



US Army Corps
of Engineers

ENGINEERING AND CONSTRUCTION BULLETIN

No. 2002-28 Issuing Office: CECW-ET-C Issued: 4 October 2002 Expires: 4 October 2004

Subject: Construction Quality Management for Contractors - Update

Applicability: Information

1. We have been requiring the contractor's quality control manager to complete the course entitled "Construction Quality Management for Contractors" for the last six years. The course is in the process of being updated and a new videotape and manual prepared. The revised course will incorporate the changes to Corps and NAVFAC operating procedures, as well as the lessons learned to date. The completion of the update has been delayed due to involvement of the Professional Development Support Center (PDSC) in developing the PMBP training videos.
2. The training materials are being changed to reflect the differences in operating procedures between the Corps and NAVFAC but will allow the course to be taught by either the Corps or NAVFAC interchangeably. It will include the Corps' Resident Management System (RMS) requirements, and will also include a section on the NAVFAC's WebCM that is their equivalent to our RMS.
3. Much discussion has been held on the requirements for renewal of the certificates of the contractors' quality control managers. After discussion with NAVFAC and the contractor community, the existing requirement for a contractor's Quality Control (QC) manager to retake the course after five years is retained. It is felt that due to the inclusion of the RMS/WebCM and other requirements into the training that it would be very beneficial for the QC managers to retake the training. It will also provide good interaction in the training sessions with QC personnel who are new to the government quality control system.
4. The following points about the training need repeating:
 - a. The updated course has been coordinated with the NAVFAC and they are using the same tape and student study manual to teach the course that the Corps uses. The manual and tape contains sections applicable to the respective services where differences in policy exist.
 - b. The instructor should be a **Corps/NAVFAC employee** with solid experience in construction quality management, a thorough knowledge of the course material, and preferably should have some experience in instruction. Completion of the USACE's Facilitator Workshop course would provide training in teaching the CQM for Contractors course. It may be suitable to use recently retired Corps/NAVFAC employees, but their qualifications and experience level must remain up-to-date. If they have been retired over three years and have not somehow maintained a

working knowledge of the rapidly changing policy and procedures in the Corps/NAVFAC, they should not be considered as qualified.

c. To successfully complete the training the student must obtain a score of at least 70 on the posttest. At the successful conclusion of training, contractor personnel will be given a certificate of completion. The completion certificate provided with the training package by the PDSC will be used. The district and NAVFAC's EFD/A CQM managers shall keep a record of all personnel trained by complete name, social security number, company name, job title and date and location of training. This is necessary to confirm that an individual has had the training if he/she presents a certificate issued by a different district or by NAVFAC. The certificate should also contain the name and phone number of the district or NAVFAC's POC to make verification easier. This training certificate is good for five years and the expiration date should be included on the certificate. After that time the training must be retaken. It has been determined that NAVFAC will accept the Corps' certificates and the Corps will accept NAVFAC's certificates. A copy of NAVFAC's certificate has been attached for your information.

d. In the event that a certified quality control manager is relieved of his/her duties due to unsatisfactory performance, the training certificate must be revoked by the district administering the contract. If his/her certificate was issued by another district, that district must be notified in writing that the certificate was revoked and for what reason. The training district should then annotate the records to show that the certificate was pulled for unsatisfactory performance. Thus, it is essential that a background check be made any time an individual presents a certificate from another district as evidence of having completed the required training.

e. All parties will receive the most benefit from the mutual understanding meeting if the QC manager has had the required training before the meeting is held. It is therefore best if the district tries to preschedule the training based on their projected execution schedules. Partnering may demand individualized training for complex projects to accommodate contractors' needs and to facilitate development of the Corps/Contractor quality management team in a partnering process. Each QC manager shall be required to obtain the training within 90 days of the NTP if he/she does not have the required certification.

5. Point of contact for this bulletin is Mr. Terry Wilford at (202) 716-5542.

Encl


DWIGHT BERANEK, P.E.
Chief, Engineering and Construction Division
Directorate of Civil Works



This is to certify that

has completed the training course

Construction Quality Management For Contractors

given at _____
Location

on _____
Date

Facilitator

Issuing Official

This certificate expires five years from date of issue