

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

QUALITY MANAGEMENT SERVICES

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Approved: B. Strizki

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Bureau(s) Affected: Construction, Project Management, and Quality Management Services

Description of Problem(s):

Outlined in Section 5.8 of the NJDOT Procedures Manual is the process for setting up and conducting design visits to construction projects that are between 70-90 percent complete. As stated in the section, the Project Manager for the identified project is responsible for contacting the appropriate design representatives and identifying the issues that should be discussed at the meeting. Additionally, the Project Manager is also responsible for writing a report that summarizes the problems that were encountered during construction along with any viable suggestions provided at the meeting.

The Project Manager has been identified as being the individual having primary responsibility for the project and may have a vested interest in the positive outcome of the 70 - 90% completion meetings. As a result, concerns have been raised as to the appropriateness of the Project Manager having the responsibility for preparing the reports for these meetings, as a potential conflict of interest may be present.

Corrective Action Plan:

In order to address this concern, Section 5.8 of the Procedures Manual had been modified (see attachment). Other modifications have been made as well including assignment of responsibilities, and revisions to ensure that the new procedure reflects the current organizational structure of the Department. The revised procedure includes the following major changes:

- QMS will contact the PM and RE to schedule the meeting
- RE and PM will provide QMS with a list of the major issues to be discussed
- QMS will develop the agenda
- QMS will record the issues arising from the meeting

The attached document supersedes the current Section 5.8 of the Procedures Manual and shall be effective July 1, 2000. A Baseline Document Change request will be prepared to revise Section 5.8 of the Procedures Manual. Until that time this Corrective Action Notice shall be in effect.

Implementation: Effective July 1, 2000