Intended Use

The Quality Surveillance Report (QSR) process can be initiated by any party and is used to inform another party of a concern that a non-conformance is likely to occur unless corrective action is taken. The concern can be related to quality, schedule, safety, environment, or any other concern related to contractual requirements identified during the execution of the work. The QSR process is intended to formally communicate a concern that, after initial communication, is not being adequately addressed in the opinion of the initiator and the risk of non-conformance occurring is increased as a result. The QSR is to be issued in a timely manner, such that prompt corrective action can be taken to prevent the occurrence of the non-conformance. Note that the QSR process needs to be initiated prior to the occurrence of a non-conformance; if the non-conformance has already occurred, the NCR process is to be initiated.

The review by the Consultant for conformance with the Contract which occurs as part of the QSR process shall not relieve the Contractor of their contractual obligations or limit the Consultant or Department from identifying and requiring correction of non-conforming work that is subsequently identified.

The use of the construction change management process and its associated form templates requires collaboration, communication and judgement within the project team to determine the process most suitable for each circumstance, which can vary between projects.

Examples of where a QSR would typically be used include:

- Planned use of products or materials that do not meet Contract requirements.
- Anticipation that a witness point or hold point will not be met
- Identification of a potential defect that requires additional level of inspection/testing effort to accurately assess/evaluate.
- Excavation/backfill procedures that could lead to environmental impact of a watercourse.
- Installation of temporary works that have the potential to damage adjacent structures.

Instructions for Use

A process workflow map is provided to illustrate the typical sequence of steps in the QSR process, including identification of the party responsible for each step, and should be referenced as necessary throughout the process.

The QSR form shall be completed comprehensively to support timely and accurate communication, evaluation and documentation of the observation. Contract document references, photographs, sketches, technical data sheets, inspection reports, and other supporting information shall be included, as applicable. If additional space for responses or supporting information is required than can be accommodated by the form, they can be included as attachments.

If revisions are required during completion of the QSR process, a new version of the form should be issued along with sequential revision numbering to track its development.

Signature fields not required are to be crossed out or marked N/A.

Evaluation of the consequences of the potential non-conformance must be considered in the context of potential quality, safety, and/or environmental project impacts. If the potential impacts are determined to be substantial,

immediate or irreversible, the Consultant, in consultation with the Department, will issue a temporary suspension of work such that the non-conformance will not occur. If the potential impacts are determined to be less substantial and/or reversible, the QSR process shall be used.

The QSR process occurs in two parts:

Part 1: Observation and Response (prior to completion of the work)

- The Observer identifies and documents a potential non-conforming aspect of the work.
- The Consultant, in consultation with the Department, evaluates if a temporary suspension of the work is required.
- The Contractor responds prior to completing the work.

Part 2: Resolution (after completion of the work)

- The Consultant documents the action taken by the Contractor to address the concern and potential non-conformance and reviews the completed work for conformance with the Contract.
    - If the work was completed in conformance with the Contract the QSR process is completed.
    - If the work was not completed in conformance with the Contract the Non-Conformance Report (NCR) process is initiated.

Process Timelines

QSR review and resolution timelines should reasonably align with the Contractor's schedule. Prompt initiation of the QSR process by the observer and response by the Contractor is important such that corrective actions can be implemented prior to the occurrence of the non-conformance.

Lines of communication and expectations for the submission, review and processing of Construction Change Management forms should be discussed during the preconstruction meeting. If items are identified during the project which require expedited resolution to avoid safety, cost, schedule, or other time sensitive impacts, they shall be brought to the attention of all parties as soon as possible. The project team shall then work collaboratively to determine a path forward, establishing expedited timelines to minimize the associated impact(s).

Result of Use

The use of the QSR process will result in one of the following outcomes:

- The work is completed in conformance with the Contract and no further action is required.
- The work is not completed in conformance with the contract and the NCR process is initiated.
- The work is temporarily suspended in accordance with Subsection 1.2.38, Temporary Suspension of Work, of the General Specifications and Specification Amendments for Highway and Bridge Construction.

