

# Competency Working Group



Minutes of meeting No.: 51

Held at: Chartered Quality Institute, 2<sup>nd</sup> Floor, Chancery Exchange, 10 Furnival St, London, EC4A 1AB

Date: **Wednesday 30<sup>th</sup> May, 2018**

## Attendees:

Mike Buss	Taylor Woodrow	Chair
Tony Hoyle		Deputy Chair -- CQK
Karen McDonald	Skanska	Deputy Chair – Training
Gavin Avery	BAM	
Paul Greenwood	Greenwood Consultants	
Keith Hamlyn		
Ian Mills	Balfour Beatty	
Jonny Montgomery	Shirley Parsons	(Conference Call)

## Apologies: (Active members unable to attend)

Kevin Rogers	Mott MacDonald
David Myers	LHR Airports Ltd
Berni Daplyn	VVB
Andy Baker	Consultant
Geoff Bull	Kier
Richard Strugnell	HS2
Carmen Musat	Multiplex
Eric Loh	Murphy Group

(NOTE: An 'active' member is a person attending meetings and / or actively contributing to further the efforts of the ConSIG CWG.)

## Circulation: (e.g. representatives of organisations with employees as active members of the ConSIG CWG who do not directly contribute to the ConSIG activities)

Jon Adshead	MACE	Chair – Steering Committee
David Anderson	BAM Nuttall Ltd	
Tony Blanch	Costain	
John Chipman	ATC System Wide	
Simon Ellis	Skanska	
Louise Jones	WSP	
Emma McNab	Taylor Woodrow	
Neil Mell	Independent	
Adrian Morrey	NG Bailey	
John Stokes	Interserve Support Services	

## Information Only: (e.g. minutes provided as information which may be pertinent to activities of other groups or organisations)

Dan Keeling	DanKeel Associates	Chair – Cost of Quality WG
Vince Desmond	CQI	
Tom Barton	Get It Right	

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Minutes taken by Mike Buss

Refer to CONSIG CWG Action Tracker for summary of actions and corresponding status.

Item	Details	Action by
	<p><b>Call to order / opening remarks</b></p> <p>The chair reminded everybody that due to anti-competition law there should be no discussion of individual company strategy or of bidding or potential bidding of contracts or related subjects.</p>	
1.0	<p><b>Governance</b></p> <p>a) GDPR: Refer to Item 1.2c b) MB confirmed that the ConSIG have been advised there is now a new Head of Learning &amp; Development</p>	
1.1	<p><b>Strategy</b></p> <p>a) MB outlined a proposal to compile the Business Case for each workstream and manage the process structure around a DMAIC approach. MB to review and finalise proposal. .</p>	
1.2	<p><b>Membership</b></p> <p>a) The ConSIG has agreed that the Member Charter should be added to the CONSIG Linked In page. The page has now been located and administration privileges provided to MB. MB confirmed that an announcement will be placed on LinkedIn once the website is fully up and running. The link for the ConSIG Linked In page is <a href="https://www.linkedin.com/groups/4698737">https://www.linkedin.com/groups/4698737</a>. <b>POST MEETING NOTE: It has been noted that ConSIG do not currently have fully login privileges. MB has contacted the CQI and requested full administration rights. The previous Head of Marketing had the overall administration rights but now no longer works for the CQI. CQI are currently reviewing so that full administration rights can be provided to the ConSIG.</b></p> <p>b) MB advised attendees that interest has been show in joining the ConSIG via the website. MB confirmed this had been reviewed with the ConSIG SC. It was agreed that a standard template response is to be compiled. Email addresses will be forwarded to the ConSIG to be added to the communication distribution list. The ConSIG may also consider formally appointing a membership secretary. <b>POST MEETING NOTE: The ConSIG have now appointed JM as Communication / Membership Secretary. A standard response is in the process of being drafted.</b></p> <p>c) <b>POST MEETING NOTE: MB, JM and Jon Adshead met 30/5/18 16:00 -17:00 with Caroline Whitson &amp; Michelle Silk to review membership:</b></p> <ol style="list-style-type: none"> <li>CW confirmed that there is an email list of approximately 1000 people.</li> <li>It was agreed that the ConSIG would like to send out a newsletter 3 No. times per annum (to communicate with members). CW confirmed this could be issued by the CQI via 'Informs' which would provide issue statistics</li> <li>It may be feasible to place an advertisement in Quality World directing people to the ConSIG and reminding them to sign up. If emails are not being received, it is necessary to register again via the CQI SIG registration form: <a href="https://www.quality.org/content/sig-registration-form">https://www.quality.org/content/sig-registration-form</a></li> <li>Requirements relevant to GDPR were discussed. In particular: i) External speakers will need to sign an agreement form prior to the event invitations being issued ii) Photos in which the subject can be identified (unless a group size is over a specified amount) are subject to GDPR—taking photos of the back of heads is OK iii) The ConSIG will need to brief attendees at events that they should advise if they don't want to be in a photo iv) SIG 'active' members will sign a generic volunteer agreement v) There may be requirements if cookies are used on the website—CW to advise.</li> <li>Those registering to join the ConSIG via the CQI website will receive an automatic email asking if they would like further information. The ConSIG can add information to the ConSIG website to that effect.</li> <li>CW confirmed that there is now a new CQI Head of Marketing</li> <li>CW requested that the ConSIG provide a list of 'active' members' for working groups and the steering committee.</li> </ol>	DW
1.3	<p><b>Meetings</b></p> <p>a) ConSIG CWG meetings will continue to be held on a four weekly basis face to face. b) Conference call facilities are now being used for the ConSIG meetings using Skype. Providing video facilities are not used, the system appears to working OK.</p>	

