



TAKING SOLUTIONS FURTHER®



Quality Control Program

Every member of our project team takes ownership in ensuring the highest level of quality for our customers. Through a series of checks and balances that begin during pre-construction and continue all the way through the warranty period, we constantly check the craftsmanship and accuracy of our work. Although quality is a team effort, the project superintendent is responsible for overseeing construction while enforcing Stellar's commitment to delivering only the best for our clients.

Stellar's Process

We employ the following eight steps on every project to ensure a systematic and methodical approach to quality control:

1. Design and submittal documents

During pre-construction, we review design documents to ensure they comply with the owner's criteria and objectives. Our team evaluates each design discipline, performs a constructibility analysis and verifies the suitability of design details and selected materials.

2. Construction coordination meeting

When construction begins, the owner, architects, engineers, construction managers and subcontractors meet to review the overall project scope while addressing safety and schedule issues. We also hold pre-construction conferences with key stakeholders prior to each critical scope of work to maintain constant communication and minimize costly surprises.

3. Independent materials testing

To ensure compliance with project requirements, the Stellar team engages independent laboratories to test methods and materials.

4. On-site inspections

Before construction begins, inspections are built into the schedule, with multiple inspections planned for each major scope of work. At critical junctures, the quality control engineer & general superintendent conducts inspections and outlines work in a project observation report to ensure adherence to design documents and owner's expectations. These observation reports are provided to the project manager for immediate action and resolution of any issues.

5. Project observation log

To document and summarize all observation reports generated by the general superintendent during construction, we create a project observation log for every project. This log outlines all reported items, corrective actions taken and current status for review by the superintendent, project manager and other team members.

6. Major systems

At start-up, the team reviews and inspects all plumbing, mechanical, fire protection and electrical systems to ensure proper operation. During this turnover phase, Stellar also trains owner representatives in the operation and maintenance of each system.

7. Substantial completion inspections

Representatives from each design discipline inspect the project upon substantial completion to ensure compliance with design documents and owner's criteria. All non-conforming items are documented and corrective actions are planned.

8. Project closeout

At the end of every project, we conduct a post-mortem meeting to identify any administrative and technical improvements that could be made.

Project Follow Up:

Upon completion of a project, Stellar submits a satisfaction report for the owner to provide feedback as a means for our continuous improvement in quality and delivery methods.