



MAGNUM CONSTRUCTION SERVICES INC.

CORPORATE QUALITY MANUAL (CQM)

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1. PURPOSE

To establish Magnum Construction Services Inc.'s corporate framework for ensuring quality planning, execution, verification, and continuous improvement across all projects and business units.

The manual defines the company's Quality Management System (QMS) in accordance with **ISO 9001:2015**, **OSHA 1926**, and **client-specific contractual requirements**, ensuring consistent delivery of defect-free, code-compliant work.

2. SCOPE

This manual applies to all Magnum Construction Services operations, including:

- Residential, commercial, industrial, and infrastructure projects
 - Procurement, construction, inspection, testing, and handover activities
 - Subcontractor and vendor management
 - Corporate and project management offices
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3. QUALITY POLICY STATEMENT

"Magnum Construction Services Inc. is committed to building safely, delivering exceptional quality, and achieving total client satisfaction through systematic planning, effective communication, and continuous improvement."

The Quality Policy is communicated during orientation, posted on all job sites, and reviewed annually during management review.



4. QUALITY OBJECTIVES

1. Deliver all projects in accordance with contract requirements, codes, and specifications.
2. Maintain rework and non-conformance rates below 2 %.
3. Achieve ≥ 95 % client satisfaction on post-project surveys.
4. Ensure 100 % of critical inspections and tests are verified and documented.
5. Provide quality training and competency verification for all site personnel.

5. REFERENCES & STANDARDS

- ISO 9001:2015 – Quality Management Systems
- ISO 14001 / ISO 45001 – Integrated Management Systems
- OSHA 29 CFR 1926 / 1910
- ASTM, ACI, AWS, NFPA, AISC standards
- Magnum Corporate HSE Manual (MCS-QHSE-01 Series)
- Client and project specifications

6. ORGANIZATIONAL RESPONSIBILITIES

Role	Responsibilities
President / CEO	Approves corporate quality policy and ensures adequate resources.
Quality Director	Maintains and updates the QMS, reports performance metrics to leadership.
Project Manager	Implements quality plan, ensures inspections/testing are completed.
Site Superintendent	Conducts daily QA/QC checks and ensures workmanship compliance.
Quality Engineer / Inspector	Performs ITP verification, maintains inspection and test records.



Role	Responsibilities
All Employees	Comply with procedures, report non-conformances, and contribute to quality improvement.

7. QUALITY MANAGEMENT SYSTEM ELEMENTS

7.1 Document Control

- All documents follow the **Records Management Policy (MCS-ADM-04)**.
- Controlled copies are maintained electronically with revision tracking and approval logs.

7.2 Project Quality Plans (PQP)

- Every project shall have a site-specific PQP based on this Corporate Quality Manual.
- PQPs include Inspection and Test Plans (ITPs), hold points, submittal schedules, and QC checklists.

7.3 Non-Conformance Control (NCR)

- NCRs shall be logged, investigated, and corrected using the **Corrective Action Register (MCS-QHSE-17C)**.
- Root cause analysis is required for major deviations.

7.4 Inspection & Test Control

- All inspections must be performed by qualified personnel per approved ITPs.
- Test reports and calibration certificates are maintained as permanent quality records.

7.5 Supplier & Subcontractor Management

- All suppliers must undergo pre-qualification and performance evaluation.
- Deficient vendors are subject to corrective actions or removal from the approved list.



7.6 Internal Audits

- Conducted quarterly by the Corporate Quality Department.
- Findings and CARs tracked through the QMS portal.

7.7 Training & Competency

- All QA/QC personnel must hold current certifications (AWS CWI, ACI, OSHA 30, etc.).
- Competency records linked to MCS-QHSE-19A and MCS-QHSE-18D.

7.8 Client Communication & Satisfaction

- Formal quality meetings held monthly with client representatives.
- Feedback logged and used for continuous improvement.

8. MANAGEMENT REVIEW

The Quality Director shall lead an annual management review meeting to evaluate:

- QMS effectiveness and audit findings
- Client feedback and non-conformance trends
- Resource needs and training requirements
- Opportunities for improvement

Meeting minutes and action plans shall be documented and approved by executive management.

9. CONTINUOUS IMPROVEMENT

Magnum is committed to a culture of continuous improvement through:

- Data-driven performance analysis
- Root cause investigations
- Corrective and preventive actions (CAPA)
- Lessons learned integration into procedures

10. RECORD CONTROL & RETENTION

- Quality records shall be retained for a minimum of **ten (10) years**.
 - Electronic copies stored in the Corporate QMS database with restricted access controls.
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11. APPROVALS

Approved By	Title	Signature	Date
Michael Gaya	Executive Director / CEO		
Anthony Magadino	President / Managing Partner		
Corporate Quality Director			