

## **Quality Assurance for capital works installation or upgrade for Investment fund managers.**

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### **1. Introduction**

The purpose of having a Quality Assurance system for all Capital Works is to ensure that there is an objective record for investors to show that the installed capital items meet specifications to a defined level of confidence (nominally >95%)

This is important risk mitigation for investment fund managers, not only against the risk of installation failure but against claims that the installation was not installed properly.

1. The fund manager for the project doing it's own end point sampling of capital works based on acceptance sampling procedures.
2. The project manager<sup>1</sup> developing a Statistical process control (SPC) method that is equivalent to the fund manager for the project's end point sample and undertaking some or all of the inspections with the fund manager present.
3. The project manager defining its own QA systems and submitting these to the fund manager for the project for approval and subsequent audit.

Experience has shown that option 3 works well in that it focuses the project on the need for statistical sampling in its QA process whilst allowing the project manager the flexibility to develop its own approach.

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<sup>1</sup> In this case the project manager can be the contractor installing the capital works or the intended manager of the completed project working with the installation contractor.

## 2. Description of service.

Pinnacle Quality has extensive experience in Quality assurance systems and has developed an approach for QA of capital works for investment fund managers. There are 3 options:

1. **Fund managers own end point sampling.** Pinnacle Quality will produce QA inspection procedures for fund managers to use to inspect capital works. These will provide statistical CONFIDENCE OF >95% that capital works and items are installed to meet specification.

2. **Developing specification for project manager QA.** Pinnacle Quality will produce QA specifications for fund managers to give to their project managers for the QA of capital works. These will provide statistical CONFIDENCE OF >95% that capital works and items are installed to meet specification.

As an optional extra Pinnacle Quality will design the audit process to confirm the installation of capital items to these specifications.

3. **Developing Project managers QA systems.** Pinnacle Quality will work with project managers so they can develop to their documented process for the QA of capital works. These will provide statistical CONFIDENCE OF >95% that capital works and items are installed to meet specification.

As an optional extra Pinnacle Quality will develop the framework to approve the QA systems developed by project managers.

As an optional extra Pinnacle Quality will design the audit process to confirm the installation of capital items to these specifications.