Contact

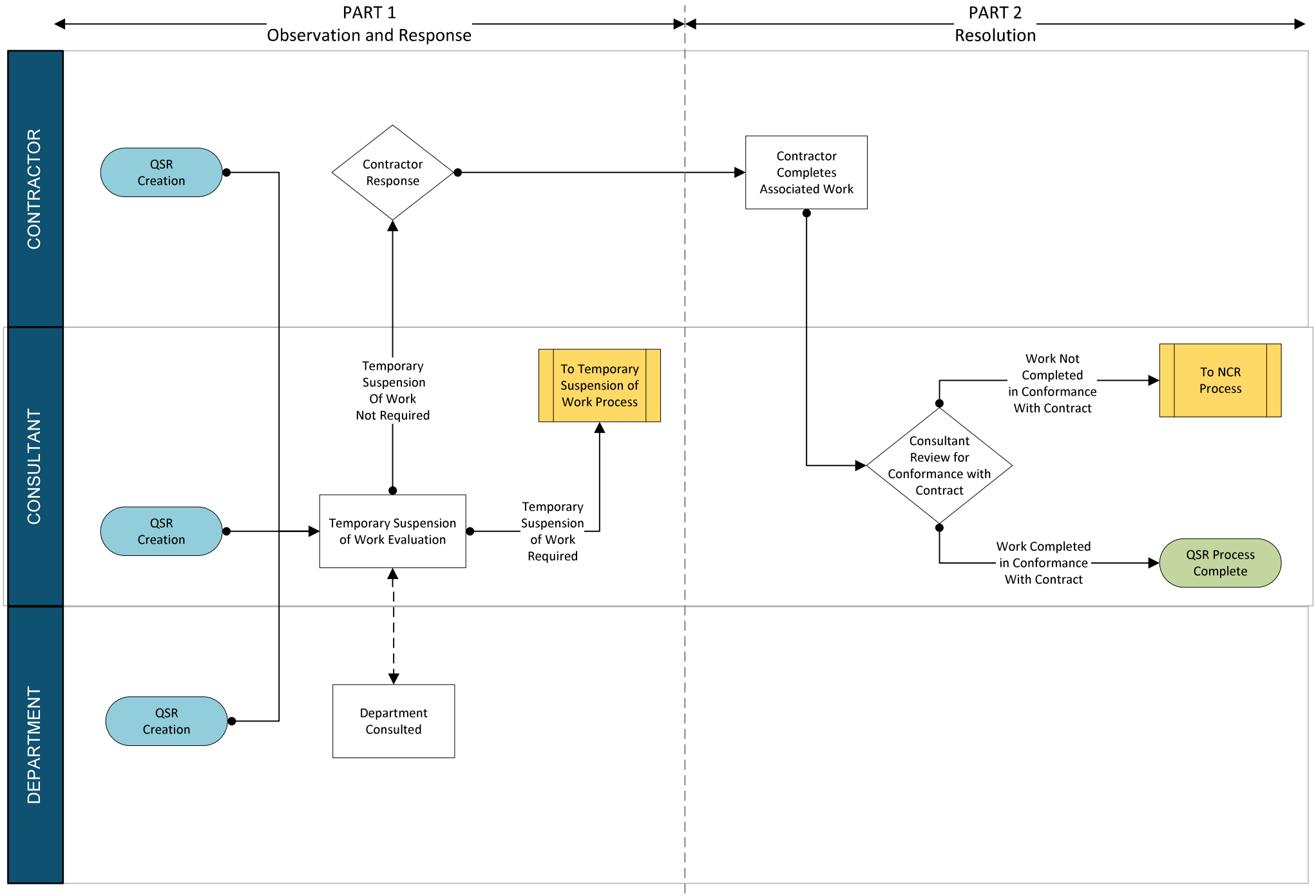
For more information or feedback on bridge construction administration change management processes please contact the project management office at:

tec.cm-pmo@gov.ab.ca

The change management process reference material provided above is not required to be included with the following process form as part of project transmittals/submissions.

Quality Surveillance Report (QSR) Process Workflow

Alberta Transportation & Economic Corridors – Bridge Construction Administration Change Management



Quality Surveillance Report (QSR)

Alberta Transportation & Economic Corridors Bridge Construction Administration Change Management

Project Details

Contract Number	Bridge File	Bridge Name/Project Description
CON0000000	BF00000-0	Highway ## over ABCDE River, ## km NW of Town FGH

Contractor

Consultant

QSR Information

Subject

QSR Number	Revision Number	Creation Date	Date of Occurrence
QSR000	0	YYYY-MM-DD	YYYY-MM-DD

Contract Reference Documents (if applicable)

Standard Specification Section Number(s)

Drawing Number(s)

Special Provision Section Number(s)

PART 1 – Observation and Response

Quality Surveillance Observation (attach supporting information as required)

Attached Document(s):
(Document Name - Description)

Observer (Print Name)

Signature & Date

Contractor Response (attach supporting documents as required)

Attached Document(s):
(Document Name - Description)

Contractor Representative (Print Name)

Signature & Date

PART 2 – Resolution

Consultant Review for Conformance with Contract (attach supporting documents as required)

NCR Required? ☐ Yes ☐ No

Non-Conformance Report Number: NCR000

Attached Document(s):
(Document Name - Description)

Consultant Representative (Print Name) _____ Signature & Date _____

Department Representative (Print Name) _____ Signature & Date _____