which will be listed in the OFCI Log.
12. Being closest to work, Trade Partners are the first line of responsibility for compliance with all contract requirements for their scope of work. Trade Partners should be required to develop, and implement a Quality Plan for their scope of work.

### Design Certainty

### Yates-Nabholz Construction Key Roles in Design Certainty

1. Provide feedback to designers on items that the construction team believes will allow better constructability in plans.
2. Ensure revisions and clarifications to construction documents and shop drawings/submittals are provided to all pertinent management and in the field.
3. Thorough review of all shop drawings and submittals for compliance with contract documents and to ensure proper fit of work.
4. Ensure problems found regarding constructability issues are resolved through design documents, validated by laboratory or field testing, and through early installation of representative work.
5. Mock-ups listed in the Mock-Up Matrix noted as standalone should be built as soon as possible. Early construction of these mock-ups will assist in achieving the proper details for incorporation in the design documents.
  - a. Yates-Nabholz shall build the mock-ups in the location, and size indicated in the Mock-Up Matrix. If specific locations are not indicated, Yates-Nabholz will coordinate with Owner, and design team.
  - b. Yates-Nabholz shall notify the Owner, and design team seven (7) days in advance, advising of dates and times when mock-ups will be constructed.
  - c. Yates-Nabholz will ensure supervisory personnel oversee mock-up construction with the same workers and level of finish for actual installation.
  - d. Mock-ups shall demonstrate the proposed range of aesthetic effects, acceptable workmanship, and conditions of satisfaction. Conditions of satisfaction approvers identified on the Mock-Up Matrix shall approve mock-ups before starting corresponding work, production fabrication, or construction. Yates-Nabholz shall provide seven (7) days for initial review, and each subsequent re-review of each mock-up.
  - e. Yates-Nabholz shall maintain mock-ups during construction in an undisturbed location as a standard for judging the completed Work.
  - f. Yates-Nabholz shall demolish, and remove mock-ups when directed unless otherwise indicated.
6. Champion below Building Enclosure Quality Process (BEQP) through design, and construction phase.

### Building Enclosure Quality Process

Review drawings early and perform a constructability review of the building envelope. Building enclosure systems must maintain integrity to prevent water infiltration. Focus on transitions and terminations of water proofing systems while taking into consideration all potential water sources and exposures. Any peer review should not be interpreted as an assumption of design responsibility by Yates-Nabholz. Design responsibility stays with the Architects and Engineers of Record.

Send the construction drawings to the Yates-Nabholz Director of Quality. A meeting/conference call will be held to discuss the scope with the project team.

Once the building enclosure constructability review is completed list all concerns. Building enclosure constructability review items will be tracked and managed via Procore and

Observations type – Design Peer Review (reference VI. Observations). Applicable concerns will be transferred to the architect via RFIs. RFIs will include a detailed description of the concern(s), and where practical a proposed solution. Upon receiving the architect's response to the RFIs review the response and ensure it satisfies Yates-Nabholz's concern(s).

Conduct a Building Enclosure Review Meeting (BERM) once all design issues are resolved, shop drawings and submittals have been received and the building enclosure trade partners are under contract. The main goal of the BERM meeting is to ensure the installers of each building enclosure component are aware of the designed systems, their integration with one another, and the sequencing of installation. This is an opportunity for all stakeholders to discuss and resolve any potential issues prior to beginning the work. The meeting should be well planned and attended by Yates-Nabholz field supervisors, project managers, and the trade partners field supervisors. It is advised that representatives of the owner, architect, and technical manufacturer representatives attend as well.

Minutes will be issued to all attendees of the BERM. Notes will include both descriptive remarks as well as visual aids such as sketches, isometric details, etc. generated during the meeting. Additional Observations type – Design Peer Review may be prompted by the BERM.

Once the BERM has been conducted and all details, procedures, sequencing, scoping, etc. have been analyzed, defined, and clarified a mock-up of the building enclosure will be built. The building enclosure mock-up will include elements of special concern, and anything that has a high-risk and/or repetitive nature. Each installation step of the mock-up will be documented with photographs and included in Mock-Up Inspections. Once the mock-up construction has been satisfactorily completed performance testing will be conducted. The type of testing will depend on the contract specifications, and risk level of the enclosure's design and construction. The test should be at least as stringent as the requirements in the project specifications for in place installation. Should the mock-up testing fail an investigation, a diagnosis of the failure will be performed. Adjustments will be made according to the mock-up testing and re-tested until the mock-up passes the set criteria.

