



Sample: Quality Control Program Manual BPVR Contractor Licence

For more information, see our [BPVR licence webpage](#).

MAN-4065-01
September 29, 2026

This sample template was developed by Technical Safety and is for information purposes only. Use of this template does not constitute an endorsement, express or implied, of any person, service provider, service, or product. Technical Safety BC does not warrant the quality, accuracy, or completeness of any information contained in the template, which is provided "as is" without warranty or condition of any kind.

Overview

In this template, you'll find an example of a quality control program manual to assist you as you develop or revise your company's manual for your Boiler, Pressure Vessel and Refrigeration (BPVR) contractor licence.

This template may be used as a starting point to build your own manual that is relevant to your licence. The template provides a manual layout, helpful tips, and some sample content, but it is not comprehensive and does not provide detailed quality control requirements for each section. For minimum quality control program requirements, please visit the [BPVR licence webpage](#) and review the applicable guideline for your class of licence.

In accordance with the [Directive: Boiler, Pressure Vessel & Refrigeration Contractor Licensing Requirements \(D-BP 2019-01\)](#), you are required to submit your manual to Technical Safety BC for acceptance as part of obtaining or maintaining your BPVR licence.

What are the benefits of developing your own manual?

Your manual will provide:

- your company and personnel with clearly defined processes and procedures to assist and provide consistency in meeting regulatory and code requirements
- insights for your clients and TSBC Safety Officers on your company's methods for performing regulated work.
- clearly defined personnel responsibilities for each phase of a regulated activity, from management and quality control to shop and field personnel and subcontractors.
- standards and guidance when completing documentation (e.g.: forms, reports, etc.) for regulated activities.
- a method for maintaining the most current and up-to-date information when regulatory and code changes occur.
- the groundwork for your company's continuous improvement and support when internal and external audits are conducted.

General Tips for Developing a Manual

Here are tips to keep in mind when you build your own manual:

- Prepare to develop your manual based on your specific scope of work, this template references sections that may not apply (e.g.: if you only perform installations, you may not need to include details regarding repairs/alterations, etc.)
- Ensure you understand which Act, regulations, regulatory notices, codes, and standards that will be applicable to your scope of work and class of license. These will need to be referenced where necessary throughout your manual.
- An important part of using a template is the customization needed to reflect your own company's scope, personnel, processes and procedures. There is no "one-size fits all".
- Describe quality controls that reflect what your company actually does and can realistically be implemented if needed. Only include as much detail as needed to clearly describe the requirement or process (very specific details or instructions can be included separately in procedure documents or forms).
- Lay out the manual with clear, separate sections for the different quality control functions that make up the complete quality control program. For ease of reading, create a flow of sections that reflect the process that occurs during an actual job.

- Clearly identify the responsibilities of company personnel in each section (what position title does what). Ensure the position titles are consistent throughout the manual and referenced in the organization chart.
- Reference your internal company forms and other necessary documents, that will be included as exhibits, throughout the manual when describing or identifying a process or step that requires a specific form to be used.
- Reference required external forms owned by other companies (TSBC, ASME, etc.) throughout the manual when describing or identifying a process or step that requires that form to be used. These forms should be referenced only and do not need to be included as exhibits.

AI-Generated Quality Control Manuals

Manuals generated by AI should not be considered ready for implementation without review by the responsible personnel listed in your organization. The responsible personnel must review the manual for completeness, accuracy, suitability, and ensure that the final quality control program meets all company processes, procedures, and applicable regulatory requirements.

[Company Logo]	[Full Company Name] Class [X] Licence Quality Control Program Manual	Edition 01 Revision 00 Effective Date: [mm dd, yyyy]
-------------------	--	---

Quality Control Program manual for Class [X] BPVR Contractor Licence:

[Full Company Name]

[Full Company Address]

[Summarized description of your scope of work]

Controlled Manual Copy # _____ Assigned To: _____

Edition # 01 Revision # 00 Effective Date: _____

For more details on minimum requirements, see section 1 of Appendix A in the applicable [guideline](#) for your class of licence

[Company Logo]	[Full Company Name] Class [X] Licence Quality Control Program Manual	Edition 01 Revision 00 Effective Date: [mm dd, yyyy]
-------------------	--	---