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2.0	<p><b>Steering Group Communications</b></p> <p>a) A Steering Committee Meeting was held 2/5/18 13:00 –16:00. The meeting was chaired by Jon Adshead. MB advised the following which were the main aspects discussed:</p> <ul style="list-style-type: none"> <li>i. Andrea Foley &amp; Peter Hooley (Business Services Director) from University of Portsmouth met with the SC. A brief overview of the Postgraduate Diploma in Strategic Quality Management was provided. Discussions were also held centred around how the UoP and the ConSIG (and the organisations represented by its members) might collaborate in future to assist each others' efforts. The possibility of a Memorandum of Understanding was discussed—this would, though, be subject to a Business Case being agreed by UoP. Two 'pillars' resulted from the discussions: <ul style="list-style-type: none"> <li>• <b>Training:</b> a) ConSIG can review how a construction cohort could be set up to complete the Postgraduate Diploma course commencing September 2019</li> <li>• <b>Academic / Industry Collaboration:</b> a) A forum could be set up to examine the future research requirements b) The ConSIG may be able to provide speakers c) Organisations of the ConSIG members may be able to contribute funding to research</li> </ul> <p>MB noted that subsequent to the above meeting, the UoP had advised that a number of changes are occurring due to funding issues. For the present, some courses are unable to be offered including the Postgraduate Diploma (although the MSc Strategic Quality Management course-- full time or Distance Learning---is still available). Entry requirements for those without a relevant degree may also be more challenging in that an evidence portfolio would need to be provided to demonstrate and individual's capability to undertake the course. ConSIG &amp; UoP to remain in contact and monitor circumstances.</p> </li> <li>ii. The membership for the Steering Committee was reviewed. It was agreed that Jonny Montgomery, Chris Titterton (Crossrail) and Beth McCulloch (Careys) were to be invited to become members of the SC.</li> <li>iii. Updates to the ToR were agreed.</li> <li>iv. MB put forward the proposal that the website should be changed to make it an information 'hub' for construction. The proposal was agreed. MB to update website.</li> <li>v. MB is to liaise with the CQI to send out the invite for the "Improving Quality Through Collaboration" event. <b>POST MEETING NOTE: Invitation sent and the event was held 30/5/18.</b></li> </ul> <p>b) <b>POST MEETING NOTE:</b> An interim Steering Committee meeting was held 30/5/18 13:00 – 15:00. The following summarises the main aspects discussed:</p> <ul style="list-style-type: none"> <li>i. The ConSIG welcomed Chris Titterton (Head of Quality, Crossrail) and Bethany McCulloch (Head of Quality, Careys) as new members of the steering committee. Jonny Montgomery has also agreed to become a member of the steering committee and champion communications and membership. JM was unable to attend the SC meeting 30/5/18.</li> <li>ii. David Anderson (DA) confirmed that GIRI have secured £350 – 400k of funding for training related to management of interface, supervisor / manger training and behavioural related training. Development of the training has commenced; DA confirmed that the training is planned to be produced and then carried out in 3 month 'sprints'. Training is completed over this period and then reviewed. The course content is then updated to improve as appropriate prior to the next 'sprint'. . GIRI have reviewed NCR data provided by member organisations which has shown that there are consistencies across the Construction Industry. It was agreed that it would be useful to hold another meeting with GIRI to discuss developments since the previous meeting (attended by MB and Jon Adshead). DA to arrange.</li> <li>iii. There are an increasing number of organisations with which the ConSIG could liaise and therefore it was agreed that a strategic approach is required to ensure relationships are managed in the most effective manner. It was agreed that a 'stakeholder map' should be produced. All SG members agreed to provide Jon Elliot with information on the organisations with which they have associations. Jon Elliot agreed to use this to produce a stakeholder map.</li> <li>iv. Changes to the ToR were reviewed and agreed</li> </ul>	

