



SUCON



Multidisciplinary Consultancy Services

Quality Assurance Management Policy

Published & Effective: 16/10/2025

SUCON INTERNATIONAL
Multidisciplinary Consultancy Services

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1. APPLICATION

This policy is applicable to all employees, contractors, and partners involved in the planning, design, supervision, and delivery of services, as well as all stages of project execution, including concept, design, construction, commissioning, and post-project evaluation.

2. EFFECTIVE DATE: 16/10/2025

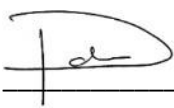
This policy is applicable to all engineering and consultancy projects conducted by SUCON International within Samoa and the Pacific region effective as of the date stipulated above. As of the date specified above, all previous policies and practices are hereby repealed.

3. AUTHORITY, POLICY IMPLEMENTATION, MONITORING AND REVIEW

The Central Administration and the responsible officer(s) of SUCON, acting under the authority of the President, Vice President, and Operations Manager, are liable for the management and implementation of this policy, ensuring that its provisions and records management are applied and adhered to. This includes establishing relevant record-keeping systems.

The management structure for Quality Assurance (QA) involves several key roles. The Managing Director or Principal Engineer is responsible for providing leadership and ensuring the implementation, resourcing, and regular review of the QA policy. The Operations Manager is tasked with developing required QA systems, overseeing audits, managing corrective actions, and reporting on quality performance. Project Managers integrate QA processes into all stages of project planning, execution, and monitoring. Lastly, all employees have a duty to adhere to QA procedures, report any non-conformities, and contribute to ongoing improvements.

This policy will be reviewed bi-annually or as required by changes in legislation, client requirements, or organizational needs. Continuous improvement will be guided by staff feedback, audit findings, and industry developments.

APPROVAL AND REVIEW	DETAILS
Policy Author	Flyriver Niupulusu, Operations Manager
Council Approval	 Lefaotogi Dr. Paletasala Faolotoi Founder & President
Next Review Date	Next Review October 2028

4. PURPOSE

The purpose of this Quality Assurance Management Policy is to establish a framework for ensuring that all engineering and consultancy services provided by SUCON International meet the highest standards of quality, safety, reliability, and sustainability. This policy ensures compliance with applicable national laws of Samoa, regional Pacific standards, and international best practices.

5. POLICY STATEMENT

SUCON International is dedicated to providing high-quality, innovative engineering solutions that meet client expectations while adhering to all relevant regulations. The firm emphasizes sustainability, resilience, and cultural sensitivity in its projects and is committed to continuous improvement through feedback and staff development. The success and reputation of SUCON are closely linked to the rigorous implementation of effective QA processes throughout its operations.

6. OBJECTIVES

Below is the objectives and guiding statements of this policy:

6.1 Compliance

To ensure project success, it is essential that all of SUCON International's projects conform to relevant compliance standards, including the Australian Standards/New Zealand Standards (AS/NZS), United States, Pacific Regional Infrastructure Guidelines, and ISO 9001:2015. Compliance will be achieved by:

- Conducting regular internal audits and peer reviews of all project deliverables.
- Maintaining up-to-date knowledge of national, regional, and international engineering standards.
- Ensuring designs, specifications, and construction activities are aligned with legal, safety, and environmental requirements.
- Engaging external auditors or independent reviewers where necessary for high-risk projects.

6.2 Client Satisfaction

Client satisfaction must be prioritized by consistently meeting specifications, timelines, and budgets. SUCON International will strengthen this objective by:

- Establishing clear communication channels with clients and stakeholders throughout the project lifecycle.
- Setting measurable performance targets to evaluate progress against project milestones.
- Ensuring transparency in cost management and reporting to avoid budget overruns.
- Gathering client feedback at project completion and incorporating lessons learned into future projects.

6.3 Risk Management

Effective risk management is crucial; risks should be identified, assessed, and mitigated to protect quality, safety, and the environment. This will be implemented through:

- Developing a structured risk management plan for every project.
- Conducting risk assessments at the planning, design, and construction phases.
- Implementing health, safety, and environmental safeguards to minimize adverse impacts.
- Monitoring emerging risks, including those related to climate change and natural disasters, which are particularly relevant in the Pacific context.
- Ensuring all staff are trained in hazard identification and incident reporting.

6.4 Capacity Building

Capacity building through ongoing staff training in quality assurance, technical skills, and ethical practices is necessary for long-term excellence. SUCON International will promote this objective by:

- Implementing structured professional development programs for engineers, technicians, and support staff.
- Encouraging certification and participation in international training, workshops, and industry conferences.