Table of Contents

Section #	Page #
1 Approval and Revision History	2
2 Definitions and Abbreviations.....	3
3 Statement of Authority and Responsibility	4
4 Scope of Work.....	5
5 Organization	6
6 Manual Control.....	7
7 Design and Specifications	9
8 Material Control	10
9 Installation and/or Maintenance and Minor Repair.....	11
10 Major Repair, Alteration, and/or Pressure Piping Construction.....	12
11 Welding and Brazing Control	13
12 Non-Destructive Examination (NDE).....	14
13 Heat Treatment	15
14 Testing and Inspection	16
15 Calibration	17
16 Correction of Non-compliances	18
17 Records and Retention	19
18 Exhibits.....	20

[Company Logo]	[Full Company Name] Class [X] Licence Quality Control Program Manual	Edition 01 Revision 00 Effective Date: [mm dd, yyyy]
-------------------	--	---

1 Approval and Revision History

Tip:

Record any revisions made to the manual. To properly track revisions, make sure to include the edition/revision number, date revisions were completed, and description of the revisions made.

Every manual will also require an area where your company's approval and Technical Safety BC's acceptance can be documented prior to implementation.

The following is an example of the content that may be included in this section:

Ed. #	Rev. #	Date	Section(s) Revised	Description of Revision
01	00	June 5, 2025	N/A	Initial Issue

Manual Approval & Revisions

Approved by:

_____	_____	_____
Name	Signature	Position/Title

Date: _____

TSBC Manual Acceptance

Accepted by:

_____	_____	_____
Name	Signature	Position/Title

Date: _____

[Company Logo]	[Full Company Name] Class [X] Licence Quality Control Program Manual	Edition 01 Revision 00 Effective Date: [mm dd, yyyy]
-------------------	--	---

2 Defined Terms

Tip:

Not everyone who reads your quality control manual may be familiar with some acronyms, abbreviations, and terms used by your company. It is important to provide a list of every acronym, abbreviation, or term that may need a definition.

The following is an example of the content that may be included in this section:

- **ASME** – American Society of Mechanical Engineers
- **The Act & Regulations**
 - Safety Standards Act
 - Safety Standards General Regulation
 - Power Engineer, Boiler, Pressure Vessel and Refrigeration Safety Regulation
- **BPS** – brazing procedure specification
- **Brazer** – individual qualified as a Brazer under CSA B51
- **CSA** means Canadian Standards Association
- **CoC** – certificate of conformance
- **Code**
 - CSA B51 Boiler, Pressure Vessel & Pressure Piping Code
 - CSA B52 Mechanical Refrigeration Code
 - NBIC – National Board Inspection Code NB-23
 - Applicable ASME construction or piping code
- **ITP** – inspection test plan
- **MTR** – Material Test Report
- **NDE** – non-destructive examination
- **OR** – owner representative
- **OI** – owner's inspector
- **PO** – Purchase Order
- **PM** – project manager
- **PQR** – procedure qualification record
- **QCI** – quality control inspector
- **QCM** – quality control manager
- **QCP** – quality control program
- **SO** - Technical Safety BC Safety Officer
- **TSBC** – Technical Safety BC
- **WPQ** – welding performance qualification
- **WPS** – welding procedure specification

For details on minimum requirements, see section 2 of Appendix A in the applicable [guideline](#) for your class of licence

[Company Logo]	[Full Company Name] Class [X] Licence Quality Control Program Manual	Edition 01 Revision 00 Effective Date: [mm dd, yyyy]
-------------------	--	---

3 Statement of Authority and Responsibility

Tip:

This section is meant to contain a statement that confirms the purpose of the manual, designates a position within the company authorized to implement and assume responsibility for the quality control program, and addresses management's full support for the program and the personnel responsible.

This statement must be signed and dated by the highest authority position on the organizational chart.

The following is an example of the content that may be included in this section:

This manual is used to implement the quality control program by [company name] and covers the regulated activities described in the scope of work section in accordance with the *Safety Standards Act*, Safety Standards General Regulation, Power Engineer, Boiler, Pressure Vessel, and Refrigeration Safety Regulation, CSA B51 and [list any other applicable codes].

The [position or title (e.g.: Quality Control Manager)] is responsible for the development, review, and implementation of the quality control program and is authorized to ensure compliance with its requirements including identification of non-compliances, taking any corrective actions including stopping work with the full support of [position or title (e.g., Director or President)].