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	<ul style="list-style-type: none"> <li>v. MB confirmed that the website has been updated to align it towards an information portal for the construction industry rather than just information about the ConSIG.</li> <li>vi. MB is to arrange for invitations for the AGM event to be sent out.</li> <li>vii. Cost of Quality Working Group (CoQ WG): The study by the PhD students is progressing well.; The CoQ WG is seeking more construction representatives.; The aspiration of the CoQ WG is to be able to create a cost of quality dashboard way beyond handover; The CoQ WG is seeking assistance from other organisations who have significant cost of quality data beyond handover.</li> <li>viii. Events: a) Jon Adshead confirmed the Quality &amp; Risk event is planned to be held 25/9/18 in Milton Keynes at the BSI. b) MB confirmed to the SC that Milton Keynes branch would like to replicate the event on digital field technology for World Quality Day 2018. KM to liaise with MB &amp; Jon Adshead regarding this.</li> </ul>	
3.0	<h3 data-bbox="225 779 611 817">CONSIG CWG Website</h3> <ul style="list-style-type: none"> <li>a) During the ConSIG CWG meeting 2/5/18 it was proposed that the website be developed further into a knowledge sharing hub rather than focussing purely on the ConSIG. MB raised the proposal with the SC 2/5/18 and obtained agreement. MB has updated the website and showed attendees the changes which include:               <ul style="list-style-type: none"> <li>a. Revised narrative on the front page</li> <li>b. Menu items adjusted so with specific headings for Quality Know-How, Events, Useful Links etc. The ConSIG information such as meeting minutes etc. have been moved to the end of the menu.</li> </ul> <p>The changes were agreed to be an improvement and it was confirmed that MB should proceed with the update.</p> </li> </ul>	
4.0	<h3 data-bbox="225 1220 1334 1312">Workstream 1: Body of Construction Quality Knowledge (CQK) / Construction Quality Knowhow</h3> <ul style="list-style-type: none"> <li>a) TH has provided an update of the BoCQK tracker and a summary of the status of articles. (Information attached--active members only)</li> <li>b) There were no articles available for review. MB noted that no articles were programmed on the tracker for review 30/5/18. However, a significant number are planned for review 27/6/18. KM also advised that the Quality Culture &amp; Behaviours articles should be available for 27/6/18. It was proposed the CWG may need to commence at 09:30am (subject to articles being available). <b>POST MEETING NOTE: Articles have not been produced ready for review at the CWG meeting 27/6/18 except for Quality Culture &amp; Behaviours.</b></li> <li>c) It has been previously agreed that an article on Digital Construction / BIM could be authored separately or as one article. KR and GA to author from a design and construction perspective respectively. It was agreed the article should focus on the whole life cycle.</li> <li>d) MB advised confirmation has been received the Electrical &amp; Mechanical article is in production. This was to be reviewed by Will Pitt who is no longer an 'active' member of the ConSIG. TH to contact WP and confirm if WP can still assist as a reviewer.</li> <li>e) The URL for the ConSIG page on Designing Buildings Wiki website is as follows: <a href="https://www.designingbuildings.co.uk/wiki/User:Consigcwg">https://www.designingbuildings.co.uk/wiki/User:Consigcwg</a></li> <li>f) References have been added to the article 'Why Should Quality be Important to the Construction Industry' article. This has used the Harvard format and is an example of how references may be structured. MB to liaise with TH and author's guidance to be updated as appropriate.</li> <li>g) The Collaboration article is to be updated (PG).</li> </ul>	

