Quality Management System for the Ready Mixed Concrete Industry

Executive Summary

This project was funded by request of the National Ready Mixed Concrete Association (NRMCA) P2P Steering Committee to support the initiative for Prescription-to-Performance (P2P) Specifications for Concrete. As part of its P2P strategic plan, the P2P Steering Committee feels that it is important to have a system in place that establishes the credibility of the concrete producer that furnishes performance-based concrete mixtures. The output from this project will be provided to the P2P Steering Committee for their future deliberations and it is anticipated that NRMCA will develop a means for distributing the final document(s).

The purpose of these guidelines is to assist ready mixed concrete producers in the preparation of a Quality Manual. The Quality Manual documents the quality processes that the company has in place to insure quality of the company's products and services. These guidelines define minimum quality system requirements for conformance to performance-based specifications. The guidelines allow for the structured development of a Quality Manual, clear to the producer and the purchaser. The Quality Manual is flexible in design in anticipation of possible future certification requirements or other qualification criteria, as set forth by the purchaser in the contract documents. Besides outlining the primary sections of the Quality Manual, the guideline provides suggestions to the producer on items that should be covered in the producer's specific Quality Plan. The Guideline Manual includes a comprehensive set of appendices of existing NRMCA documents and forms that support the document. The general outline follows that used for Quality Systems in the ISO 9000 certification of manufacturing companies.

In addition to these guidelines for the development of a Quality Manual, an example Quality Manual has been prepared for the fictitious organization, Global Ready Mixed Company (Global). The Global Quality Manual is for illustration purposes only and does not serve to establish standard practices or even minimum requirements for a Quality Manual. The Quality Manual for each producer may vary significantly, based on the size and the capability of the organization, the type(s) of market served, and the geographic locations of their plants.

The elements of these Guidelines and the sample Quality Manual do not represent recommendations of the RMC Research Foundation or the National Ready Mixed Concrete Association.

Future Action

The P2P Committee is working on finalizing the details of the two documents and will approve the general concept. The Committee has identified those items in the Quality Manual that could be audited in a certification of a company and will work from this list of items to develop a certification program for concrete producers that could satisfy a prequalification requirement for performance-based projects. The decision to develop a certification program has yet to be decided.

Sections Covered in the Quality Manual