

COTTON QUALITY ASSURANCE PLAN

OBJECTIVE

Cotton¹ Quality Assurance Plan is an integrated and comprehensive system developed to ensure the highest level of service quality and optimized solutions that align with customer requirements.. With over 25 years of experience in the commercial construction industry, Cotton specializes in structural repairs, reconstruction, board-up and roof tarp services, commercial demolitions, capital investments, and roofing. Our Quality Assurance Plan supports our commitment to delivering top-tier service while adhering to all relevant national, state, and local standards. All Standard Operating Procedures (SOPs) and quality assurance protocols are annually reviewed to ensure compliance and the continuous improvement of our practices.

The Quality Assurance (QA) team is responsible for maintaining the highest standards of quality across all services and projects. The following practices will be strictly adhered to:

1. Meet annually to review the company's divisional management plans based on regulatory authority mandates.
2. Develop effective verification procedures to ensure scope of work is completed at the highest level of quality.
3. Propose updates procedures, policy, training, and other operation practices to ensure proper quality management systems implementation.
4. Determine quality management systems performance benchmarks for construction services.
5. Conduct audits on project to always ensure compliance with quality standards during the duration of the project.
6. Develop appropriate and job-specific training for all employees to implement the quality management systems.
7. Amend the Quality Assurance Management plan when:
 - a. New services are being provided.
 - b. Existing services are modified or discontinued.
 - c. Requirement changes in equipment, personnel, suppliers, or material.
8. All changes and updates to the quality assurance plan will be properly stored and shared with operations team.
9. Continuously monitor and incorporate updates in building codes, environmental policies, and advancements in construction science.

TRAINING

Cotton has an invested in continuous education through its Learning and Development Department . This program aims to exceed minimum regulatory requirement and ensure our employees are well prepared for their specific job functions. In addition to Cotton's onboarding training, all employees will complete the required training set specific to their job titles. Steps to successfully training new employees:



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1. New Employees go through orientation to understand Cotton's Expectations and core values.
2. New Employee renew or completes any required safety training to maintain workplace safety standards
3. All new Employees will be trained by an experienced Cotton Project Manager using training material from the Learning and Development Department.
4. The QAQC publishes weekly continuous education information to all operations, with important topics with the goal to foster additional field training.
5. Within the corrective action process of the audit system, additional training classes and workshops may be assigned to individuals to refresh their education

DOCUMENTS & RECORD KEEPING –

Cotton Quality Assurance teams will keep all records and documents for a minimum of one year; some projects will require documents to be stored electronically for a longer period. Our team records and documents include permits, bids, contracts, Project Manager Reports, Certificate of Insurance, Change orders, and the Certificate of Completion. In addition, the Learning and Development Department will manage documentation of employee training, trade certificates, or any other trade licensing. In addition to our employee information record-keeping, the Quality Assurance team will verify supplier and vendor trade licensing for overall compliance. Cotton's Quality Assurance team will complete the necessary application and training programs if any specific licensing is required for that regulatory authority's jurisdiction including but not limiting additional professional certificates that are dictated by local building officials.

PURCHASING AND OPERATIONS –

The Project Coordinator, Project Managers, or Director of Production will manage all material purchasing. Purchases will be based on the scope of work and will only be purchased from approved suppliers. Suppliers will be reviewed to ensure reputable, licensed, and adhere to good manufacturing practices. Cotton will verify the compliance of each trade to the local jurisdiction to confirm overall compliance of the project. Employees operating equipment will be certified or have the necessary training and licensing or certifications to operate the equipment.

AUDITS AND CORRECTIVE ACTIONS –

In addition to local and state government inspections, the Cotton Quality Assurance team may conduct internal audits throughout the project's timeline. These audits are thorough inspections of the scope of work, quality of work, compliance with regulations, cleanliness, etc. Each project is subject to getting an unannounced audit at any time during the project lifecycle to assure the quality of work, regulatory compliance, and quality of standards are consistently upheld. In addition, clients may request audits to be performed on site as well.. A corrective action plan will be developed and completed promptly if any issues are found during the audit. While we cannot guarantee the elimination of re-inspections from government entities, we can certainly minimize these occurrences by holding our team to the highest standard through this audit system. This system is constantly evolving as we recognize trends in any areas of weakness. This system also provides data to train and re-train our team as needed.



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PONTENTIAL KEY COMPONENTS OF THE PROJECT –

PRE-CONSTRUCTION MEETINGS –

The Project Manager and designee conduct pre-Construction Meetings after reviewing all applicable plans, specifications, shop drawings, and related submittals. At the Pre-Construction Meeting, the Project Manager coordinates with Project Coordinators, Construction Leadership, Subcontractors, Suppliers, and Cotton Safety personnel to introduce their schedule and work order for accomplishing the work with the client.

SELECTION SHEETS - DOCUMENTATION

SELECTION SHEETS

The Project Manager will review, certify, and manage all selection sheets. Copies of the manufacturer's data (material, equipment, etc.), including catalog cut sheets showing dimensions, performance characteristics, capacities, wiring diagrams, schedules, operation and maintenance manuals, and any other relevant information, are reviewed by the Project Manager. The Project Manager is an authorized submittal reviewer. One (1) copy of the submittal remains with Cotton, and the client retains one (1) copy.

