

**New Jersey Department of Transportation
CORRECTIVE ACTION NOTICE**

QUALITY MANAGEMENT SERVICES

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Approved: Brian Strizki

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Bureau(s) Affected: Contract Administration Services, Project Management, Quality Management Services, All Design Consultants

Description of Problem(s):

An audit was conducted by the Bureau of Quality Management Services to determine if the procedure outlined in Section 19.8 ("Consultant Performance") of the NJDOT Procedures Manual was being followed by Project Management. Briefly, the procedure requires the Project Manager and/or other technical staff to visit Consultant's offices (monthly) throughout design development to review their operations and progress of their work. Within five (5) days of the visit a summary report must be completed with a copy being forwarded to the Consultant Project Manager and one copy to Contract Administration Services.

Ten (10) construction projects awarded within the last year were randomly audited to determine whether Consultant Performance Evaluations were performed. Only one (1) performance evaluation was conducted using the "old" guidelines, design plans were completed on five (5) projects prior to final version of the NJDOT Procedures Manual (2/97). Of the remaining four (4) projects, no performance evaluations were conducted. The audit also indicated that monthly visits were not feasible due to the Project Managers already heavy work schedule.

Corrective Action Plan:

Effective immediately, Consultant Performance Evaluations shall be performed at a period of no less than every 3 months by the Project Manager. Copies of the evaluations shall be forwarded to the Bureaus of Contract Administration Services and Quality Management Services. This information will be used for tracking and monitoring purposes and provide input for future consultant selections and to support contract compliance.

Also, Project Management must revise NJDOT Procedures Manual Section 19.8 "Consultant Performance" as follows:

- Change the regularity of consultant office visits from monthly to quarterly with a stipulation that if circumstances dictate, visits should be made as frequently as needed, i.e., poor quality, unnecessary time delays.
- Include the Manager, Quality Management Services in the distribution process for receiving a copy of the summary report.

Implementation: Immediately