Know the manufacturer's installation requirements for all critical systems of the building enclosure. Make sure the trade partner is aware of those as well. Solicit participation by the manufacturers of each building enclosure system in the Pre-Installation Meeting, mock-ups, etc. Also, set up quick and efficient training sessions should be set up by the manufacturers. This will further ensure that the manufacturers' installation requirements are followed.

With the help and input of the trade partners produce and use Definable Feature of Work (DFOW) Quality Checklists for critical and repetitive building enclosure components (i.e., windows, base flashing, weather barrier, etc.). Reference the mock-up, BERM minutes, and manufacturer's requirements for sequencing and workmanship.

During the Pre-Installation Meeting for each enclosure trade review the Observations type – Design Peer Review, BERM notes, revised details, mock-up photos, etc. Ensure all trade partner's site personnel are aware of the agreed upon installation procedures.

Through the Initial Inspection of each Definable Feature of Work as part of the building enclosure scope, inspect the work for quality. The team will also ensure product compliance with the contract documents and the Design Peer Review Observations. Work should be inspected often and at critical levels through Follow-Up Inspections. Use third-party agencies and product manufacturers where applicable.

#### Trade Partners Key Roles in Design Certainty

1. Trade Partners will review construction pricing documents and identify to the Yates-Nabholz and design team any known problems with building.
2. Focus on handoffs in construction between other trades, but critical to the trade partner's successful installation of work.
3. Trade Partners will carefully prepare shop drawings highlighting critical areas for coordination to ensure proper fit of work with other trades.
4. In RFIs preferably provide proposed solutions.

#### Trade Certainty in Construction Phase

1. The Quality Management Team will coordinate and verify compliance of all shop drawings and submittals with contract documents.
  2. Name individual(s) from each Trade Partner who will be the point person(s) for all quality issues. Each trade partner's quality representative(s) should be outlined in the Quality Management Team and identifiable by a special designation on their hard hat.
  3. Require each trade partner's supervisor to sign a written "Commitment to Quality" that their work will be installed correctly and in accordance with the established Quality Management Plan
  4. Verify that stored materials whether onsite or offsite meet the requirements of the specifications.
  5. Submittals, materials, key RFIs, inspection and testing requirements, special conditions, etc. will be confirmed and discussed at the Pre-Installation Meeting so there is a clear understanding of the project requirements. A template itinerary of the Pre-Installation Meeting is available in Attachments. All shop drawings, and prerequisite submittals must be reviewed before the Pre-Installation Meeting may occur.
  6. Prior to the start of each Definable Feature of Work (DFOW) a Pre-Installation Meeting will be held and documented between the below project stakeholders. Minutes of the meetings will be taken by Yates-Nabholz and distributed to all attendees by email. If there is a lapse of ongoing DFOW scope for more than one month a Pre-Installation Meeting, succeeding Initial Inspection, and Follow-Up Inspections will be re-held. Additionally, if the trade partner's designated quality representative has changed a Pre-Installation Meeting, succeeding Initial Inspection, and Follow-Up Inspections will be re-held.
- Yates-Nabholz Project Manager (P)
  - Yates-Nabholz Project Superintendent (P)

- Yates-Nabholz Assistant Superintendent (R)
- Yates-Nabholz Assistant Project Manager (P)
- Yates-Nabholz Quality Professional (R) (L\*\*)
- Yates-Nabholz Safety Professional (P) (SU)
- Trade Partner Project Manager (P)
- Trade Partner Superintendent (P)
- Trade Partner Foreman (R)
- Trade Partner Quality Control (R)
- Trade Partner Safety (P)
- 2nd Tier/Sub-Tier Trade Partner (P)\*
- Owner Representative (P)\*
- Third-Party Inspection and Testing Agency (P)\*
- Municipal Authorities (O)\*
- Regulatory Agency (O)

