### Session 1 - Sharing Knowledge
Identify One Thing that prevents us from sharing knowledge in order to manage Quality risks

1. Access & Share (B.P) information with multiple stakeholders progressively over time
2. Tool of sharing
3. Reputation/consequence
4. Reputation - Trust/Personal - Relationships - Safety
5. Acceptance of failure is not encouraged
6. A culture of shame that prevents sharing knowledge internally and externally
7. Culture/Trust - consequence - fear
8. **FEAR**
   - FEAR - losing 'power' sharing knowledge - Not as important as H&S: not backed by legislation - consequences - adding more time pressure through starting again

### Session 2 - Management Standards
Identify one thing that prevents us from using management standards to manage quality risks

1. **Organisation & Leadership**
   - Inability of quality staff to communicate effectively using common touch - not understanding risk and process approach - lack of organisation of risk - specialist arms not using same language
2. Leadership - lack of awareness/training - understanding how/why - resources
3. Leadership not buying in - complication to use and understand
4. Lack of understanding of the value of M.S.
5. **Ignorance**
6. Lack of knowledge of what they are - understanding how they are - communication of what they are - ISO - Lack of Consulting - ENGAGEMENT
7. Lack of understanding & will to change culture by leadership
8. Understanding

### Session 3 - Management Standards
Identify one thing that prevents us from understanding the cost of quality in order to manage quality risks

1. **Lack of Desire**
2. Understanding the Cost of Quality for you e.g. - operative - senior manager - CEO and the
3. Subjective 'disagree'
4. Agreeing a construction cost of quality definition? - How is CoQ to be used? What is the purpose?
5. **Ignorance**
6. Too many tangibles - pre-con cons - customer service
7. Information - no quality & risk register - ignorance & apathy
8. No metric
9. **Culture**