- Promoting a culture of mentorship where senior staff guide junior employees.
- Including training on ethics, cultural awareness, and community engagement, which are vital in the Pacific region.
- Establishing partnerships with universities and technical institutions to support local skills development.

6.5 Continuous Improvement

A commitment to continuous improvement should be upheld by conducting regular reviews, audits, and feedback mechanisms to enhance systems and performance. This will be supported by:

- Tracking key performance indicators (KPIs) for quality, safety, cost, and timeliness.
- Documenting lessons learned from each project and integrating them into the firm's quality management system.
- Benchmarking SUCON's performance against international best practices.
- Leveraging technology (such as project management software and digital QA systems) to improve efficiency.
- Holding annual management reviews to evaluate overall performance and identify areas for improvement.

7. QUALITY ASSURANCE FRAMEWORK

The QA framework at SUCON International is built upon the following pillars:

7.1 Planning & Design Control

Adoption of recognised engineering standards: All design and planning processes are guided by national and international standards such as the AS/NZS, US, ISO 9001:2015, and other relevant industry best practices.

Independent design reviews and peer checks: Multi-level reviews, including peer assessments and external consultations, are conducted to validate accuracy, compliance, and constructability before approval.

Cultural and environmental considerations in design: Local context, sustainability, and environmental safeguards are integrated into planning to ensure that projects are resilient, safe, and socially responsible.

Risk-based design approach: Early identification and mitigation of potential design risks through simulation, scenario testing, and feasibility assessments.

7.2 Procurement & Supplier Management

Selection of suppliers and contractors: A prequalification process ensures that only suppliers and contractors with proven competence, certifications, and track records in quality are engaged.

Monitoring of supplier performance: Ongoing evaluations, including site audits, delivery inspections, and supplier scorecards, are used to measure quality, timeliness, and compliance. These scorecards are endorsed by certified engineers.

Materials testing: All critical materials undergo laboratory testing and certification prior to use to ensure durability, safety, and conformity with specifications.

Contractual quality requirements: Contracts explicitly include quality obligations, warranties, and penalties for non-conformance.

7.3 Project Delivery & Supervision

Regular site inspections, testing, and verification: Supervision teams conduct scheduled and unscheduled inspections, supported by third-party testing where applicable.

Documentation of quality records: Comprehensive records such as inspection reports, approval logs, and as-built documentation, are maintained to ensure traceability and accountability.

Use of checklists and QA tools: Standardized checklists, digital QA/QC tools, and inspection templates are applied to maintain consistency across all projects.

Training and supervision of staff: Continuous training ensures that all personnel understand QA requirements, safety standards, and compliance obligations during project execution.

7.4 Monitoring & Reporting

Internal audits, client feedback, and stakeholder consultations: Regular audits identify improvement areas, while stakeholder input ensures transparency and alignment with expectations.

Key performance indicators (KPIs): Quality KPIs such as defect rates, rework percentages, client satisfaction scores, and audit outcomes, are monitored and reported to management.

Transparency in reporting: Structured progress and quality reports are shared with clients and regulatory authorities to demonstrate compliance and progress.

Early warning systems: Mechanisms are in place to flag emerging risks and quality concerns, ensuring proactive management before issues escalate.

7.5 Corrective & Preventive Action

Systematic handling of non-conformities: All non-conformities are logged, root causes analysed, and corrective measures are implemented promptly.

Lessons learned: Completed projects undergo formal review sessions to capture best practices and lessons learned. These are then integrated into future projects. Please refer to the SUCON generic *Post-project Survey Questionnaire* in the Annex for more information.

Continuous improvement cycle: Preventive measures are embedded into systems through updated policies, staff training, and revised procedures.

Accountability framework: Responsibility for corrective and preventive actions is clearly assigned, with timelines and follow-ups to verify effectiveness.

8. COMMITMENT TO SUSTAINABILITY AND RESILIENCE

In alignment with Pacific development priorities and climate resilience objectives, SUCON will implement quality assurance processes that emphasise sustainable design and construction practices, integrate disaster risk reduction and climate adaptation measures, and respect cultural values and community needs.

9. NON-COMPLIANCE

All SUCON staff, contractors, associates and locally engaged consultants must be aware of their obligations under this policy and take reasonable action to ensure ongoing compliance. Non-compliance with this policy may result in action, ranging from counselling to formal disciplinary proceedings set forth in the Code of Conduct and/or the relevant jurisdictions of the host nation.

