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Records Processing Facility

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ENVIRONMENTAL RESTORATION  
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ER Records Index Form

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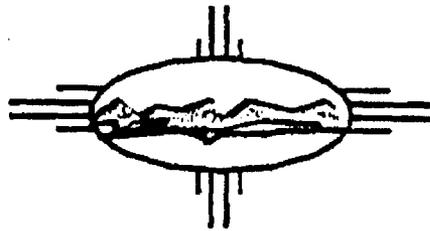


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# ER PROJECT

## Quality Management Plan for the Los Alamos National Laboratory Environmental Restoration Project

Revision 0  
June 10, 1998

Reviewed by: Signature on File  
Larry Maesson, Quality Program Project Leader

Date: 06/04/98

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Date: 06/15/98

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## PROJECT MANAGER'S QUALITY POLICY STATEMENT

I am writing this policy statement to all the men and women who work on the Los Alamos Environmental Restoration (ER) Project. Our goals for the ER Project are to provide products and services that meet or exceed our customers' and stakeholders' requirements and expectations, to work within our cost and schedule guidelines, and to provide a complete and accurate set of documents that clearly reflect the work we have accomplished.

To help us meet our goals, we have developed this Quality Management Plan. Please use it for its intended purpose -- as a business management planning document that provides a methodology for meeting our stated goals. In doing so, we will also meet the requirements imposed by LANL and external authorities. This plan is written succinctly and generally in the active voice. What that means for us as users is that all the usual "QA" rhetoric has been removed, leaving clear and concise action statements that must be acted upon. We will complete those actions through sub-tier documents such as standard operating procedures, quality procedures, desk instructions, project directives, and other documents applicable to the work performed.

Each of us is responsible for the quality of our own work, for being aware of the quality requirements, and for working to current, up-to-date procedures. This will ensure that we are providing the highest quality products and services to our customers that we possibly can. Quality can always be improved. I encourage each of you to notify our Quality Program Project Leader when you identify areas where we can improve the quality of our work. Let's all work together in "doing the right thing right the first time" and make the ER Project one that we are proud of.

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Julie A. Canepa  
Environmental Restoration Project Manager

## 1.0 PROGRAM

This Quality Management Plan (QMP), which is maintained by the ER Project Quality Program Project Leader, establishes the requirements for the ER Project's quality management system. The ER Project management system, organizational structure, functional responsibilities, levels of authority, and interfaces for those managing, performing, and assessing the adequacy of work are described in ER Project's Installation Work Plan. Planning, scheduling, and cost control are described in other Laboratory documents that govern work Laboratory-wide.

## 2.0 PERSONNEL TRAINING AND QUALIFICATION

- 2.1 Develop one or more quality procedures (QPs) to describe the processes for performing and documenting personnel training.
- 2.2 Ensure that personnel have the qualifications (for example, education and experience) necessary to perform assigned work.
- 2.3 Ensure that personnel receive orientation to the ER Project Manager's Quality Policy Statement and any other parts of this QMP needed to perform assigned work.
- 2.4 Train personnel to achieve and maintain job proficiency; include training in the use of documents needed to perform work, such as QPs, standard operating procedures (SOPs), and other applicable documents that govern ER Project activities.

## 3.0 QUALITY IMPROVEMENT

- 3.1 Develop one or more QPs to describe the processes for performing and documenting quality improvement activities described in Sections 3.2 through 3.4.
- 3.2 Perform periodic assessments as described in Sections 9.0 and 10.0 to identify when items, services, or processes are not in compliance with ER Project documents; review item characteristics and process implementation documents to identify items and processes needing improvement.
- 3.3 Develop methods (for example, root cause analysis and trending) to determine the reasons items, services, or processes are not in compliance with ER Project documents in order to prevent recurrence.

- 3.4 Develop methods to determine and implement appropriate controls and corrections for items, services, and processes identified as being out of compliance with ER Project documents.