Any unresolved problems regarding compliance with this program, regulatory, or code requirements must be brought to the attention of [position or title (e.g., Director or President)] for resolution.

_____ Signature	_____ Title	_____ Date
--------------------	----------------	---------------

For details on minimum requirements, see section 3 of Appendix A in the applicable [guideline](#) for your class of licence

[Company Logo]	[Full Company Name] Class [X] Licence Quality Control Program Manual	Edition 01 Revision 00 Effective Date: [mm dd, yyyy]
-------------------	--	---

4 Scope of Work

Tip:

This section defines the scope of regulated work your company will perform under your license. Each license class has specific scopes that are permitted; however, you will need to define the specifics around what regulated work your company does and is capable of.

You will also need to identify:

- *the regulatory legislation and codes that you will utilize and follow while performing the work described.*
- *work that will be subcontracted.*
- *where regulated work is to take place.*

For details on minimum requirements, see section 4 of Appendix A in the applicable [guideline](#) for your class of licence

[Company Logo]	[Full Company Name] Class [X] Licence Quality Control Program Manual	Edition 01 Revision 00 Effective Date: [mm dd, yyyy]
-------------------	--	---

5 Organization

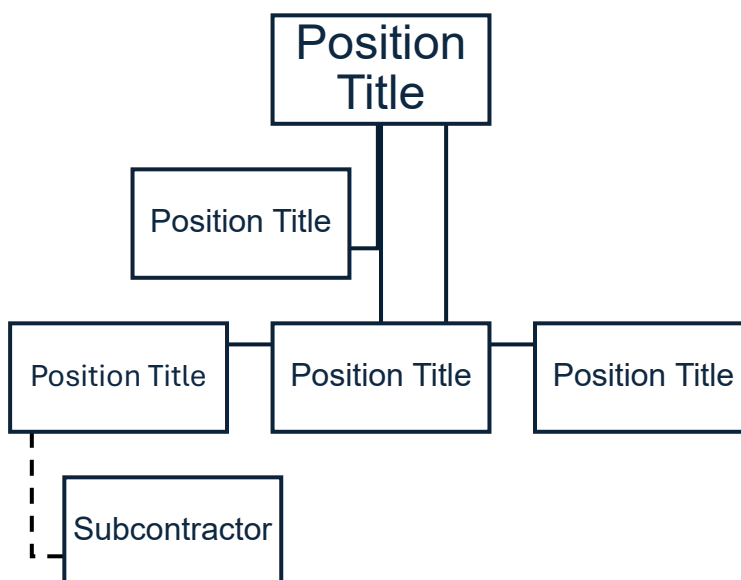
Tip:

Include an organizational chart showing everyone responsible for performing functions detailed in the program and the relationships between their positions.

If the owner of the company is the only personnel, show lines of communications to subcontractors (if applicable).

The following is an example of the content that may be included in this section:

- 5.1** This organizational chart shows the organizational structure, levels of authority, and lines of responsibility for each position that is assigned responsibilities under this program.
- 5.2** A person may hold more than one position. Responsibilities may be delegated to another competent or qualified person; however, the overall responsibility remains with the person that delegated the work.



For details on minimum requirements, see section 5 of Appendix A in the applicable [guideline](#) for your class of licence

[Company Logo]	[Full Company Name] Class [X] Licence Quality Control Program Manual	Edition 01 Revision 00 Effective Date: [mm dd, yyyy]
-------------------	--	---

6 Manual Control

Tip:

Your manual is the core of your quality control program. It represents and describes how your company operates and holds your company accountable for regulated work. It also requires revisions anytime regulatory or code requirements change, as well as when your own company makes internal changes, such as to processes or procedures detailed in the manual.

Revisions should be easy to identify while reading the manual (e.g.: highlighted, bold, italics, vertical line, etc.).

Since changes can happen with or without notice, it is important to review or audit your program to ensure it is up-to-date and working effectively.

