

Quality: Turning Risk into Opportunity (25/9/18)

Slido Question	Answer
<p><i>These are the questions asked via Slido at the event. Where we can, we will provide answers. However, some of the points raised are a far bigger issue than we can answer at present. We may therefore pose some of these questions on our LinkedIn page to start a debate!</i></p>	
How do I become a member of the ConSIG?	You can become a member of the Construction Special Interest Group by completing the registration form at: https://www.quality.org/content/sig-registration-form
What future events do the CONSIG have planned?	The ConSIG is currently updating its event programme. If you are not already a member of the ConSIG, please join to receive email invitations to our events.
Is cost of quality misused by clients as a cost of failure and disallowed?	
Do speakers believe that construction assurance disciplines that manage and advise on risk inc Quality, H&S, Environment & InfoSec, will develop closer links?	
Do you feel a shared best practice and knowledge sharing platform provided by all the professional bodies will help us all work collaboratively and learn	
Is there a standard set of metrics to implement/utilise across the construction industry to ensure the consistency of the 'cost of quality measures' and outputs	
Are the slides going to be made available	You can download the slides at: http://consig.org/wp-content/uploads/2018/10/18_09_25_Quality_Risk-to-Opportunity_Slides_Redacted.pdf
How do we approach the commercial beast and educate our customers on how cost cutting will effect quality and performance to show the tangable risks to them ?	
How are digital technologies such as BIM, drones, AR improving Quality Management?	
Are the CQI and GIRI both working on similar topics, why are they not joined up?	We have members that work across both organisations and represent each others' organisations at meetings. The ConSIG Deputy Chair, David Anderson, formally represents GIRI at our Steering Committee meetings.

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<p>Clients often shorten timeframes, lack stakeholder m. and try to instigate scope creep on designers. How can these factors better dealt with by both parties?</p>	
<p>What common KPI for quality could you propose?</p>	
<p>AFR is a dangerous volatile statistic especially for small business, new measures are required or better understanding of statistical principles</p>	
<p>Does BSI plan a standard about process management?</p>	
<p>Are designers (living in their own bubble) the root cause of most major construction defects?</p>	
<p>How do we get the whole industry behind GIRI rather than do the "norm" and break into numerous splinter groups each pursuing something slightly different?</p>	
<p>Why would bringing clerk of works back onto every job improve quality if we are still making the same mistakes from 50 years ago ?</p>	
<p>On-site inspection versus ownership of Quality, how do we encourage the right behaviours ?</p>	
<p>Engineered value at the early design stages should be the normal way of doing things so why does it not happen in most businesses quick enough?</p>	
<p>DFH, CoW and the customers are a key measurement of delivering a quality project with an attitude alignment of all 3 wanting to achieve the same thing.</p>	
<p>How do you feel a quality risk tracker will add benefit when projects already have risk registers but not used right Adding paperwork doesn't add value always</p>	
<p>What and who's behaviours will the introduction of a quality risk tracker improve quality? Where I should the value?</p>	
<p>Is there a link between the quality 'risks' and 'cost of quality' if not implemented? i.e. into client/ project reporting to make it visible, instead of hidden</p>	

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Edinburgh schools, grenfall what is it going to take for the industry to change and learn? Quality should be a given in the same vain as safety.	
Is there any literature or documentation we can use to share the word about Designing Buildings Wiki in our own organisations?	
“Designing Buildings Wiki” suggests it is only about building & not civil engineering or infrastructure - can the scope or title be changed to widen the appeal?	
How wil Wiki Designing Building engage with the whole industry to set up its knowledge database so that really is Industry wi	
There are 3m people employed in the construction industry, with 50 people in this room how do we disseminate these principles efficiently to the target audience?	
Why are the people speaking silo working when all adopting the same principles and ideas	
Why ISO 9001 is not widely adopted by IT sector?	
The word Collaboration has been used a lot so far, why aren't the key group speakers collaborating so repetition does not happen! Just a thought.	
Do BSI have any good guidance we can give to project teams on the principles of the structure of the QSI?	
How wil Wiki Designing Building engage with the whole industry to set up its knowledge database so that really is Industry wide?	
If the industry follows the procedures set out by BSI why does the Industry need Clerks of Works?	
Is there a cost model been created that can be used by us in the room to calculate cost of quality for design operations and defect periods?	
Is there an intention to look at cost of quality during construction?	
Where are the actually costs of quality in numbers, leadership will want evidence not assumptions and views ?	

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What are the top 5 packages of work or things we need to concentrate on within our business??

We have touched on lessons learnt and the importance of them, is there anyway of having an industry portal for this for all to add into for all to learn from?

Will a list of attendees be made available?

Alliancing and collaboration can only be a solution if all parties have aligned risk appetites, and should not be imposed.