10. APPEAL PROCESS

Verdicts that are believed to be unfair by the Administration can be challenged by writing to the Council. Appeals against Council decisions must be submitted in writing to the Legal Counsellor, in accordance with the 'Misconduct Process and Procedures'

11. WHISTLEBLOWER PROTECTION AND RETALIATION PREVENTION

It is the responsibility of all SUCON staff, Council, and affiliating members to protect the identity, security, and employment of the whistle-blower to prevent confrontation and retaliation from the alleged suspect and violator. SUCON staff, Council and affiliating members found to have leaked the identity of the whistle-blower are subject to suspension or termination by the Council or Administration, depending on the level and severity of the case. SUCON staff, Council and affiliating members found to have participated directly or indirectly in retaliation are subject to suspension or termination by the Council or Administration, depending on the level and severity of the case.

Whistle-blowers who are found to have falsified claims in an attempt to defame are also subject to suspension or termination by the Council or Administration, depending on the level and the severity of the case.

9. POLICY FEEDBACK

All SUCON staff and associates may provide feedback about this document by emailing info@sucon.ws

SUCON International Headquarters

Le Sanalele Complex
Vaea Street
Apia Samoa

Website: <https://sucon.ws/>

Approval Procedure for Tender Preparation and Submission

Receiving an invitation to bid marks the formal starting point of the tendering process. Tender opportunities can arise from various sources, including Government tenders through the ministries and departments, international funding agencies such as the ADB, World Bank, or JICA; and private clients such as developers and corporations.

The assigned Lead, Project Coordinator, and the Project Clerks Officer monitors these platforms regularly and ensures timely collection of tender documents either by download or purchase from the issuing authority. The following process includes tasks to be implemented and monitored by the assigned Lead, Project Coordinator and the Project Clerks, and relevant Officer(s):

STEP	RESPONSIBILITIES	RESPONSIBLE
1. TENDER NOTICE/BID INVITATION RECEIVED		
1.1 Acknowledgement	- Acknowledge receipt internally through an email notification to Management and Tender Committee. - The tender source, reference number, deadline, and submission requirements are then recorded.	Assigned Lead, Project Coordinator/Clerk
1.2 Tender Document Acquisition	- Secure official set of tender documents, ensuring all addenda/appendices and clarifications are requested/received. - File them systematically for reference	Assigned Lead, Project Coordinator/Clerk
2. TENDER PRE-REVIEW AND REGISTRATION <i>This step ensures the firm properly assesses the tender opportunity and creates an official record.</i>		
2.1 Registration in tender register	- Date received, tender title, procuring entity, reference number, deadline, and officer responsible. - Mode of submission (hard copy, soft copy, e-portal).	Assigned Lead, Project Coordinator/Clerk
2.2 Preliminary Review of Requirements	- Eligibility: Licenses, business registration, tax compliance, Samoa Building Code compliance. - Technical scope: Services requested (engineering design, supervision, and construction management). - Financial requirements: Bond, security deposit, or bid fee. - Timeline: Submission deadline, project duration.	Assigned Lead, Project Coordinator/Clerk
2.3 Distribute for Review	Circulates the documents to relevant departments for feedback: - Technical team (scope of works, TOR). - Finance/Admin (financial requirements, guarantees).	Assigned Lead, Project Coordinator/Clerk

ANNEX 1: APPROVAL PROCEDURE FOR TENDER DOCUMENTATION

	• QA/Compliance Officer (legal, regulatory compliance). • Risk Management (resources available, any conflict of interests, is the budget realistic)	
3. TENDERS COMMITTEE <i>This is a structured management decision to either proceed or decline participation.</i>		
3.1 Tender Meeting	Meeting is convened: with Project Manager, Finance Manager and QA Officer to consider the following: • Strategic Fit • Eligibility • Resource availability • Financial Viability • Risk Analysis Outcome of Meeting Committee gives green light to Go (proceed with bid preparation); or No-Go (Document rationale in Tender Register and formally notify team).	Managing Director, Lead Engineer, Project Manager, Finance Manager and QA Officer
4. TENDER DOCUMENTATION PREPARATION <i>Developing the technical and financial proposals.</i>		
4.1 Technical Proposal	• Methodology, work plan, and project approach • Staff CVs and capacity statements • Company profile, past experience, references • Compliance with AS/NZS, US, relevant codes, ISO 9001:2015, and environmental regulations	Assigned Lead, Project Coordinator/Clerk
4.2 Financial Proposal	• Bill of quantities (BOQ), cost estimates, and fee schedule. • Breakdown of overheads, contingencies, and taxes. • Currency and payment terms aligned with tender instructions.	Finance Manager
4.3 Supporting Documentation	• Certificates of incorporation, tax compliance, insurance cover, past performance certificates, • Business licenses, contractor licenses. • Joint venture or subcontracting agreements (if applicable).	Assigned Lead, Project Coordinator/Clerk
5. REVIEW & QUALITY ASSURANCE <i>Ensures accuracy and completeness of tender documentation.</i>		
5.1 Technical Compliance Review	• Technical review is conducted - Cross check scope, drawings, methodology, and compliance with TOR. • Financial review - Verification of costings, accuracy of quantities, and alignment with technical inputs.	Senior Engineers, Technical Specialists. Financial Manager