Legend

\* = Depends on DFOW and Contract Documents

\*\* = Depends on Team Staffing

R = Required

P = Preferred

O = Optional

L = Lead for Meeting

SU = Support for Meeting

7. When identified via the Mock-Up Matrix each trade partner will build mock-ups of specific items of work or systems for review. Additional building enclosure mock-up requirements may be identified during the Building Enclosure Review Meeting(s).
8. Yates-Nabholz personnel, design team, Owner, and trade partner will agree on the level of quality by which future work will be judged and accepted.
9. If mock-ups are not part of final construction or must be removed for any reason, Yates-Nabholz will take extensive photographs for future reference.
10. CFCI Receiving Inspections, listed in the L1 CFCI Receiving Inspections Matrix help verify that materials/equipment procured by trade partner meet the project requirements, and establish the basis for evaluating all future deliveries of like materials/equipment prior to installation. When possible, CFCI Receiving Inspections should take place while materials are on the delivery truck. Any nonconforming materials and/or equipment identified should not be permitted on site. Discrepancies will be tracked via Observation type Quality –Receiving Inspection.

The process for conducting a Receiving Inspection is as follows:

- The trade partner should initiate CFCI Receiving Inspections by inspecting and notifying Yates-Nabholz of the first on-site delivery or offsite warehouse facility of major materials or equipment.

- Trade Partner should have current design documents, and reviewed submittals at the Receiving Inspection. This activity will be performed by the trade partner's identified quality representative.
  - All nonconforming material should be effectively quarantined prior to removal from the site, brought into compliance with the project requirements, and will be re-inspected to confirm it was satisfactorily corrected.
  - The inspection is documented with Yates-Nabholz's L1 CFCI Receiving Inspections.
  - Additional L1 CFCI Receiving Inspections may be conducted after the first major on-site delivery to verify materials.
11. Trade partners shall inspect and accept substrates prior to installation of their work. Trade partners shall inspect and perform contractual quality responsibilities prior to requesting an inspection by Yates-Nabholz or other parties.
  12. For all Definable Features of Work (DFOW) listed on the DFOW Matrix, unless marked with numbered superscript <sup>(x)</sup> will have First-of-Kinds Inspection, and Follow-Up Inspections. Refer to footnotes at the bottom of DFOW Matrix. Project stakeholders must jointly conduct a detailed First-of-Kind Inspection at representative portion of work as set forth in Pre-Installation Meeting. First-of-Kind Inspection is recorded via DFOW Installation Checklist on Procore. Follow-Up Inspections must be performed and documented via same format as First-of-Kind Inspection, at a minimum frequency of once per month for all active DFOWs, or more frequently as deemed necessary by Yates-Nabholz. It is the Trade Partners' responsibility to adhere to these frequency requirements throughout their work. By continuing to build in conformance with the standards set forth by the First-of-Kind Inspection and ongoing maintenance through ongoing Follow-Up Inspections will ensure minimal, if any, punch list items. (Reference Attachments for sample for First-of-Kind and Follow-Up Inspection Checklists.)
  13. The Quality Management Team will conduct in-place verifications to monitor adherence to acceptance criteria.
  14. Yates-Nabholz team will hold weekly meetings with trade partners' superintendents, and key supervisors to review and resolve installation problems.

### **In-Place Verifications**

#### **Key Responsibilities for In-Place Verifications**

1. Initial layout should be double checked by a licensed surveyor. Check trade partner layout initially and spot check thereafter.
2. Mock-ups which are listed in the Mock-Up Matrix. These mock-ups will be championed by the individual named in the Mock-Up Matrix. The project team should photograph, and document installation means and methods to be used as a reference going forward. All work not meeting acceptance criteria will be corrected to bring it into compliance with the project requirements, and will be re-inspected to confirm it was satisfactorily completed. The mock-ups will be reviewed and signed off by using the Mock-Up Inspection form. After the approval of mock-ups, by the conditions of satisfaction approvers identified in the Mock-Up Matrix, the mock-up