The following is an example of the content that may be included in this section:

- 6.1** This section describes the process(es) for preparing, revising, and controlling the distribution of this quality control program manual. The [position or title (e.g., Quality Control Manager)] is responsible for implementing the program and is authorized to revise this manual and to approve manual revisions by signing and dating the “Approval and Revision History” page.
- 6.2** Personnel and employees of [company name] will be informed or trained on the requirements of the sections of this quality control manual when applicable to their position and work.
- 6.3** The manual shall be reviewed annually prior to license renewal to ensure it is kept up to date. Any changes required will be completed and submitted per our revision process.
- 6.4** The [position or title (e.g., Quality Control Manager)] will:
 - review and approve all changes to the manual, by signature and date on the “Approval and Revision History” page
 - ensure that the revision number, date, and page number are shown on each page of the manual, and that revised paragraphs are indicated by [your company’s method for identifying revisions within the manual].
 - submit the revised manual to Technical Safety BC for review and acceptance prior to implementation.
 - issue manual revisions to all who are assigned to controlled manuals.
- 6.5** Revisions to the manual include:
 - when a majority of the manual is revised and a new edition is issued.
 - when minor revisions are made and only applicable pages or sections are updated.

[Company Logo]	[Full Company Name] Class [X] Licence Quality Control Program Manual	Edition 01 Revision 00 Effective Date: [mm dd, yyyy]
-------------------	--	---

- 6.6** When revisions are ready for implementation, the holders of controlled copies will be issued the pages or new edition of the manual with instructions to replace, return, or destroy the outdated versions.
- 6.7** Printed manuals will be controlled and issued by the [position or title (e.g., Quality Control Manager)]. Who will keep a record of all controlled manuals, the manual's edition and revision number, and to whom they are assigned. If additional controlled manuals are issued, the [position or title (e.g., Quality Control Manager)] will issue the manuals and update the record.
- 6.8** Manuals that are issued for information or reference purposes only, will be marked "Uncontrolled" on the front page to distinguish it from controlled manuals.
- 6.9** A controlled copy of this manual must always be available on sites where regulated work under this program is being done. This copy must be available to the Technical Safety BC or the safety officer upon request.
- 6.10** When applicable, a controlled electronic copy can be made available in an accessible and secured location. This controlled electronic copy will be restricted so that it can be read and printed by anyone but modified only by authorized persons.

For details on minimum requirements, see section 6 of Appendix A in the applicable [guideline](#) for your class of licence

[Company Logo]	[Full Company Name] Class [X] Licence Quality Control Program Manual	Edition 01 Revision 00 Effective Date: [mm dd, yyyy]
-------------------	--	---

7 Design and Specifications

Tip:

Design and specification activities includes development, verification, acceptance, and registration of design calculations and drawings.

If your company performs this type of work, you will need to include details regarding personnel responsibilities and how regulatory and code requirements will be met and/or verified through quality control.

If your company does not perform this type of work and/or will be subcontracting it, you may include a statement like the following example:

“Design documentation will be supplied to <company name> by the main contractor, owner, or end user responsible for the regulated equipment. <company name> will ensure requirements of the Act, Regulations or adopted codes are followed, including verification of the following:

- Drawings and design calculations, including any revisions, have been reviewed, approved, and accepted by <company name> for use*
- Outdated drawings or calculations are removed and replaced when the next revision is available and approved*
- If required, the design has been registered with Technical Safety BC*
- Material, welding/brazing, inspection, and testing specifications are available”*

For details on minimum requirements, see section 7 of Appendix A in the applicable [guideline](#) for your class of licence

[Company Logo]	[Full Company Name] Class [X] Licence Quality Control Program Manual	Edition 01 Revision 00 Effective Date: [mm dd, yyyy]
---------------------------	---	---

8 Material Control

Tip:

This section should detail your material ordering, receiving, and inspection process(es). An important item to remember is that you will need to document your inspection and acceptance of the materials, as well as ensuring materials are traceable until regulated work has been completed.

Develop a method that works best for your company while ensuring the minimum requirements are met.

For details on minimum requirements, see section 8 of Appendix A in the applicable [guideline](#) for your class of licence

[Company Logo]	[Full Company Name] Class [X] Licence Quality Control Program Manual	Edition 01 Revision 00 Effective Date: [mm dd, yyyy]
-------------------	--	---

9 Installation and/or Maintenance and Minor Repair

Tip:

In this section, it is important to include the requirements laid out by the Act and Regulations (including safety orders, directives, and info bulletins issued by TSBC) applicable to your scope of work for installations, maintenance, and minor repairs. This includes applying for [permits](#), notifications, verifying equipment design registrations, final documentation submissions, and the steps in-between.