#### 4.0 DOCUMENTS AND RECORDS

- 4.1 Develop one or more QPs to describe the processes for preparing, reviewing, approving, issuing, and revising ER Project documents that implement this QMP. For consistency, specify the format for each type of document.
- 4.2 Develop ER Project documents (such as QPs, SOPs, and desk instructions) as specified in this QMP to prescribe work processes or specify requirements.
- 4.3 Develop one or more QPs to describe the processes for managing ER Project documents (note that it may not be necessary to prescribe controls for some documents, such as desk instructions for administrative office work).
- 4.4 Develop one or more QPs to describe the processes for specifying required records (for example, identify them in the document that prescribes the work process, such as a QP or an SOP) and for preparing, reviewing, approving, and maintaining records.
  - 4.4.1 Ensure that records are protected to prevent loss of information.
  - 4.4.2 Specify a retention period for each record type.
  - 4.4.3 Ensure that the records are stored on approved media and that the hardware and software needed to retrieve and use the records are available until the records are discarded.

#### 5.0 WORK PROCESSES

- 5.1 Perform work using established engineering, scientific, and administrative practices that are described in ER Project implementing documents (for example, technical standards, the Installation Work Plan, QPs, SOPs, and desk instructions) and that are managed in accordance with Section 4.3.
- 5.2 Establish and implement methods to ensure that items such as data and samples are identified and used properly in work performance and their use is documented and traceable to the

work performed (for example, using a chain-of-custody for samples).

- 5.3 Maintain items (for example, samples and measuring and test equipment) to prevent their damage, loss, or deterioration.
- 5.4 Develop and implement methods for identifying and labeling, calibrating, and maintaining equipment used to monitor processes and collect data. Include methods for a user to determine the calibration status of equipment before using it.

## 6.0 DESIGN

- 6.1 Design engineered items, such as caps, using sound engineering/scientific principles and appropriate standards.
- 6.2 Incorporate applicable requirements and design bases into design work including changes.
- 6.3 Identify and control design interfaces.
- 6.4 Individuals, other than those who performed the work, must verify and validate the adequacy of design products.
- 6.5 Complete the verification and validation work before approving and implementing the design.

## 7.0 PROCUREMENT

- 7.1 Develop one or more QPs to describe the processes for performing the procurement activities described in Sections 7.2 through 7.5 (ensure that the QPs provide ER Project interactions with other Laboratory procurement policies and procedures and with the Business Management Division).
- 7.2 Establish requirements for procured items and services.
- 7.3 Ensure that procured items and services meet established requirements and perform as specified.
- 7.4 Develop and implement methods for evaluating and selecting suppliers. Base the methods on specified criteria and consider the importance and complexity of the item or service.

- 7.5 Develop and implement methods for ensuring that suppliers continue to provide acceptable items and services (for example, by performing assessments as described in Section 10.0 below).

## 8.0 INSPECTION AND ACCEPTANCE TESTING

- 8.1 Conduct inspection and testing of specified items, services, and process using established acceptance and performance criteria.
- 8.2 Calibrate and maintain equipment used for inspections and tests.

## 9.0 MANAGEMENT ASSESSMENT

- 9.1 Develop one or more QPs to describe the processes for performing management assessments.
- 9.2 Perform periodic assessments of the ER Project's integrated quality assurance program and its performance.
- 9.3 Identify and correct problems that hinder the organization from achieving its objectives.

## 10.0 INDEPENDENT ASSESSMENT

- 10.1 Develop one or more QPs to describe the processes for performing independent assessments.
- 10.2 Ensure that periodic independent assessments are conducted to identify lack of compliance with ER Project documents, to measure item and service quality, to measure the adequacy of work performance, and to promote quality improvement.
- 10.2 Ensure that personnel performing independent assessments have no affiliation with the ER Project.
- 10.3 Ensure that personnel conducting independent assessments are technically qualified and knowledgeable in the activities they assess.