



Quality Management Plan (QMP)

Hallen Environmental Services, LLC.

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General Terms, Abbreviations, and Acronyms

HES	HES Environmental Services, LLC
HES Management	Managing Member and Quality Assurance Manager
CoC	Chain-of-Custody
DOS	Disk Operating System
Environmental Technician	Individual designated for conducting procedures and following quality systems as outlined in the QMP and project specific QAPP.
Management System Review	The qualitative assessment of data collection operation and/or organization(s) to evaluate the adequacy of the prevailing quality management structure, policies, practices, and procedures for Obtaining the type and quality of data needed.
Managing Member	The HES senior Manager equivalent to a President in a corporation. Responsible for the overall quality of services provided by HES to its clients.
QA	Quality Assurance
QAM	Quality Assurance Manager; Individual responsible for implementing the HES quality system as discussed in the QMP.
QAPP	Quality Assurance Project Plan as developed using HES QMP Version 1.0
QAU	Quality Assurance Unit
QC	Quality Control
QMP	Quality Management Plan
Records	All books, papers, maps, photographs, machine readable materials, or other documentary materials, regardless of physical form or characteristics.

RMS Records Management System

Standard A concept that has been established by authority, custom, or agreement to serve as a model or rule in the measurement of quantity or the establishment of a practice or procedure.

Standard Operating Procedures Procedures describing routine verification activities including sample collection, analytical testing, and associated verification processes.

SBA Federal Small Business Administration

EPA United States Environmental Protection Agency

1.0 MANAGEMENT AND ORGANIZATION

1.1 INTRODUCTION

This plan describes the quality system management approach for Hallen Environmental Services, LLC (HES). HES, a Federal Small Business Administration (SBA) designated small business concern, performs a full range of environmental site work, remediation, clean construction and maintenance services for both government and industrial clients. Formed in 2006, HES is affiliated with Hallen Construction, Inc (hereinafter referred to as Hallen) that has been in existence for more than 79 years specializing in supplying utility installation, maintenance and repair services to major utility companies such as Consolidated Edison and Keyspan Energy.

Over the past ten years, Hallen has performed construction, industrial maintenance, environmental clean-up and site remediation work at numerous sites in New York and adjacent States. This experience and at numerous requests from Hallen's clients led to the formation of HES to provide a structured and dedicated environmental company to execute environmental related projects.

Through Hallen, HES has access and use of significant resources in experienced management, financial ability, over 90 hazardous waste operations trained and experienced craft labor of all categories and disciplines, a significant equipment and vehicular fleet and materials procurement capability in addition to its own management and infrastructure.

HES technical capabilities and range of experience surpass those of our regional peers. HES is staffed with a full compliment of professional and support personnel qualified in the areas of Hazardous, Toxic and Radioactive Waste (HTRW), Utility and Civil Works and Construction. Services capabilities include environmental clean-up, spill response and remedial action, hazardous waste management, design/build construction, utility installation, maintenance and repair, and the transportation and disposal of hazardous wastes. This document provides HES' organizational structure, functional responsibilities, and required interfaces for planning, implementing, and assessing its operational activities.

1.2 QUALITY POLICY

The highest quality data are needed to make informed regulatory and scientific decisions. Therefore, it is our mission to provide scientifically sound data of known and documented quality for specific intended uses. This mission will be realized by: (1) clearly defined objectives and structures; (2) well-documented QA/QC and operational procedures; (3) information management control; (4) a comprehensive audit system; and (5) management support. The fulfillment of this mission will result in reliable, legally-defensible analytical data.

HES is committed to continued development and improvement of its operational

program as technologies advance and protocols are improved upon. QC checks have been provided throughout the program to minimize impacts on data quality and integrity and to identify problems that could influence results. Any situation that compromises data quality will be identified and addressed immediately. The Managing Member or QAM have the authority to stop work for safety and quality considerations.