- should become the standard comparison for all work of that type. Retain and maintain mock-up in an undisturbed condition until a Substantial Completion notice has been issued or written approval for removal has been provided by Owner.
3. Yates-Nabholz superintendent(s) will meet with superintendents and field supervisors weekly to review and resolve installation problems.
  4. The Quality Management Team should perform in-place verifications to ensure that work is being installed in accordance with the contract requirements and Yates-Nabholz standards of quality. Discrepancies should be addressed in writing to the party responsible as Observations in Procore.
  5. An Observations Log will compile work noted as incomplete or missing (at hold points or handoffs to succeeding trades); work not meeting established acceptance criteria requirements, etc. and is maintained by the Quality Management Team. The Observation Log identifies the responsible trade partner and the due date each item is expected to be resolved.
  6. Observations should be required to be corrected in a timely manner to prevent non-compliant work from being built upon by succeeding work.
  7. Inspections will be made for each concrete placement of the project. The attached Concrete Placement Card, Concrete Placement Checklist, and Concrete Log will be prepared, executed, and documented.
  8. Receiving Inspections, listed in the Receiving Inspections Matrix help verify that materials/equipment meet the project requirements, and establish the basis for evaluating all future deliveries of like materials/equipment prior to installation. When possible, Receiving Inspections should take place while materials are on the delivery truck. Any nonconforming materials and/or equipment identified should not be permitted on site. Discrepancies will be tracked via Observation type Quality – Receiving Inspection.
  9. At hold-points identified in the Inspection and Testing Plan prior to concealment the threshold inspection, and special inspection and testing results will be reviewed. This verification will ensure that the succeeding work is built on compliant preceding installations.
  10. Close-In Inspections will be performed by trade partners prior to requesting an inspection by Yates-Nabholz and other parties. The Quality Management Team will perform Close-In Inspections with assistance from other operations personnel, and trade partners as necessary. This inspection is to be performed after partition systems, and M/E/P/F rough-ins are in place and prior to ceiling grid, floor, and wall finishes being installed. After all corrections have been made a visual indicator will be made (for example both sides of each partition marked in the colors designated by the project team to indicate the area is complete) and ready for concealment. In addition to marking locations with paint the project team will use the Wall Close-In Inspection Report, and the Ceiling Close-In Inspection Report (reference Attachments).
  11. Although not practical to photograph every inspected item, Yates-Nabholz policy is to provide representative photographic documentation of each Definable Feature of Work. By taking photographs on a frequent basis, organizing photos logically, and labeling them accurately a complete pictorial record can be assembled to document that specific construction assemblies comply with project requirements.

12. Wet Wall Checklists provide a systematic approach to wet wall assemblies including rough-in and finishes. Trade partners are responsible for reviewing installation conditions and substrates for each wet wall assembly and completing a checklist for each location. Yates-Nabholz will perform spot checks at random during phases of installation. The Wet Wall Checklist is adapted to project-specific requirements (reference Attachments).
13. Yates-Nabholz's goal is to minimize the punch list at the end of the project with the ultimate goal of a zero-defect punch list. In a defined area, when work is declared complete by either the trade partner or construction schedule the punch list workflow may begin. The punch list's primary input is from trade partners' field staff via Procore. Trade partners shall conduct and complete their punch list prior to Yates-Nabholz's punch list inspection. Yates-Nabholz will perform its punch list prior to requesting closeout inspections by client, and the design team. A final punch list of open items will then be issued to the trade partners to complete as part of the contract close out. When trade partners resolve punch list items, they will sign-off on those items and change status in Procore as 'In Review'.
14. Progress payments may be withheld if punch list items are not being addressed or completed in a timely manner as determined by Yates-Nabholz.
15. Written inspection reports by the architect, engineers, and Owner should be responded to in writing as soon as possible, but no later than the contract time limits. Discrepancies will be tracked via Observations type Quality – Third-Party Site Walk / Field Report.

#### **Transition to Owner Operation**

1. Maintain a complete set of current as-built, and permit set drawings and specifications to be updated as the work progresses in accordance with Project Specification Section 01 78 39.
  - a. The Senior Project Manager will appoint an individual or individuals to verify all that RFIs, ASIs, etc. have been incorporated in the 'record set' of documents.
  - b. Project Managers, and Superintendents are responsible for ensuring to all trade partners have the most current information available both in the office and in the field at all times.
2. The inspection, certification, systems verification, systems start-up, demonstration, training of maintenance personnel, verification and follow-up should be coordinated by Yates-Nabholz.
3. Closeout submittals shall be tracked starting early in the project to ensure 100% completion.
4. Yates-Nabholz, its trade partners and vendors will actively participate with the Commissioning Agent to ensure pre-functional checks are completed in accordance with the Commissioning Plan.