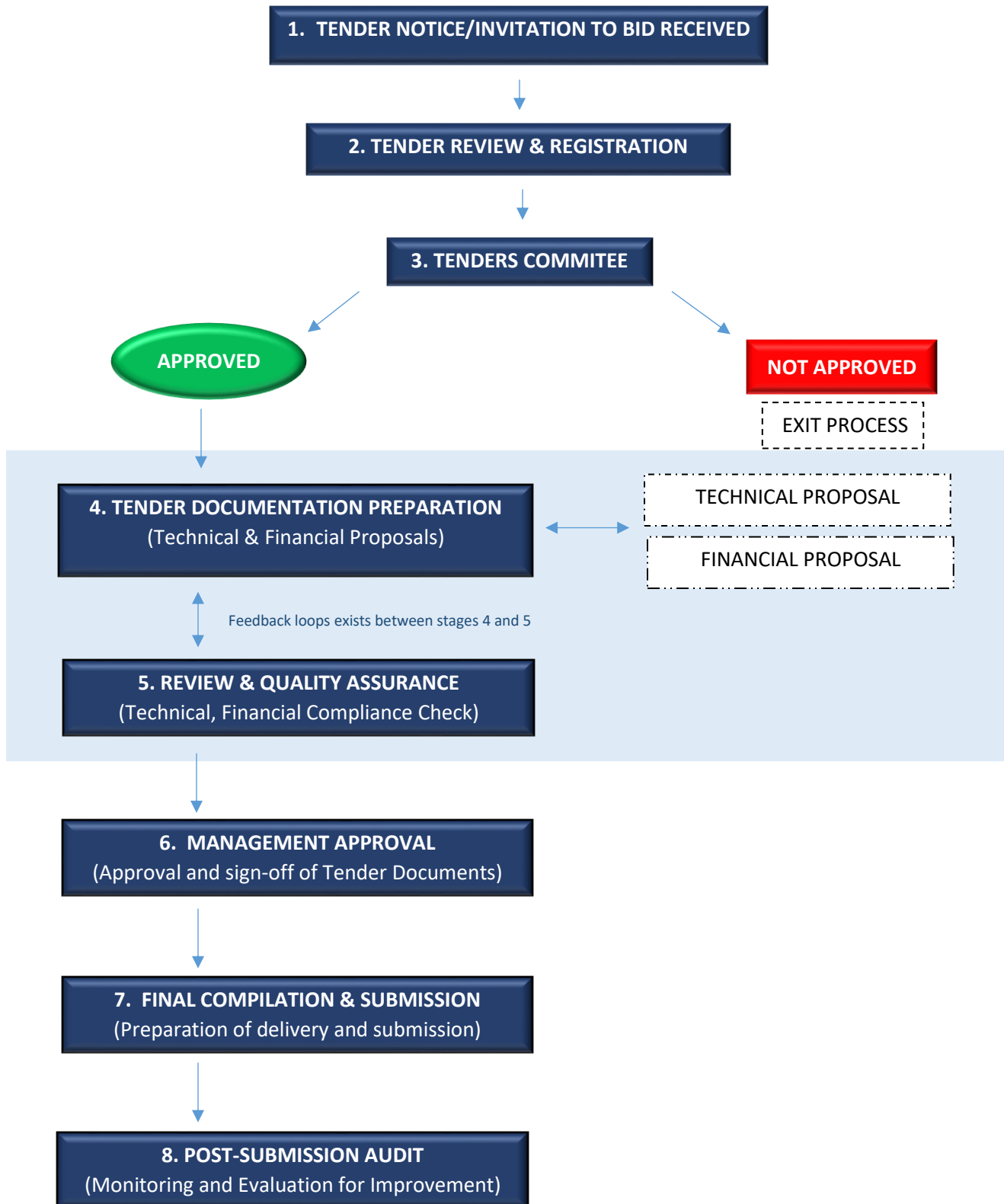
ANNEX 1: APPROVAL PROCEDURE FOR TENDER DOCUMENTATION

	- Check tender instructions (signatures, forms, page limits, formatting). - Corrections issued and incorporated. - Draft returned for revisions where required	Quality Assurance, Compliance, and Project Clerk
6. MANAGEMENT APPROVAL <i>Final Sign-off by the Managin Director/President</i>		
6.1 Final Review and Approval	- Review final technical and financial proposals - Verifies compliance with Samoa procurement guidelines and client requirements. - Signs off authorization page/cover letter. - Only after signature is obtained can the tender document package be finalized for submission.	Management/President
7. FINAL COMPILATION & SUBMISSION <i>Package prepared for delivery and submission</i>		
7.1 Assembly	- Insert signed cover letter and certification documents. - Bind or package as per tender instructions (sealed envelopes, labels, electronic file formats).	Assigned Lead, Project Coordinator/Clerk
7.2 Version Control	- Save final electronic copies in shared folder under project code. - Stamp "FINAL" to avoid later edits.	Assigned Lead, Project Coordinator/Clerk
7.3 Submission Kit	Modes of Submission - Hard Copy: Hand-delivered in sealed envelopes to Tenders Board/Procuring Entity. - Electronic: Uploaded to e-procurement portals or emailed if allowed. Deadline Management - Submission should occur at least 24 hours before deadline where possible - Confirmation of receipt (time-stamp or digital acknowledgement) required. Contingency Plan - Duplicate copies prepared for emergencies - Assign another staff to compile and prepare submission kit.	Assigned Lead, Project Coordinator/Clerk
7.4 Confirmation & Record Keeping	Ensure accountability and compliance audit Confirmation - Obtain receipt from procuring entity (signed logbook, stamped acknowledgement, or digital confirmation). - Email confirmation to Managing Director and team.	Assigned Lead, Project Coordinator/Clerk

ANNEX 1: APPROVAL PROCEDURE FOR TENDER DOCUMENTATION

	• Recordkeeping - Store complete tender package (technical, financial, cover letter, receipts). - Update Tender Register with submission date, reference number, and person responsible.	
8. POST SUBMISSION AUDIT <i>Monitoring and evaluation of tender documentation for improvement</i>		
