

NCR #: 01

SECTION 1: TRACKING DETAILS

Service Area: SA12 - Selkirk Name of Contractor: HMC Services Inc

Date: November 24, 2010 Prepared by: <u>Dean Young Area Manager Golden SA12</u>

SECTION 2: DESCRIPTION OF NON-CONFORMANCE

Contractor failed to comply with Maintenance specification 3.300 3.1.1 on the following roads;

- Campbell #07
- Mons #15
- Pagliaro#82
- Lavallee#130
- Hough#200
- Allan#201
- Read#46
- Chamber#83
- Jones#154
- Thomas#309
- Malone#310

Roads were checked Nov 18, 19, 20 November 2010. Roads are in the same geographic area. Some roads were monitored over the three day period. Contractor was unable to demonstrate proper coordination and planning. Equipment deployed in one instance was not adequately prepared.

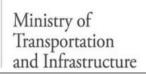
SECTION 3: REQUIRED CORRECTION

Does Contractor have to re-do/do the work	? Select N/A if non-conformance is no	ot curable or opportunit	v to rectify has r	bassed
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YES		Deadline for correction: Click here to enter a date.		
NO	X	MOT accepts the non-conforming product/service		
		Reason: Work completed beyond time fram	ne	
N/A		Reason:		
Signatures upon completion of required correction:				
Contractor representative confirms correction complete.		presentative confirms correction complete.	Contractor Signature:	
Date ac	cepte	ed by MOT: Click here to enter a date.	MOT Representative:	

Distribution: Original to District; Copy to Contractor





SECTION 4: ROOT CAUSE ANALYSIS & CORRECTIVE ACTION PLAN

4A) Deadline for submission of corrective action p	Dian to MOT. Click here to enter a date.
4B) Root Cause Analysis: (Why did the non-confo	ormance occur?)
4C) Corrective Action Plan: (How will the contra	actor prevent re-occurrence of the non-conformance?)
	ng the corrective action plan and confirms that the plan is -conformance identified in section 2 of this report
Name:	Contractor Signature:
MOT representative accepts the corrective action responsibility to perform the services in accordan	plan. Acceptance does not negate the contractor's ce with the contract requirements.
Name:	MOT Representative:
Date: Click here to enter a date.	
NSTRUCTIONS: SECTION 1, 2 AND 3 TO BE COMPLETED BY MOT	

Distribution: Original to District; Copy to Contractor

SECTION 4 TO BE COMPLETED BY THE CONTRACTOR



Ministry of Transportation and Infrastructure

SECTION 1: TRACKING DETAILS

NCR #: 2011-02

Service Area: SA12 - Selkirk

Name of Contractor: HMC Services Inc

Date: September 20, 2011

Prepared by: Art McClean

SECTION 2: DESCRIPTION OF NON-CONFORMANCE

Quote the contractual requirement which is not being met and/or the relevant section of the QMS. Also quote location of non-conformance, e.g., highway number, foreman area, when applicable

Quantified Maintenance Services work reports have consistently been found to have instances of maintenance services that do not accurately represent actual work completed and/or the correct locational information as required in Article 14 b) f) "Records and Reports" of the *Road & Bridge Maintenance Contract* and as described in the *Quality Management System*, quality processes for Analysis & Reporting QMS OF11.

Examples:

- Highway 604R (TCH) Landmark 12330 & 12350 both of which are on Highway 95
- Delineators reported as 440M single post sign system more than one at same landmark offset
- 100M Overlay patch reported to Hwy. 001W Landmark 25090 should be Hwy. 1
- Start offset of highway used is almost always 0.00 at start of landmark and may continues through another landmark (hard to find location/length/measurement in the field)
- · Kicking Horse concession work reported to Service Area

SECTION 3: REQUIRED CORRECTION

Does Contractor have to re-do/do the work? Select N/A if non-conformance is not curable or opportunity to rectify has passed.

YES X Deadline for correction: October 14, 2011

NO MOT accepts the non-conforming product/service Reason:

N/A × Reason:

Signatures upon completion of required correction:

Contractor representative confirms correction complete. Contractor Signature:

Date accepted by MOT: Click here to enter a date. MOT Representative:

Distribution: Original to District; Copy to Contractor



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SECTION 4: ROOT CAUSE ANALYSIS & CORRECTIVE ACTION PLAN

- 4A) Deadline for submission of corrective action plan to MOT: October 14, 2011
- **4B) Root Cause Analysis:** (Why did the non-conformance occur?) New staff being introduced to the procedure on how the work reporting is compiled and reported to the MOT.
- **4C) Corrective Action Plan:** (How will the contractor prevent re-occurrence of the non-conformance?) We are committed to providing further training to the new employees involved in the work reporting procedures.

Signatu	ıres:	
		ementing the corrective action plan and confirms that the plan is e Non-conformance identified in section 2 of this report.
Name:	Deide Thus	Contractor Signature:
		action plan. Acceptance does not negate the contractor's cordance with the contract requirements.
Name:	DEVETA ROBERTS	MOT Representative: Melleta Hollet
Date:	Click here to enter a date	

INSTRUCTIONS:

SECTION 1, 2 AND 3 TO BE COMPLETED BY MOT SECTION 4 TO BE COMPLETED BY THE CONTRACTOR

Dec 22 2011