



DEPARTMENT OF THE NAVY

NAVAL FACILITIES ENGINEERING COMMAND
WASHINGTON NAVY YARD
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WASHINGTON DC 20374-5065

IN REPLY REFER TO

8 June 2000

From: Commander, Naval Facilities Engineering Command

Subj: NAVFAC CONSTRUCTION QUALITY MANAGEMENT PROGRAM

Encl: (1) NAVFAC P-445 "Construction Quality Management Program"

1. Quality construction is one of the largest and most visible aspects of the products and services that we deliver to our clients. We have done well in the past, but must strive to improve through use of the tools provided in the P-445 "Construction Quality Management Program, " The P-445 is our doctrine of how to achieve the level of construction quality our clients expect and deserve. I want all of you to become advocates in the use and enforcement of this policy. Your efforts will ensure consistency throughout our NAVFAC family and subsequently result in increased client satisfaction.

2. The tools needed to construct quality facilities are contained in this manual. I expect everyone to use this guidance as part of your day-to-day business. I am confident that with your professional commitment and dedication we will continually improve the quality and timeliness of our construction products and services.

A handwritten signature in black ink, appearing to read "L. M. Smith", is positioned above the printed name.

L. M. SMITH

Distribution:
(See next page)

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FORWARD

NAVFAC is in the business of planning, building and maintaining shore facilities for our Navy, Marine Corps and other DOD clients. We execute billions of dollars of construction every year, probably the largest and most visible product we deliver. Each construction project represents a major investment by our clients in a time of severe budget constraints. Our clients need a quality project and expect their NAVFAC team to deliver!

Every NAVFAC Field Office provides our clients with an integrated Team to deliver proactive construction management services and successfully execute their construction workload. I expect each member of our NAVFAC Field Office team to have a positive, proactive construction management mindset and ensure that NAVFAC is a valued member of our clients' teams. Our Construction Management mission is to deliver our clients' projects on or ahead of schedule. Every project will be delivered at a quality that meets or exceeds their expectations, at a fair and reasonable cost. We will ensure the construction site is always safe and secure, and constantly communicate with all of the project's shareholders.

P-445 is NAVFAC's Quality Management doctrine. I hold each ROICC who is privileged to lead a NAVFAC Field Office personally accountable to ensure that the contractors working for NAVFAC build their projects right the first time. Quality Control (QC) and Quality Assurance (QA) teams build quality into every project.

Our NAVFAC project managers, engineers and QA representatives must transition from the "business as usual" role of reactive inspectors to the challenge of assuming the role of proactive quality assurance representatives. Effective quality management, coupled with proactive construction management, is essential to delivering a quality product, safely, on schedule, and within budget.

NAVFAC has endorsed partnering with our suppliers for years. This year I am proud to report that NAVFAC and the AGC have committed to first time quality as one of our common goals. I am confident that with your professional commitment and dedication we will succeed.



L. M. SMITH

Rear Admiral, Civil Engineer Corps, U. S. Navy

Commander

Naval Facilities Engineering Command