For details on minimum requirements, see section 9 of Appendix A in the applicable [guideline](#) for your class of licence

[Company Logo]	[Full Company Name] Class [X] Licence Quality Control Program Manual	Edition 01 Revision 00 Effective Date: [mm dd, yyyy]
-------------------	--	---

10 Major Repair, Alteration, and/or Pressure Piping Construction

Tip:

Major repairs, alterations, and pressure piping construction all require planning, notification, and acceptance prior to regulated work beginning. In most cases for these types of jobs, an Inspection and Test Plan (ITP/Traveler) is required to document and sign off each important step of the process.

For details on minimum requirements, see section 10 of Appendix A in the applicable [guideline](#) for your class of licence

[Company Logo]	[Full Company Name] Class [X] Licence Quality Control Program Manual	Edition 01 Revision 00 Effective Date: [mm dd, yyyy]
-------------------	--	---

11 Welding and Brazing Control

Tip:

If your company performs pressure welding, brazing, or both, you must describe in this section how qualification, code, and regulatory requirements will be met.

If either welding or brazing or both are not to be performed or will be sub-contracted, you may include a statement like the following example:

“<company name> will not conduct any <pressure welding / brazing> under this quality control program and will subcontract these responsibilities to a licenced contractor working to a TSBC accepted quality control program. <company name> will ensure requirements of the Act, Regulations or adopted codes are followed, including the verification and documentation retention of the following:

- Appropriate welding or brazing procedure specifications have been chosen for the work, that they comply with code requirements, and that they are registered with Technical Safety BC*
- Each pressure welder has an active pressure welder certification issued by Technical Safety BC*
- Each pressure welder or brazer is actively qualified to weld or braze to the chosen welding or brazing procedures”*

For details on minimum requirements, see section 11 of Appendix A in the applicable [guideline](#) for your class of licence

[Company Logo]	[Full Company Name] Class [X] Licence Quality Control Program Manual	Edition 01 Revision 00 Effective Date: [mm dd, yyyy]
-------------------	--	---

12 Non-Destructive Examination (NDE)

Tip:

Non-destructive testing or examination (NDT/NDE) involves using one or more methods (e.g.: magnetic particle, liquid penetrant, radiography, etc.) to evaluate materials, welds, and other components for flaws or defects without damaging or altering the part.

For your company to perform non-destructive testing under this quality control program, you will need to obtain a demonstration letter from Technical Safety BC. In addition, your quality control program will need to contain details on personnel responsibilities, qualification requirements, and how you will meet design and code requirements through quality control.

If your company does not perform this type of work or will be sub-contracting it, you may include a statement like the following example:

"<company name> will not conduct any non-destructive examination under this quality control program and will subcontract these responsibilities to a qualified contractor working to a written practice including procedures. <company name> will ensure requirements of the Act, Regulations or adopted codes are followed, including the verification and documentation retention of the following:

- Demonstration letter issued by Technical Safety BC*
- Examination personnel are qualified in accordance with Canadian General Standards Board CAN/CGSB-48.9712/ISO 9712 and the applicable code*
- Written practices and procedures for the applicable examination method(s) required*
- Equipment calibrations*
- Letter of appointment to authorize the subcontractor or personnel to perform examinations under the quality control program"*

Tip:

A Letter of Appointment template should be included as an exhibit if you will be subcontracting non-destructive testing.

For details on minimum requirements, see section 12 of Appendix A in the applicable [guideline](#) for your class of licence

[Company Logo]	[Full Company Name] Class [X] Licence Quality Control Program Manual	Edition 01 Revision 00 Effective Date: [mm dd, yyyy]
-------------------	--	---

13 Heat Treatment

Tip:

Heat treatment involves pre-heating and post-weld heat treatment (PWHT), which may be required by code when certain design conditions are met for some materials, thicknesses, and service conditions.

If your company performs this type of work, you will need to include details regarding personnel responsibilities and how you will meet design and code requirements through quality control.