8.1 Post-Submission Monitoring	• Track tender evaluation timelines • Prepare for clarifications, interviews, or negotiations if requested.	Assigned Lead, Project Coordinator/Clerk
8.2 Feedback and Improvement	• A follow-up email requesting update or results of the tender if results are delayed. • Request for evaluation feedback for improvement. • Compare evaluation feedback with the original submission. • Identify strengths, weaknesses, and areas for improvement in drafting, compliance, or coordination. • Document lessons learned for application in future tendering.	Assigned Lead, Project Coordinator/Clerk
8.3 Audit Reporting	• Prepare a short internal audit report summarizing: - Submission compliance status. - Any issues identified during the post-submission review - Recommendations for improving future submissions.	Assigned Lead, Project Coordinator/Clerk

TENDER DOCUMENTATION APPROVAL PROCESS FLOWCHART



Quality Assurance (QA) Procedure for the Design & Supervision of Projects

The purpose of this Quality Assurance (QA) process is to ensure that all projects undertaken are designed and supervised to the highest professional, technical, cultural, and environmental standards. The process provides a systematic framework to achieve compliance with the Australia and New Zealand Standards (AS/NZS), United States Standards, ISO 9001:2015, and other relevant standards, while ensuring client satisfaction, safety, and sustainability.

This QA process applies to all phases of project delivery, from initiation through design, procurement, construction supervision, and handover, covering:

- Engineering design and documentation
- Tender preparation and contractor evaluation
- Site supervision and construction monitoring
- Project handover and closing

The QA principles outlined emphasize five key areas crucial for successful project delivery.

- **Compliance:** Adherence to statutory, regulatory, and international engineering standards.
- **Consistency:** Application of standardized processes, templates, and checklists across projects.
- **Transparency:** Open communication with clients, contractors, and stakeholders.
- **Accountability:** Clearly defined roles, responsibilities, and reporting structures.
- **Continuous Improvement:** Incorporation of lessons learned into future projects.

