

NTTA Projects	Original Issue Date: 06/05/2008	QM-06
Resource: Quality Management	Revision 1 Issue Date: 09/19/2008	3 pages
Title: Deviation		

**1.0 PURPOSE:**

The purpose of this procedure is to define the process by which requested deviations from procedures and manuals are submitted, reviewed and dispositioned.

**2.0 GUIDING PRINCIPLE:**

Any deviation from documented policy, procedure, or manual shall be handled according to the procedures established herein.

**3.0 RESPONSIBILITIES:**

- 3.1 Program Manager (PM) – The PM shall review and approve all requested deviations and shall resolve any disputed dispositions.
- 3.2 Deputy Program Manager (DPM) – The DPM shall be review and approve all requested deviations.
- 3.3 Quality Manager (QM) – The QM shall be responsible for reviewing deviations to ensure they do not compromise the integrity of the Quality Management System (QMS), and subsequently approving or rejecting deviations. The QM is also responsible for ensuring compliance to this procedure.
- 3.4 Corridor Managers (CM)/Project Managers– CMs or Project Managers shall be responsible for documenting requested deviations on the Deviation Approval Form, indicating their approval of the requested deviation and forwarding completed deviation form to the Quality Manager.

**4.0 SCOPE/APPLICABILITY:**

This procedure shall apply to requested deviations from documented policies, procedures or manuals on all NTTA corridors and projects.

**5.0 REFERENCES:**

- [CON-03](#) Construction Contract Change Order procedure

**6.0 DEFINITIONS & ACRONYMS**

**7.0 PROCEDURE:**

**7.1 Processing the Deviation:**

When circumstances arise in which it is believed it is necessary to pursue a deviation from documented policies, procedures or manuals in order to execute project delivery, the affected stakeholder may propose

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a deviation from the established requirements in writing to either the CM or Project Manager, whichever is appropriate.

- 7.1.1 Upon receipt of the proposed or requested deviation, the CM or Project Manager shall make an initial determination of the viability of the proposed or requested deviation.
- 7.1.2 If the CM or Project Manager does not determine the proposed or requested deviation to be viable or believes the requested deviation will compromise product or process integrity, he or she shall advise the stakeholder the request has been denied.
- 7.1.3 If the CM or Project Manager determines the proposed or requested deviation as viable and does not represent unwarranted risk, then the CM or Project Manager shall document the requested deviation on the Deviation Approval Form, insert form#, inclusive of original requirement, proposed change or deviation, reason or justification for change, and consequences or risks associated with change. The CM or Project Manager shall indicate their approval of the requested deviation and shall forward the completed form to the DPM.
- 7.1.4 Upon receipt of the completed Deviation Approval Form, the DPM shall review and approve the proposed deviation. If the proposed deviation is not approved by the DPM, the DPM may request a mitigation plan or further information, or may reject the proposed deviation. The DPM shall forward the approved deviation to the QM.
- 7.1.5 Upon receipt of the completed Deviation Approval Form, the QM shall evaluate the proposed deviation to ensure it does not compromise the integrity of the QMS. If the proposed deviation poses no threat to the integrity of the QMS, the QM shall approve the deviation. If the proposed deviation does pose a threat to the integrity of the QMS, the QM may request a mitigation plan or further information, or may reject the proposed deviation.
- 7.1.6 If the QM approves the deviation, then the QM shall forward the completed Deviation Approval Form to the PM for review and approval. The PM shall review the proposed deviation and may approve, request mitigation plan or additional information, or may reject the proposed deviation.
- 7.1.7 The PM shall also make a determination as to whether the AED needs to approve this particular deviation and if so, shall present the completed Deviation Approval Form to the AED for approval.
- 7.1.8 Once all approvals have been obtained, the QM shall forward the completed Deviation Approval Form to the CM or Project Manager, who shall in turn provide a copy to the requesting stakeholder and shall forward a copy to Contract Administration.

## 7.2 Managing Disputes:

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Any disputed dispositions of deviations between the CM or Project Manager and the QM shall be resolved by the PM.

**7.3 Maintaining Record of Approved Deviations:**

Once all necessary approvals have been obtained, completed Deviation Approval Forms shall be forwarded to Contract Administration and maintained as part of the contractual records.

**8.0 REGULATORY REQUIREMENTS:**

N/A

**9.0 RELATED BOARD POLICY:**

N/A

**10.0 COMPONENT DOCUMENTS:**

- [QM-06-F1](#) Deviation Approval Form

**11.0 REVISION HISTORY**

Revision	Revised by:	Date Issued	Reason for Revision
0	Micki Ellis	06/05/2008	Original Issue
1	Micki Ellis	09/19/2008	Added DPM to signature process

**12.0 FLOWCHART**

N/A