If your company does not perform this type of work or will be subcontracting it, you may include a statement like the following example:

"<company name> will not conduct any heat treatment under this quality control program and will subcontract these responsibilities to a qualified contractor. <company name> will ensure requirements of the Act, Regulations or adopted codes are followed, including verification and document retention of the following:

- Approved heat treatment procedure with applicable code referenced*
- Welder certification/qualifications*
- Equipment calibrations*
- Thermocouple placement record*
- Logs, records, and inspection reports"*

For details on minimum requirements, see section 13 of Appendix A in the applicable [guideline](#) for your class of licence

[Company Logo]	[Full Company Name] Class [X] Licence Quality Control Program Manual	Edition 01 Revision 00 Effective Date: [mm dd, yyyy]
-------------------	--	---

14 Testing and Inspection

Tip:

In accordance with the Act, Regulations, and applicable codes, most equipment requires some degree of testing and inspection throughout its life cycle, from manufacturing to in service operation and maintenance. There is a wide range of tests and inspections that can be done on regulated work, including pressure testing (e.g.: hydrostatic, pneumatic, etc.) and visual inspections.

This section should be used to describe the process(es) for ensuring testing and inspection is required for the job, what type of testing or inspection, who is responsible for the various steps and approvals, and how does your company intend to document the requirements and record the results.

For details on minimum requirements, see section 14 of Appendix A in the applicable [guideline](#) for your class of licence

[Company Logo]	[Full Company Name] Class [X] Licence Quality Control Program Manual	Edition 01 Revision 00 Effective Date: [mm dd, yyyy]
-------------------	--	---

15 Calibration

Tip:

If your company uses measuring or testing equipment for regulated work that requires calibration to function properly (such as pressure test gauges), you will need to describe your company's system to ensure only calibrated and undamaged equipment is being used.

For details on minimum requirements, see section 15 of Appendix A in the applicable [guideline](#) for your class of licence

[Company Logo]	[Full Company Name] Class [X] Licence Quality Control Program Manual	Edition 01 Revision 00 Effective Date: [mm dd, yyyy]
-------------------	--	---

16 Correction of Non-compliances

Tip:

Non-compliances (or non-conformances) can be physical or administrative and are unauthorized deviations from the requirements of the Act, Regulations, design, specifications, applicable codes, and/or your accepted quality control program.

In this section, you will need to describe your company's process and other specifics on how these situations are to be addressed, handled, documented, and who is responsible throughout the process.

For details on minimum requirements, see section 16 of Appendix A in the applicable [guideline](#) for your class of licence

[Company Logo]	[Full Company Name] Class [X] Licence Quality Control Program Manual	Edition 01 Revision 00 Effective Date: [mm dd, yyyy]
-------------------	--	---

17 Records and Retention

Tip:

Records related to regulated work are required by regulations and codes to be retained for a minimum of 7 years, or longer if required, and made available to Technical Safety BC or Safety Officer upon request. They are also required to be maintained, kept retrievable, and protected from damage loss, or unauthorized alteration.

Use this section to describe which records are required, the retention requirements, as well as how they are to be handled and maintained.

For details on minimum requirements, see section 17 of Appendix A in the applicable [guideline](#) for your class of licence

[Company Logo]	[Full Company Name] Class [X] Licence Quality Control Program Manual	Edition 01 Revision 00 Effective Date: [mm dd, yyyy]
-------------------	--	---

18 Exhibits

Tip:

Exhibits are samples (or screenshots) of the method (form, computer program, facsimile, etc.) in which you will record or document specific details about a job or quality control process. It's a good idea to include the following in your manual:

- *A reference (exhibit title and number) to the applicable exhibit each time it applies to a quality control step or process described in your manual.*
- *A table or list in your manual of all the exhibits helps keep track of which forms or other methods are used specifically in your quality control program (see example table below).*
- *Include a sample or screenshot of each exhibit in the manual. Samples of forms should include your company name (and logo, if applicable).*

Example:

(This list does not include all exhibits that may be required within your specific quality control program.)

Exhibit #	Exhibit Title	Rev. #
01	Manual Distribution Log	00
02	Material Receiving Report	00
03	Purchase Order	00
04	NDE Letter of Appointment	00
05	Welder / Brazers Continuity Record	00
06	Inspection and Test Plan (ITP/Traveler)	00
07	Pressure Test Report	00
08	Calibration Log	00
09	Non-compliance Report	00

For details on minimum requirements, see section 18 of Appendix A in the applicable [guideline](#) for your class of licence

Page left intentionally blank