STEP	ACTIVITIES	RESPONSIBLE
1. PROJECT INITIATION & BRIEFING <i>Define the project scope, objectives and stakeholders</i>		
1.1 Client Engagement	• Establish a Project Design Management Committee if required. This Committee comprises of the Client, Project Manager and Engineers (Consultant). • PDMC conducts Consultations & Dialogues with the Client to understand the client's requirements, budget/budgetary constraints, timeline, and cultural considerations. • Understand the purpose of the project, its functional needs and desired outcomes.	Project Coordinator Project Design Management Committee (PDMC)
1.2 Preliminary Feasibility Study and Site Assessment	• Assess suitability of the site through site visits, surveys, preliminary technical investigations and consider key factors such as land conditions, accessibility, environmental impacts, legal requirements, and compliance with local building codes	Technical Team – ESHS Coordinator, Surveyors

ANNEX 2: Procedure for the Design & Supervision of Projects

	- Review financial viability such as indicative cost estimates to ensure alignment with the client's budget. - Identify potential risks and constraints early.	
1.3 Project Brief and Key Deliverables	- Define a comprehensive project brief to serve as a guiding framework for all subsequent phases of the project. - Define project methodology/mechanisms, approval processes - Assign Project Manager and Core Design Team.	Project Coordinator Project Manager
2. CONCEPTUAL DESIGN <i>To explore and develop preliminary design solutions, evaluate alternatives, and establish a concept that balances functionality, aesthetics, cost, and sustainability</i>		
2.1 Site Survey & Data Collection	Conduct topography, geotechnical survey, hydrological studies, and environmental assessments.	Surveyors, Engineers
2.2 Concept Sketches and Preliminary Design	- Develop design concepts in sketches, diagrams, 3D models, where appropriate - Each option should consider functional efficiency, structural feasibility, cultural context, and environmental sensitivity	Engineers
2.3 Initial Cost Estimate and Viability Analysis	- Prepare indicative costings and analyse the technical and financial feasibility of each design option - Ensure the project remains within the budget while still meeting performance requirements.	Finance Manager, Project Manager
2.4 Client and/or Stakeholder Review	Present conceptual options for feedback, ensuring client priorities, community needs, and regulatory requirements are captured and refined before moving forward.	Project Manager
3. DETAILED DESIGN AND DOCUMENTATION <i>To translate the agreed concept into a comprehensive design documentation that meets regulatory standards and provides a clear basis for construction.</i>		
3.1 Multidisciplinary Designs	- Prepare permit level and detailed drawings required for statutory approvals and permits such as DCs, building permits, environmental permit, and other authority clearances - Institute of Professional Engineers of Samoa (IPES Chartered Engineer approval of any building $\geq 350\text{m}^2$); - Prepare structural, architectural, mechanical, electrical, and civil engineering designs and ensure all disciplines are coordinated and integrated	Engineers & Architects (PUMA, BRD, FESA, LTA, and other relevant regulatory agencies of Samoa or the host nation)
3.2 Technical Documentation	Develop detailed For Construction drawings, technical specifications, and bills of quantities (BoQs) that provide precise guidance to contractors and suppliers.	Engineers & Architects

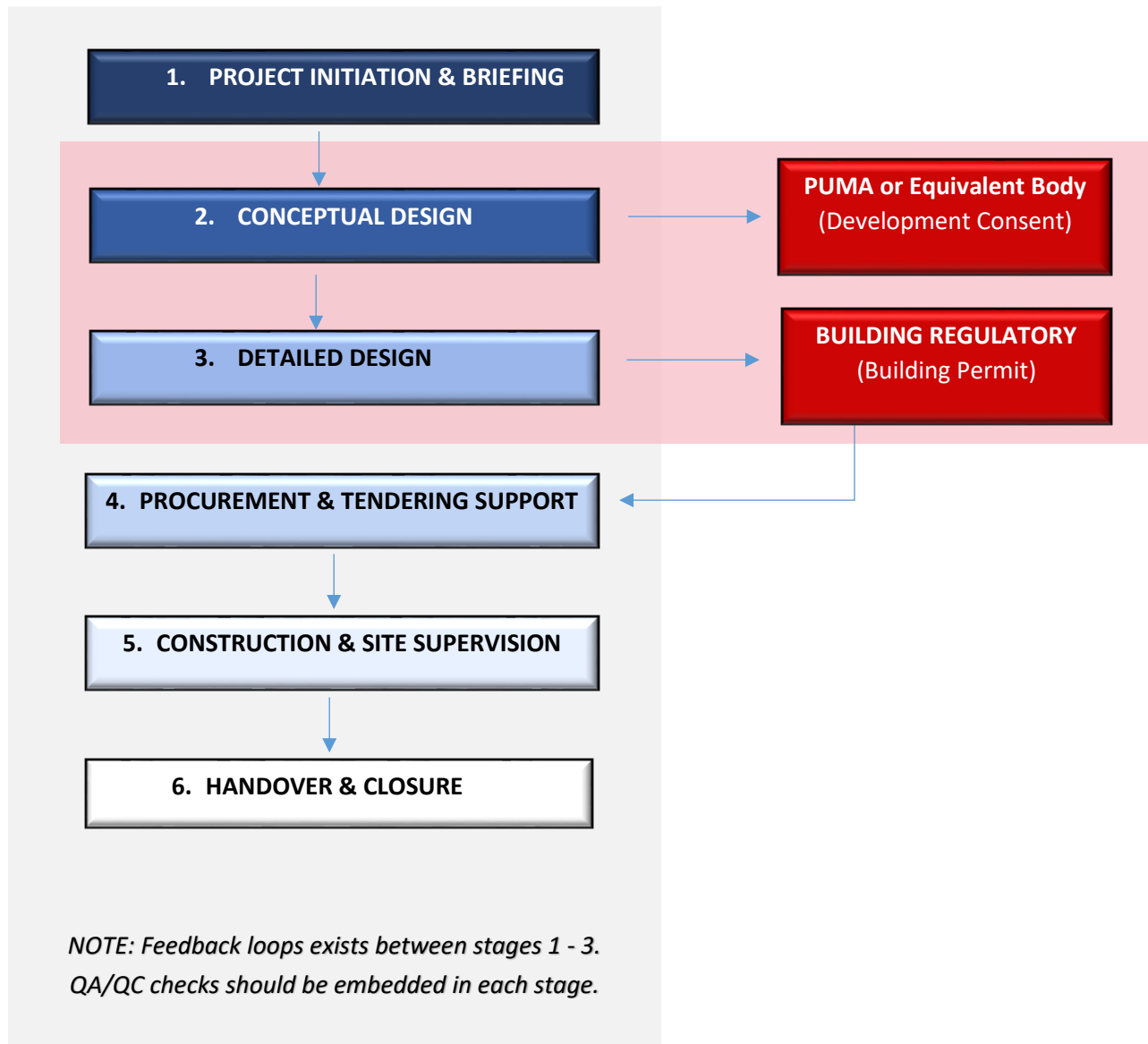
ANNEX 2: Procedure for the Design & Supervision of Projects