#### **V. QA/QC/Cx Software**

Yates-Nabholz will utilize Procore, and TBD Cx Software to record, maintain, and submit quality assurance / quality control information during the project. Below are examples of what will be stored in each software package:

Procore:

- Pre-Mobilization Meetings
- Pre-Installation Meetings
- Mock-Up Review
- L1 CFCI Receiving Inspections
- L2 DFOW Installation Scripts / Checklists
- L2 Work Enabling Permits & Release Points
- QA/QC Observations (Construction Phase through Commissioning Level 1-2 for CSA)

TBD Commissioning Software

- Commissioning Checklists Level 1-3 for MEPF
- Equipment Tracking and Data Management
- Commissioning Issues/Deficiencies

All parties associated with the project are responsible for entry, maintenance, and closure of their own data, uploads, and Issues for Commissioning Level 4-5. Complete and accurate documentation shall be uploaded within forty-eight (48) hours of the activity being completed. It is the responsibility of each Trade Partner, Yates-Nabholz, Vendor, and Owner to review, and address (direct, respond) to Issues added by project stakeholders within 24 hours of receiving notification of the change in the status of the Issue.

## VI. Observations

### Purpose

The Quality Management Team should identify nonconforming or installation not meeting acceptance criteria on a contemporaneous basis. An Observation will be immediately sent to the trade partner involved using the Observations module in Procore. A discussion with trade partners/vendors to review the remedial work should occur as soon as possible. When trade partners resolve Observations, they will sign-off on those items and change status in Procore as 'In Review'.

If missed acceptance criteria is noted Quality Manager is to immediately notify the trade partner of the item via Procore. Reference V. Observations Tracking. The Quality Manager(s) should supply adequate information to the Owner on the effectiveness of these control measures for correcting Observations type Quality – Non-Compliance.

A list of Observations is to be generated and distributed to all trade partners and vendors involved. Corrections are then to be verified. The project team will review the Observations Log for any trends and take necessary steps to prevent reoccurrence. Any items identified by other parties such as, but not limited to, architect, engineer, third-party testing and inspection agency which are considered discrepancies from acceptance criteria will be tracked via Observations.

ServerFarm will be courtesy copied on Observation type – Non-Compliance, and Observation type – Third-Party Site Walk/Field Report.

### Scope

All contractual scope of work performed on the project.

### Activities

1. Yates-Nabholz team will notify any trade partner, or vendor on-site in writing as an Observation, via Procore, of nonconforming work.
  - a. Observation types:
    - A. Quality – Constructability Review
    - B. Quality – Follow-Up Inspection
    - C. Quality – First-of-Kind Inspection
    - D. Quality – CFCI Receiving Inspection
    - E. Quality – OFCI Receiving Inspection
    - F. Quality – Mock-Up Inspection
    - G. Quality – Non-Compliance
    - H. Quality – Source Inspection
    - I. Quality – Third-Party Site Walk / Field Report
    - J. Quality – Warranty
2. Project Manager(s) should monitor quality of work in place during review of payment requisitions, and make a judgment call when approving requisitions. A withholding amount may be established.
3. Yates-Nabholz team will maintain the Observations Log.
4. Appropriate actions will be taken by Yates-Nabholz to resolve any outstanding quality issues. A corrective action plan for non-compliances will be provided by trade partner, or vendor within 48 hours upon receiving notification of non-compliance.
5. For non-compliances, in addition to Yates-Nabholz team the review by other project stakeholders may need to provide feedback prior to implementing corrective action plan.
6. Observations should be corrected in a timely manner to prevent non-compliant work from being built upon by succeeding work.

## **VII. Third-Party Inspection and Testing**

An Inspection and Testing Plan (ITP) will be attached and include the required inspection and testing activities, referenced standard(s), hold points, and parties (i.e., AHJ, Special Inspector, Manufacturer Technical Representative, Contract Testing Agency, etc.). The final formal log will be maintained by Yates-Nabholz Quality Manager or named staff member. All test equipment must be as specified, and must have current certification of calibration.

Yates-Nabholz will work with trade partners to develop an Inspection and Testing Plan for each scope of work. The ITP will be aligned with the project schedule. Trade partners shall schedule third-party inspections and tests in coordination with Yates-Nabholz. Inspection and testing shall be coordinated daily to coordinate upcoming work activities via Work Inspection Request (WIR) process.

Permitting authorities will have their own building inspectors and inspection processes. If discrepancies identified by permitting authorities are outside of the Contract Documents they must be reviewed with the Owner and Design Professionals for proper action and may result in contract modifications. Permitting authorities inspections should be included in the Inspection and Testing Plan. Public or private utility companies that provide water, gas, and electric services may also have inspection requirements that must be integrated with the Inspection and Testing Plan.

