

**DEPARTMENT OF THE ARMY**  
Detroit District, Corps of Engineers  
477 Michigan Avenue  
Detroit, Michigan 48231-1027

CELRE-DE

Regulation  
No. 1110-1-1

31 January 2003

**QUALITY MANAGEMENT PLAN**  
Management

**1. Purpose.** This memorandum provides the general policy and procedures for the execution of quality assurance activities within the Detroit District, and for quality control activities within each element within the District. The guidance contained herein implements HQUSACE direction for Major Subordinate Command (MSC) quality assurance (reference 3b below).

**2. Applicability.** This plan applies to all functional elements within the Detroit District.

**3. References**

- a. Engineer Regulation 1110-1-12, Quality Management, dated 1 June 1993
- b. Memorandum CECW-EP, subject: Major Subordinate Commands Quality Assurance Responsibilities, dated 9 June 1998
- c. Engineer Regulation 5-1-11, Program and Project Management, dated 17 August 2001
- d. CELRD Circular 5-1-1, Quality Management Plan, dated 10 April 2001.

**4. Definitions**

- a. Quality Assurance (QA). The process that provides oversight of an organization's quality control processes to assure their effectiveness in the production and delivery of quality products and services.
- b. Quality Assurance Plan (QAP). A document describing activities that will be accomplished to assure the effectiveness of quality control processes.
- c. Quality Assurance Audit (QAA). A periodic audit of district quality processes and how those processes affect the quality of products and services.

d. Quality Control (QC). The processes used to assure performance meets agreed upon customer requirements which are consistent with law, regulations, policies, sound technical criteria, schedules, and budget.

e. Quality Management Plan (QMP). A plan specific to an organization that states the management policies and business procedures to assure the quality of products and services.

f. Quality System Activities. A toolbox of ongoing quality assurance activities performed by functional elements within the Detroit District.

g. Below the Line. Those activities that the District may choose to perform to complement or support mandatory (above the line) activities.

h. Above the Line. Mandatory activities in accordance with reference 3b above.

## **5. Policy**

a. District Policy on Quality Assurance and Quality Control. It is the policy of the Detroit District and its elements to develop, integrate, and implement QA and QC practices to assure delivery of quality products and services that meet or exceed customer needs and expectations in accordance with applicable laws, policies and technical criteria, schedules, and budgets. Adherence to quality principles and established QA and QC practices is integral to the roles and responsibilities of all District and element functions. Guidance on QA and QC responsibilities and practices applicable to all functional elements is provided in attached appendices.

b. Responsibilities. Divisions/Offices have overall responsibility for QC. The District has responsibility for QA.

(1) QC will be performed by the organization executing the work, i.e., the division/office or contractor working for the district.

(2) QA will be performed in accordance with the following: In-house work - QA will be performed by the District Headquarters; Contractor work - QA will be performed by the responsible division/office subject to District Headquarters oversight.

c. Program and Project Quality Management. The Program and Project Management Business Process (PMBP), as outlined in reference 3c, is the corporate management approach for execution of all District programs and projects. This approach is governed by the following principles.

(1) Quality products are produced by empowering customer-driven teams supported by all necessary District assets.

(2) The Project Review Board (PRB) is responsible for District quality management processes.

(3) The Deputy District Engineer for Program Management (DDE-PM) shall chair the PRB. The PRB shall oversee the quality management process and ensure corporate success in delivering quality projects within time and budget requirements by empowering Project Managers and supporting teams and team members.

(4) The Project Manager (PM) and functional Chiefs have a shared responsibility for project quality.

(5) The Functional Chief is responsible for product quality, his/her portion of the District quality management process, and for ensuring the PM has appropriate resources to meet project quality expectations.

(6) Technical Team Members are responsible for the quality of the technical product.

**6. Strategic Focus.** The District's integrated Quality Assurance program will start each year with a memorandum that presents the Commander's Strategic Focus. This annual list of strategic focus initiatives will form the basis for Quality Assurance Plans (QAP) and will provide a focus for District's QC programs.

## **7. District Quality Control Responsibilities**

a. General. Functional Chiefs, both technical and administrative, are responsible for developing and following quality control processes and business procedures to assure quality products and services.

b. Quality Management Plan. Each Functional Chief shall develop and implement Quality Management Plan appendices that comply with the policy and principles presented in this plan and relevant USACE/Division guidelines. The QMP will establish standard quality control practices and business processes to assure quality encompassing all aspects of product and service development/delivery. The QMP shall be reviewed and updated as necessary.

## **8. District Quality Assurance Responsibilities**

a. General. The District Headquarters is responsible for overseeing QC processes. In its quality assurance role, the District will assure that functional elements have processes and mechanisms in place to produce quality products and services that comply with established criteria, methods, and policies, and that competent resources are applied in execution and review. The processes and procedures outlined herein implement the HQUSACE MSC Focus Areas for QA defined as follows:

- (1) District Quality Management Plan (QMP) – Develop and Maintain
- (2) Quality Control Plans (QCP) – Approve/Monitor
- (3) District Quality Control (QC) Processes – Assessment
- (4) Performance Indicators – Review and Evaluate
- (5) Product Development – Continuous Involvement

b. Quality System Activities. Division and office chiefs have responsibility for QA activities for products and services within their respective functional areas. The quality system activities that each functional element performs under its QA role are addressed in the attached functional appendices. Each functional unit will define a set of quality indicators and establish a schedule for review. These indicators will inform each organization on how well it is doing and where to place emphasis for improving processes. Some of the indicators may be reviewed at the PBAC or PRB. Quality information and lessons learned will be shared with the PRB and shall receive widest distribution.

14 Appendices  
Appendix A – Acronyms  
Appendix B - ETS Subplan  
Appendix C - PPPM Subplan  
Appendix D - EEO Subplan  
Appendix E - Contracting Subplan  
Appendix F - Counsel Subplan  
Appendix G – CPAC/HR Subplan  
Appendix H – Information Management Subplan  
Appendix I – Internal Review Subplan  
Appendix J – Logistics Management Subplan  
Appendix K – Public Affairs Subplan  
Appendix L – Resource Management Subplan  
Appendix M – Safety and Occupational Health Subplan  
Appendix N – Security and Law Enforcement Subplan

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Commanding