3.3 Independent Peer Reviews for Quality Assurance	Conduct third-party or internal peer reviews to ensure quality, accuracy, and compliance with recognized engineering standards.	CPEng/PE Senior Engineers or Associates, or PDMC
3.4 Finalise Design Documentation	Finalize and submit complete design documentation to the relevant authorities for approval, ensuring compliance with the Samoa Building Code, other statutory requirements and other relevant regulatory agencies.	Project Coordinator Project Manager, PDMC
4. PROCUREMENT AND TENDERING SUPPORT <i>To ensure transparent and efficient selection of competent contractors and suppliers who can deliver the project to the required standards</i>		
4.1 Prepare Tender Documents	Compile tender packages including instructions to bidders, scope of works, design drawings, specifications, SoQs and BoQs.	Client/Project Manager
4.2 Tender Evaluation	Assess contractor bids for compliance with technical requirements, financial viability, capacity, and past performance.	Client/Project Manager
4.3 Recommendation of Contractors	Prepare evaluation reports and provide recommendations for the client's consideration and final approval.	Tenders Committee
4.4 Technical Clarifications	Provide clarifications to bidders during the tendering period to ensure accurate interpretation of requirements and avoid mispricing	Engineers
5. CONSTRUCTION & SITE SUPERVISION <i>Ensure construction adheres to design, quality and safety standards</i>		
5.1 Mobilisation & Site Setup	- Confirm that contractors establish proper site facilities, safety measures, and resource allocation before construction begins - Establish a Project Management Committee (PMC) comprising of the Client, Project Manager and the Contractor to discuss progress and matters pertaining to the project construction.	Site Inspector OHS Officer ESHS Officer Project Management Committee (PMC)
5.2 Site Inspections & Supervision	- Conduct regular site visits to monitor workmanship, adherence to drawings, progress against schedules - Conduct regular site visits to monitor adherence to environmental, health and safety standards.	Site Manager OHS Officer ESHS Officer
5.3 Quality Assurance and Control	- Carry out material testing, quality control checks, and inspections to ensure compliance with specifications - Carry out commissioning tests of systems such as fire protection, utilities and services as well as ancillary systems to ensure they meet design specifications and installation.	Site Manager