All third-party testing and inspections, by independent testing labs (ITL) as well as special inspection and testing agencies (SITA), including those described above, must be scheduled to ensure that they are performed on time. All inspection and test reports will be kept in a readily accessible location in Procore Documents. Discrepancies named during these inspections and tests will be logged and distributed to the proper parties to ensure timely follow-up, correction, and acceptance before the subject deficiency becomes inaccessible due to follow-on work via Observation type Third-Party Site Walk / Field Report.

### **VIII. Construction Acceptance and Discrepancy**

Assessment of trade partners' performance should be conducted by the Yates-Nabholz team. It is the responsibility of the trade partners that all phases of work are in compliance with the contract documents. Nonconforming or installation not meeting acceptance criteria will be documented by a member of Yates-Nabholz Quality Management Team, and reported to the responsible project superintendent.

Typical paths to resolution are below for respective Observation types:

#### **Path 1**

- A. Quality – L1 Receiving Inspection
- B. Quality – L2 Mock-Up Inspection
- C. Quality – L2 First-of-Kind Inspection
- D. Quality – L2 Follow-Up Inspection
- E. Quality – L2 Third-Party Site Walk / Field Report

Reworked to meet the specified requirements. Remedial actions by the trade partner should be taken to rework the installation to meet the specified requirements immediately thereafter. Yates-Nabholz Quality Management Team has the responsibility to act directly with the trade partners' representatives on QA-QC activities. The trade partners' field supervisors, and designated quality representatives will aid the Quality Management Team in the inspection of their work. Inspection and acceptance procedures for all construction work should be in accordance with contract documents.

#### **Path 2**

- A. Quality – Non-Compliance  
Option 1 – Accepted as-built condition is less than agreed upon acceptance criteria by stakeholders. As applicable, written approval by AOR/EOR. This requires written approval of Yates-Nabholz, and Owner.

Option 2 – Repaired to less than agreed upon acceptance criteria by stakeholders and repair procedures must be reviewed by AOR/EOR. This requires written approval of Yates-Nabholz, and Owner.

Option 3 – Non-compliant work is rejected and replaced.

Major discrepancies will be followed up in a timely manner and documented through completion via Procore > Observations. Inspection of non-compliance repair procedures for construction work that the Quality Management Team deems non-compliant should be corrected to meet the contract requirements. Input from the Owner, and design team will only be deemed necessary in the event of a conflict which may exist between as-built conditions and contract documents.

#### **IX. Deliverables / Attachments**

1. L1 CFCI Receiving Inspection Matrix
  - a. Civil (Sample)
  - b. Core and Shell (Sample)
  - c. Interiors (Sample)
2. L1 CFCI Receiving Inspection
3. L1 OFCI Equipment Receiving Inspection Log
4. L2 Mock-Up Matrix
5. L2 Mock-Up Inspection
6. L2 Definable Features of Work Matrix
  - a. Civil and Site Utilities (Sample)
  - b. Core and Shell (Sample)
  - c. Interiors (Sample)
  - d. MEPF (forthcoming)
7. L2 Pre-Installation Meeting Agenda
8. L2 Initial and Follow-Up Inspection Checklists (via Procore)
9. L2 Inspection and Testing Plans
  - a. Civil and Site Utilities (forthcoming)
  - b. Core and Shell (forthcoming)
  - c. Interior (forthcoming)
  - d. Mechanical (forthcoming)
  - e. Electrical & Communications (forthcoming)
  - f. Plumbing (forthcoming)
  - g. Fire Suppression (forthcoming)
10. L2 Enabling Permits / Release Points
  - a. Concrete Pre-Placement Card – Shallow Foundations
  - b. Concrete Pre-Placement Card – SOG
  - c. Concrete Pre-Placement Card – General
  - d. Concrete Pre-Placement Checklist
  - e. Wall Close-In Inspection
  - f. Ceiling Close-In Inspection
  - g. Raised Access Floor Inspection Sign-Off
  - h. Precast Post-Installed Penetration Permit
11. L2 Construction Team Site Acceptance Testing Forms
12. Submittal Register

- 13. Concrete Log
- 14. Commitment to Quality, Yates-Nabholz
- 15. Commitment to Quality, Trade Partner

**Revision History**

Version #	Change History	Author Full Name	Date (YYYY/MM/DD)
	Template – Preliminary Draft		

PRELIMINARY