FILING OF SELECTION SHEETS

Selection Sheets (material, design, data, samples, drawings, etc.) are filed electronically with the project file. Color and mock-up samples are maintained in a secure place at the job site to compare the finished product when available. When a color or mock-up sample is not approved, it is labeled "Rejected" and removed from the job site (if requested). The record is maintained, and a photograph of the approved item with a copy is submitted to Cotton and the client.

PROJECT MANAGER GUIDELINES FOR PREPARING AND REVIEWING SELECTION SHEETS:

1. Be familiar with the selection sheet procedures.
2. Review all the information attached to the selection sheet.
3. Ensure that all the pages associated with the enclosures are attached to the selection sheet.
4. Thoroughly review the applicable design documents.
5. Ensure the attachments are legible.
6. Direct all questions about details to the Project Coordinator.
7. Submit a detailed written report about the selection sheet review promptly to the Project Coordinator.
8. Ensure that the samples are received and the materials received comply with the selection sheet.



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9. Notify the Project Coordinator if the material is installed without a selection sheet, then request a selection sheet.

10. Maintain and file selection sheets, so they are readily retrievable.

Initial Punchout List

An initial Punch List is developed because of initial walkthroughs and is continuously updated and maintained throughout the project. The Punch list is consistently updated and submitted to the Project Manager for corrective action. Corrections are accomplished within the time stated. The Project Manager performs Follow-up Walkthrough to ensure the deficiencies have been corrected before notifying Cotton Management and the client of a Pre-Final Inspection.

Pre-Final Walkthrough

Towards the end of the project, the Project Manager and Client Representative conduct a Pre-Final Walkthrough and develop a joint Punch List of noted deficiencies. The Punch List is formally documented, and the estimated date by which the deficiencies have been corrected before requesting a Final Walkthrough by the client.

TRACKING DEFICIENCIES

AUDITS –

The Cotton Quality Assurance team will conduct unannounced audits throughout the project. These internal audits will focus on key elements of the project – scope of work, quality of work, compliance with regulations, and overall cleanliness. The purpose of these inspections is to ensure projects are completed at Cotton high standards and meet any regulatory authority requirements. All audits are stored in an internal database.

CORRECTIVE ACTIONS

A corrective action plan will be developed if a deficiency is found either through walkthroughs by Operation Managers or Quality Assurance Audits. The Corrective Action plan may be a simple one-step or require multiple steps with assistance from multiple departments or suppliers. The Project Manager will manage the corrective action plans and document any details. If minor non-conforming items are corrected on the same day, the Project Manager will document the corrective action in the Project Manager's Report (PMR). If non-conforming items have multiple steps, the Project Manager will document these changes by the Open Item Log. Depending on deviations, follow-up audits conducted by the Quality Assurance team may be required to confirm the quality of the project.



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FOLLOW UP AUDITS

Follow-up audits are performed on a need basis to ensure that any non-conformities found during previous audits have been corrected. If items are still not up to standards, additional audits will be conducted until all items meet Cotton Standards.

Final Walkthrough

Upon completion of all items listed in Audits, Punch Lists and the overall project is complete, the Project Manager and the client will conduct a Final Walkthrough. The Final Walkthrough will ensure that all items listed in any previous walkthroughs have been corrected and completed any remaining work. If any issues or concerns are found, they will be corrected promptly before signing the Certificate of Completion.

Certificate of Completion

At the end of the final walkthrough, authorized client representation and Cotton's Project Manager will sign the Certificate of Completion. This document states that all the work performed under the terms of the contract and the scope of work have been completed to the client's satisfaction. The final invoice will be submitted after the certificate of completion has been signed by both parties and agreed upon. The signing of the Certificate of Completion triggers the start of any warranty associated with the work Cotton conducted.

COTTON COMMERCIAL USA

PROJECT MANAGER REPORT

Estimated Completion:

Today: Click or tap to enter a date.

JOB SITE INFORMATION

	Job Name:
	Job Number:
	Site Contact:
	Phone #:
	Address:

COTTON INFORMATION

Project Coordinator: Name - Email - Phone
Senior Project Manager: Name - Email - Phone
Project Manager: Name - Email - Phone
Assistant Project Manager: Name - Email - Phone

INCIDENT INFORMATION

Type of Incident:	Date of Incident: Click or tap to enter a date.
Billing Type: Lump Sum	Areas Affected:
Today's Weather:	Weather Delays:

SAFETY SUMMARY

<input type="checkbox"/> Job Hazard Analysis (JHA) to define all job site hazards	
<input type="checkbox"/> Site Specific Safety Plan	
Daily Toolbox Safety Meeting:	1: 2: 3:



OPERATIONAL SUMMARY:

WORK AREAS:

KEY NOTES:

PLANNED WORK FOR TOMORROW:

Once completed with this section hit "ENTER" until all pictures are on one page

	
	