

- **Project Manager duties:**
 - **QC Inspection Schedule and Assignments.** The project manager develops the monthly inspection schedule covering all facilities, project operations, and work shifts. The project manager will ensure that each service area is inspected at least once each month and that the work of each project member is observed monthly as well. The project manager also performs QC inspections during visits to the project.
 - **Corrective Action Program.** The project manager implements the corrective action program for deficiency correction. Corrective action is immediate for observed deficiencies and also systematic to prevent further occurrences. Systematic corrective actions are documented in corrective action plans that are tracked to completion.
 - **Performance Trend Analysis.** The project manager monitors key performance indicators. These indicators are used to identify areas that need improvement before performance degrades to cause deficiencies.
- **Supervisor.** The supervisor is responsible for the performance of the custodians that they direct. The supervisor provides on-the-job training, performs formal and informal inspections, and meets with occupants to ensure that the quality of performance meets client expectations. The supervisor directs the correction of any deficiency that is observed or in which he is notified. The supervisor can make temporary adjustments to staff assignments and project resource allocations to resolve immediate situations. The supervisor works with the project manager on permanent corrective actions to prevent further occurrences of deficiencies.
- **Custodians.** The custodians ensure that each area is serviced to the level that the client and ATM require. This includes ensuring that, as necessary, furniture and other items are put back in place after area cleaning, lights and equipment are off, and the area is secured before they go to the next work area. The staff will record any unusual circumstances or other observations on their work route sheets to bring these items to the supervisor's attention for further action. The staff is authorized to report immediately any unsafe or suspicious circumstance that they may encounter while performing their tasks.

2.1.5. Inspection Frequency

The supervisor will do the quality inspection on a weekly basis or as needed depending on client request or specifications of the contract since day-to-day on-site operations are headed by a full-time supervisor. The supervisor will have sufficient authority to ensure that the project meets the client's requirements. The supervisor will represent ATM in daily discussions with the customer.

Project managers will do thorough inspections on a monthly basis or as needed depending on client request or specifications of the contract.

Internal Information

Printed and downloaded copies of this document are not controlled.

Any copies should be used for reference only, and are not to be distributed without prior permission of ATM, Inc.

2.1.6. Inspection Coverage

All sites will follow this same inspection coverage and Quality Control Plan. Some sites may have more/less depending on staff coverage needed for the site or janitorial requirements.

2.2. Metric Reporting

2.2.1. Quality Metrics Tracking

ATM's project manager will develop a set of performance indicators to assess project performance. Trend analysis (*Table 1. Performance Parameters for Trend Analysis*) is an effective means to identify potential problems before performance shortfalls become apparent. Performance metrics in the table above will be tracked.

2.2.2. Reporting

Reporting will be provided to JEA on a weekly basis or as needed. ATM works with various tools and through various channels to achieve janitorial excellence and complete satisfaction of our client. We also use a wide range of resources and tools to help us accomplish these goals.

The following basic reports will be made available upon request:

- Open work orders by problem type
- Completed work orders by problem type
- Work orders completed by priority
- Ad hoc reporting can be provided for specific requests

2.2.3. Record Keeping

The project manager will establish a database in an Excel spreadsheet to track QC documentation and corrective action status. The project manager will maintain a local file of QC records in the project office. Copies will be forwarded to ATM's headquarters for review. The file will provide evidence that QC inspectors are performing the required inspections. The file will contain, at a minimum, copies of the following documents:

- Approved QC Plan
- Monthly inspection schedules (performed inspections)
- Completed QC checklists
- QC deficiency reports received from client
- Immediate corrective actions taken and corrective action plans implemented
- Minutes of Quality Assurance/Performance meetings with client
- Quality-related correspondence.

Internal Information

Printed and downloaded copies of this document are not controlled.

Any copies should be used for reference only, and are not to be distributed without prior permission of ATM, Inc.