



QUALITY CONTROL

United MHC Quality Control Plan is designed to provide the Customer with the highest quality product, service and workmanship possible; cost-effective solutions; timely delivery; complete and accurate documents; and the highest level of customer satisfaction. Our Quality Control Plan is a set of defined processes, procedures and best practices to ensure timelines, professionalism and consistent quality with every request.

Quality Levels

Quality Control Plan identifies the factors to be measured and the methods to be utilized in data collection and analysis

Delivery Schedules

Provisions in our Quality Control Plan ensures compliance with the delivery requirements of the Infrastructure cable services

Adherence to Safety and Procedures

United MHC is proud of its team members and their safety record. All United MHC team members will be responsible to adhere to all local, state and federal government safety codes, including safety audits as part of its overall compliance

Adherence to Industry Standards

Our team members are responsible to adhere to all industry standards for quality of workmanship and craft practices, as well as adherence to recommended and required manufacturer practices. United MHC team members are subject to constant and impromptu inspections and audits to ensure adherence

Qualified / Experienced Personnel

As an authorized Partner of many Manufactures, we are distributor of products, and United MHC adheres to the mandate of using only trained personnel in support of their products

Reports

We have developed a number of performance reports as a mean of recognizing and addressing quality assurance compliance

United MHC Quality Control Plan

Purpose

This document establishes a quality control overview for our Partner's and Customers in regards to Infrastructure Cable Services and on-site technical support. Its purpose is to assure that the services and equipment delivered are of sound quality and reliability, and meet all of Partners and Customer requirements. This plan serves as a management tool for overseeing of quality control methods, procedures and standards.

Objective

Objectives of this overview are to (a) assure compliance with all specifications and requirements; (b) control the quality of service during the term of the contract; (c) assure successful performance of installation, inspection, maintenance and test requirements; (d) describe how United MHC with their Partner will provide quality control.

Personnel

United MHC Quality Control plan provides for oversight by the area supervisor, the Project Manager, Project On-site Lead and the Lead Technician (BICSI certified/Industry expertise).



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Inspection Methods

United MHC Quality Control plan provides for pre-installation inspections, in-progress inspections, and final inspections. This ensures that all the Partner and Customers standards and specifications are met for both materials and installation.

Pre-Installation Inspection and Site Assessment

Prior to any installation, the materials for any given project will be inspected by the Staging Center Project Lead. This inspection will verify that all materials meet the requirements of, and are in compliance with the standards and specifications of Customer. This will consist of performing a visual inspection of all materials to ensure they are from the proper manufacturer and are free of abrasions, breaks, cracks, or any other deformities that might adversely affect the performance of the materials. The materials will be visually inspected by the on-site technician a second time once they reach the job site. At this time a second check of asset recording and labeling will also be re-checked and documented.

In-Progress Inspections

In-progress inspections will be the joint responsibility of the Staging Center Project Lead and the Lead On-site Technician/Engineer. In-progress inspections will consist of visually inspecting the progress of an installation to ensure adherence to all standards specified by the Partner-Partner's Customer. These inspections will also verify adherence to all manufacturer, industry and safety standards/ codes. In-progress inspections will be performed by the Lead On-site Technician/ Engineer on a daily basis and will be performed under the direction of the Project Manager and Lead RCDD (where required) assigned to the project on a periodic basis throughout each project.

Final Inspection

Final inspection will also be the joint responsibility of the Lead On-site Technician/Engineer and the Lead Assigned RCDD (where required). They will perform a final inspection consisting of a visual inspection of the entire installation to ensure all materials have been installed in accordance with the Customer, the manufacturer, and meet all industry standards and specifications. Additionally, all test results will be reviewed to ensure all materials installed are performing in accordance with manufacturer and the industry standards and specifications. These results will be documented and sent to the Project Manager for down load to the web based drop box assigned to the project site.

The Partner's Customer Inspection

Upon request and schedule, the On-site Technician/Engineer will participate in the inspection of the project. Should any discrepancies be noted, the On-site Technician/Engineer will ensure that all discrepancies documented, reviewed with the Project Manager and corrected within a reasonable time-frame. This will result in a follow up scheduled second inspection with the Customer for final acceptance and project complete sign off by all Stakeholders.



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At-A-GLANCE

SERVICES	TECHNOLOGY SUPPORT
Project Start	◆
Specification and Design	◆
Implementation	◆
Testing and Inspection	◆
Focus on presentation of defects	◆
Approved Change Request Review	◆
Quality Tools (Flowchart, Histograms, Cause-- Effect Diagrams, Scatter, Check-Sheets and Control Chart)	◆
Proactive Processes	◆
Manages Quality	◆
Customer Turn-Over/Acceptance	◆