



Quality Assurance and Control Procedures Manual

Built to the highest standards

Document Code: ARAM-QA-001

Revision: Rev 01

Date: May 2026

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1. Introduction and Company Profile

Aram Contracting is dedicated to delivering construction projects that meet the highest standards of quality, safety, and innovation. This Quality Assurance and Quality Control (QA/QC) Procedures Manual establishes the comprehensive framework required to ensure that all project deliverables align with client expectations, statutory regulations, and industry best practices. The procedures detailed herein reflect our core values, emphasizing integrity, collaboration, and a commitment to continuous improvement throughout the project lifecycle.

Our project delivery approach encompasses six distinct stages: Strategy and Planning, Design Development, Procurement and Mobilization, Construction Execution, Testing and Handover, and Facility Support. This methodology is closely aligned with the RIBA Plan of Work, ensuring a structured and methodical progression from strategic definition through to operational use. The quality management principles outlined in this manual apply to all phases of execution, providing a consistent standard of excellence across all Aram Contracting endeavors.

2. Quality Control Program

The Quality Control Program at Aram Contracting is designed to proactively manage and verify the quality of materials, workmanship, and overall project execution. This program requires the development of project-specific Quality Plans that detail the inspection, testing, and documentation requirements tailored to the unique scope of each contract. The primary objective is to prevent defects, ensure compliance with approved specifications, and facilitate seamless project progression.

A critical component of this program is the Inspection and Test Plan (ITP). The ITP serves as the master document guiding all quality verification activities. It identifies specific inspection points, the frequency of testing, acceptance criteria, and the responsible personnel for each activity. By integrating the ITP into the daily operational workflow, Aram Contracting ensures that quality checks are performed systematically and that any deviations are identified and addressed promptly before subsequent work proceeds.

3. Organization and Responsibilities

Effective quality management relies on a clearly defined organizational structure and well-articulated responsibilities. At Aram Contracting, the quality team operates independently from the production team to ensure objective assessment and reporting. The organizational hierarchy ensures that quality concerns

are escalated appropriately and resolved in a timely manner.

Key Roles and Duties

The **QA/QC Manager** holds the primary responsibility for developing, implementing, and maintaining the quality management system across the project. This role involves conducting regular system reviews to ensure ongoing suitability and effectiveness. The QA/QC Manager coordinates with all relevant departments, assists in the preparation of the ITP, and ensures that effective inspection and testing are carried out by qualified personnel. Furthermore, this position is responsible for issuing Nonconformance Reports (NCRs) and managing the disposition process to closure.

The **QC Engineers** are tasked with the direct execution of inspection and testing activities on site. Their responsibilities include verifying that work complies with the latest approved drawings and specifications, monitoring production processes, and coordinating with production personnel. QC Engineers are required to report any observed nonconformities immediately, prepare daily quality reports, and verify that all materials delivered to the site have received prior consultant approval.

Role	Primary Focus	Key Deliverables
QA/QC Manager	System oversight and management	Quality Plan, ITP approval, NCR management
QC Engineer (Civil/Arch/MEP)	Field inspections and verification	Daily QC Reports, Inspection Requests, Material Verification
Document Controller	Record management and tracking	Document Registers, NCR Logs, Submittal Tracking

4. Quality Procedures

The quality procedures define the systematic steps required to control and document the quality of work. These procedures are established to ensure that all activities are performed in the proper sequence and that necessary approvals are obtained prior to proceeding. The work inspection procedure is a fundamental element of this process, requiring QC Engineers to verify work readiness before inviting client or consultant representatives for official inspection.

Specific procedures are detailed for critical activities such as concrete placement. For instance, QC Engineers must obtain approvals from all relevant discipline engineers before ordering concrete. Verification of the exact concrete mix design is mandatory, and strict controls are placed on the duration between batching and pouring to prevent the use of expired materials. Additionally, procedures dictate the proper handling of construction joints and the verification of incorporated products against submitted data and contract requirements.

5. Nonconformance Management

A Nonconformance Report (NCR) is initiated whenever a condition deviates from the acceptability of contract specifications, drawings, procedures, or accepted standards. The purpose of the nonconformance procedure is to provide a structured method for the identification, documentation, disposition, and rectification of such conditions. This ensures that defective work is not inadvertently incorporated into the final project deliverables.

When a nonconforming condition is identified during an inspection, audit, or routine surveillance, the observer must report it immediately. The QA/QC Manager is responsible for evaluating the NCR and determining the appropriate disposition in consultation with technical engineers. Dispositions may include accepting the work as is (with engineering justification), repairing the defect, reworking the installation, rejecting the work, or scrapping the materials. The tracking and closure of all NCRs are strictly monitored through a centralized log.

6. Corrective Action Report

The Corrective Action Report (CAR) procedure provides the methodology for implementing corrective and preventive actions for issues that indicate systemic failures or recurring nonconformities. The scope of this procedure encompasses the investigation of root causes, the determination of necessary corrective actions, and the application of controls to ensure that these actions are effective and prevent recurrence.

A statistical analysis of NCRs is performed monthly to identify trends. If a recurring issue is detected, the QA/QC Manager will issue a CAR to the responsible department. The department must then investigate the root cause and propose a comprehensive solution. The QA/QC team verifies the implementation of the corrective action and monitors its effectiveness over time before officially closing the CAR.

7. Quality Records

Quality records provide the objective evidence that the required quality standards have been achieved and that the quality management system is operating effectively. Aram Contracting maintains a rigorous document control system to ensure that all quality records are legible, readily identifiable, and retrievable.

These records include, but are not limited to, inspection requests, test reports, material submittals, NCRs, CARs, and daily QC reports. The Document Controller is responsible for indexing and filing these records according to a standardized system. Retention periods are established for all quality documents to ensure compliance with contractual and legal requirements, facilitating future audits and project handover processes.