ANNEX 2: Procedure for the Design & Supervision of Projects

5.4 Progress Reporting	• Provide regular reports to the Client and stakeholders on progress, budget, safety issues, and potential risks. • Advise the Client on all matters pertaining to claims from the Contractor particularly claims for time extensions, extra payments, and making recommendations or possible recourses. • Provide necessary confirmation relevant to payment milestones that have been achieved via the issuance of interim payment certificates as the basis for the Client to process payments. • Provide recommendations for contract variations • Maintain a day-by-day diary which shall record all events (including safeguards) required forms and orders given to the Contractor	Site Manager, Project Manager
5.5 Technical Coordination	• Establish communication protocol through the use of Notice to Contractor (NTC), Notice to Engineer (NTE), Request for Information (RFI) and toolbox meetings. • Address on-site technical challenges, issue site instructions and approve variations or modifications where necessary, through NTEs/NTCs • Sign-off on all NTEs, NTCs, and RFIs • Ensure revised drawings follow version control protocols.	Site Manager, Engineer, Project Manager CPEng/PE Engineer
6. HANDOVER AND CLOSURE <i>Finalise construction, rectify and defects, and formally transfer the project to the Client in a usable and fully documented condition.</i>		
6.1 Defects Liability Period	• Conduct joint inspections with the client to identify and resolve outstanding defects or snags • Prepare a detailed action plan on how defects liability period will be managed and how defects will be addressed. • Prepare as-built drawings, operation and maintenance manuals, and warranties for installed systems and equipment.	Site Manager, Contractor, Client Site Manager Engineer Site Manager
6.2 Handover & Closure	• Issue completion and handover certificates, formally transferring ownership and operational responsibility to the client. • Undertake an evaluation to capture lessons learned, best practices, and areas for improvement to inform future projects.	Project Manager Senior Engineer Site Manager Project Coordinator

QUALITY ASSURANCE FLOW CHART FOR DESIGN & SUPERVISION OF PROJECTS



POST-PROJECT SURVEY QUESTIONNAIRE



Dear Client/Stakeholder,

Thank you for the opportunity to work with you on this project. As part of SUCON International's Quality Assurance and Continuous Improvement Assessment, we conduct post-project reviews to evaluate our performance and identify opportunities to enhance our services.

Your feedback is valuable in helping us improve and continue delivering efficient, high-quality, professional, and client-focused services.

Please take a few minutes to complete this survey. Your responses will be treated confidentially and will be used solely for internal review and service improvement purposes.

SECTION 1: GENERAL INFORMATION

1.1 **Project Name:** _____

1.2 **Client/Organization:** _____

SECTION 2: PROJECT EXPERIENCE

Please respond to each question by selecting one option that best represents your experience or opinion. For each statement, please indicate your level of agreement using the scale below:

1 – Strongly Disagree | 2 – Disagree | 3 – Neutral | 4 – Agree | 5 – Strongly Agree

No. Statement	1	2	3	4	5
2.2 Communication from SUCON was clear, timely and transparent with all parties involved.	☐	☐	☐	☐	☐
2.3 Relevant parties were appropriately engaged and consulted throughout the project.	☐	☐	☐	☐	☐
2.4 The project activities and outputs were delivered on agreed timeframes.	☐	☐	☐	☐	☐
2.5 The Client was appropriately involved and consulted throughout the project.	☐	☐	☐	☐	☐
2.6 The team adapted well to unexpected changes or challenges that arose throughout the project.	☐	☐	☐	☐	☐
2.7 SUCON demonstrated responsible attention to health, safety and environmental considerations where relevant.	☐	☐	☐	☐	☐
2.8 Considerations such as gender, disability, cultural, religious context, child protection, and broader community well-being were acknowledged where appropriate.	☐	☐	☐	☐	☐

POST-PROJECT SURVEY QUESTIONNAIRE

SECTION 3: DELIVERABLES & OVERALL SATISFACTION

Please respond to each question by selecting one option that best represents your experience or opinion. For each statement, please indicate your level of agreement using the scale below:

1 – Strongly Disagree | 2 – Disagree | 3 – Neutral | 4 – Agree | 5 – Strongly Agree

No. Statement	1	2	3	4	5
3.1 All project deliverables met client/stakeholder expectations.	☐	☐	☐	☐	☐
3.2 SUCON's services added value and supported the successful achievement of the project's goals.	☐	☐	☐	☐	☐
3.3 SUCON demonstrated professionalism and accountability throughout the project.	☐	☐	☐	☐	☐
3.4 The overall quality of service provided by SUCON was satisfactory.	☐	☐	☐	☐	☐

SECTION 4: OPEN FEEDBACK

Please share any additional feedback or examples to help us improve future projects.

4.1 What were SUCON's key strengths on this project?

4.2 What areas or practices that could be improved?

4.3 Any specific recommendations for future projects?

SECTION 5: RECOMMENDATION

5.1 Would you engage our firm again for future projects? ☐ Yes ☐ No

5.2 Would you recommend our services to others? ☐ Yes ☐ No

Thank you for taking the time to complete this survey!