REDI-ROCK

A *ROAD MAP FOR QUALITY* FOR REDI-ROCK RETAINING WALLS

Revised KL 2/23/10

Road Map for Quality

Total Quality Management for Production and Installation of Redi-Rock Retaining Walls

Redi-Rock has recognized that quality control requires a coordinated team effort to achieve the best results moving forward in the industry. These efforts are best described by the following six steps for everybody involved in building a Redi-Rock wall.

Redi-Rock International has **implemented** and is **documenting** Step # 1 and Step # 2 covering production and final assembly of forms. The following document is intended to **help** the Redi-Rock manufacturers **adopt and implement**, as a minimum, Step # 3 covering production of the individual Redi-Rock units. We all need to encourage specifiers, installers and the end users to adopt and implement Step # 4 through Step # 6.

1. Production of the steel forms by manufacturers.
2. Final assembly of forms and shipment of forms and molds by Redi-Rock International.
3. Production of Redi-Rock units by individual Redi-Rock dealers.
4. Preparation of the site specific drawings and specifications by a Professional Engineer.
5. Installation of the wall by contractor.
6. Acceptance of wall by purchaser.

The strategy of a Total Quality Management Program should be for each of the above producers to have a quality program which demonstrates that their product (stage of production) conforms to requirements and they are taking responsibility for demonstrating such.

This is accomplished by the various production steps performing an incoming quality check (IQ) and an out-going quality check (OQ). These steps are defined by each producer in order to meet their specific requirements and those of their customer (the receiver of their production step). For example,

Form manufacturers will have documentation demonstrating that they purchased specified materials to produce the forms (IQ) and they will have an (OQ) check demonstrating that the steel forms meet the requirements specified on form shop drawings and specifications.

Redi-Rock International will have an (IQ) check verifying the steel forms conform to shop drawings and specifications for manufacture of the forms. Redi-Rock's (OQ) will verify that the forms and molds meet specifications and will produce blocks which conform to the block specifications.

Dealers (block manufacturers) upon receipt of forms will verify (IQ) that the forms produce blocks conforming to block drawing specifications. The dealers (OQ) will verify that blocks produced/shipped conform to the block drawings and specifications.

Engineers should have their own (IQ) program which would deal with supply of site specific data for design of the final retaining wall. Their (OQ) would deal with checking the final design package.

The contractors (IQ) program would document purchasing/acquiring of the appropriate materials as specified in the final construction package. The contractors (OQ) will demonstrate the installation of the wall in accordance with the final construction drawings and specifications.

The purchaser, (IQ) when satisfied that he got what he paid for, will accept the wall by making final payment.

The above scenario basically says e**ach producer is responsible for the quality of their product** or work. It also is based on the assumption that everyone is honorable. When trust is compromised, systems change and others are hired to oversee the work of subsequent stages, but the verification still happens!

Thank you for your participation.