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Quality Management Plan

Frequently Asked Questions (FAQ)

What is a Quality Management Plan?

It is a plan that dictates how a company plans to conduct *effective* defect free work that meets all requirements that will produce customer success and 100% customer satisfaction. It also instructs the company on how it will be *efficient* to the extent that a customer's investment will yield an expected return. Return on investment can be expressed in dollars, comfort, durability or environmental improvement.

Who is the Quality Management Plan for?

A Quality Management Plan is written by the Owner, to the managers and supervisors of a company. It explains how the company will conduct itself in all business, as it pertains to quality. It does not have a number in it, stating allowable nonconformance. It also does not indicate any method of deviating from the plan. Further, it does not delegate the responsibility for evaluating the performance of this plan. This must be carried out by the owner or delegated management person or team.

This plan should not be a plan reserved for management personnel only. It should be stated and restated and published until *everyone* knows, understands and believes it.

What is in this Quality Management Plan?

- Quality Management Plan has an introduction of the plan to all management and supervisors.
- The Quality Management Plan has the following sections:
 - Guiding principles for our Company's success
 - Simple Plan Flow Chart
 - Wants and Need of Customers
 - Statement of Requirements, Codes and Standards
 - Requirement Training
 - Work Plan
 - Work
 - Conformance
 - Remedial Action
 - Customer Success & Satisfaction Evaluation
 - Quality and Pricing
 - Glossary of Terms

Is it mandatory that a company have a Quality Management Plan?

No, many companies operate without such a plan. However, it has been found that companies that implement a plan have better communication and quality performance where everyone in the company understands what is expected. We often have better success where what we do and how we should do it is documented and planned.

Can my company change the plan to fit our company?

Yes, please make changes that best fit your company. If you need help you can call the program for free consulting.

How often should a Quality Management Plan be reviewed and improved?

As the plan is rolled out there will be suggestions for improvement by all levels of the company. The Quality Management Plan supplied is a template and will require changes to best fit your company. After a review period, when the plan is implemented, it is suggested that review should take place annually. Any changes made must then be communicated to the entire company.