1.3 QA STAFF RESPONSIBILITIES AND AUTHORITY

An effective QA program demands the commitment and attention of both management and staff. The Managing Member and QAM are responsible for QA efforts at HES. The QAM reports directly to Managing Member and has the responsibility for overseeing and regulating all operational quality functions. The QAM operates independently of all areas generating data to ensure complete objectivity in the evaluation of company operations.

The QAM is the final authority on all issues dealing with data quality and has the authority to require that procedures are amended or discontinued and procedures suspended or repeated. Also, the QAM has the responsibility to notify the Managing Member of any need to suspend or terminate an employee on the grounds of dishonesty, incompetence, or repeated noncompliance with QA procedures. The authority of the QAM comes directly from the Managing Member.

Managing Member's responsibilities:

Provides overall program direction.

1. Serves in program leadership role with stakeholders.
2. Approves and implements financial resource allocations.
3. Allocates personnel and other resources to accomplish HES goals.
4. Reviews and approves QMP, Standard Operating Procedures (SOPs), QA Project Plans (QAPP)

Quality Assurance Manager's responsibilities:

1. Develops and implements QA policies and procedures.
2. Develops and ensures adherence to CoC requirements.
3. Prepares QMP and revises as necessary.
4. Monitors the implementation of the QMP within operations to ensure complete compliance with QA objectives.

5. Conducts in-house audits to identify potential problems.
6. Prescribes and monitors corrective actions.
7. Serves as the in-house client representative on all project inquiries involving data quality issues.
8. Reports the status of the QA program to the Managing Member with formal and informal communications.
9. Maintains records and archives of all QC data, Performance Evaluation results, audit comments, and customer inquiries concerning data quality.
10. Conducts explanations of QA issues for clients and field staff.

Environmental Technician responsibilities:

1. Maintains Chain of Custody protocols.
2. Deletion of data that is incomplete or incorrect due to hardware, software or operator errors.
3. Marks data outside of QC limits with qualifier flags.
4. Writes and updates Standard Operating Procedures and other related QA/QC documents.
5. Implements applicable components of QMP and conforms to QA objectives.

1.4 QA ORGANIZATIONAL CHART

HES is organized along clear lines of authority to provide clients with service that is efficient and reliable. The leaders have full management control over their staff allowing for an organized chain of authority. Key personnel meet at least weekly to discuss QA/QC activities. The following are the key personnel and their responsibilities. Resumes of key personnel can be found in Appendix B. Figure 1 provided show the HES Company Quality Management Plan - Operational Organization.

1.5 PROGRAMS REQUIRING QA SUPPORT

HES provides a variety of environmental services for diverse and valued clients and property types located throughout the Metropolitan New York and New Jersey Area. HES serves clients in manufacturing and industry; property and financial management; architecture and engineering; education, health care, hospitality, major utilities, state and local government.

HES offers a range of services primarily directed towards the safe and cost effective remediation of contaminated site that includes, remedial design review and remedial action, hazardous waste management, Sewage / wastewater treatment plant, industrial facility maintenance and construction, Utility pipe cleaning, Maintenance, repairs servicing and paving services as well as the transportation and disposal of hazardous waste and providing temporary facility support services to prime contractors under contracts to their respective clients.

The QA support required to support all of these activities includes:

1. Ensure document control;
2. Ensure conformity to SOPs;
3. Oversee CoC compliance;
4. Initiate QA/QC training sessions and opportunities;
5. Develop and validate calibration and QA/QC routines;
6. Ensure that operations hardware and software is within tolerance limits;
7. Conduct QA audits; and
8. Maintain quality work practices.

1.6 IMPLEMENTATION OF QUALITY SYSTEM

The HES Quality System is integrated into all phases of HES's business. Written copies of the Company QMP and applicable QAPPs are distributed to new employees during initial training and after major revisions. At a minimum, an annual review is conducted to revise the quality documents and ensure continued use of the Quality System.

Adherence to the Quality System is discussed during the job applicant's job review process and reflected in salary adjustments. The QAM is responsible for conducting periodic audits to certify procedural compliance.