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5.0	<p><b>Workstream 2 – Construction Quality Awareness</b></p> <p>a) The application for funding by the Get It Right Initiative for training related to error reduction has been successful. MB confirmed that the ConSIG CWG have been advised the principles of the Construction Quality Awareness courses developed by the ConSIG CWG have been utilised as part of the bid. It has been agreed that the Construction Quality Awareness Workstream be put ‘on hold’ awaiting confirmation of how the ConSIG can provide further input. An article has been published via the ConSIG website which outlines the purpose and proposals for the Quality Awareness courses:</p> <p><a href="http://www.thecqi-consig.org/wp-content/uploads/2017/11/ConSIG_CWG_Quality-Awareness-Courses_Article_Rev-1.pdf">http://www.thecqi-consig.org/wp-content/uploads/2017/11/ConSIG_CWG_Quality-Awareness-Courses_Article_Rev-1.pdf</a></p> <p>b) MB confirmed no further updates are available. <b>POST MEETING NOTE: Refer to Item 2b ii)</b></p>	
6.0	<p><b>Workstream 3 – Construction Quality Professionals</b></p> <p>a) MB / KM have compiled questions for a survey / market research to capture views of ConSIG members and those within the construction industry regarding training for construction quality professionals. The questions were reviewed and comments noted. KM / MB to update and add to a Survey Monkey format.</p> <p>b) MB advised that a conversation has been held with Tally Singer (CQI Executive Director) regarding training. Further to the appointment of a new Head of Learning &amp; Development, the CQI have offered to meet with the ConSIG to review the training workstreams and agree how best to enable training to be provided for the construction industry.</p>	
7.0	<p><b>Professional Development</b></p> <p>a) It has been agreed that the presentation by a ConSIG CWG member was useful and that, in future, meeting agendas may include similar presentations to assist with continuing professional development.</p> <p>b) An event has been scheduled for 30/5/18 titled “Improving Quality through Collaboration” and include a guest speaker, Heathrow Airport and a 1<sup>st</sup> / 2<sup>nd</sup> team contractor. As per the previous event 7/3/18, each presentation would be about 20 mins. <b>POST MEETING NOTE: The event was held and feedback suggests this was an extremely successful event. Ian Mills has produced a summary which can be accessed via the following link: <a href="http://consig.org/collaboration-event-summary_30-5-18">http://consig.org/collaboration-event-summary_30-5-18</a></b></p> <p>c) NOTE: A summary of the CPD Event ‘Using Digital Technology to Generate Value in Construction’ (held 7/3/18) has also been included on the ConSIG website: <a href="http://consig.org/using-digital-technology-to-generate-value-in-construction">http://consig.org/using-digital-technology-to-generate-value-in-construction</a></p>	
8.0	<p><b>Stakeholders</b></p> <p>a) PG has offered to act as liaison between the ConSIG and Constructing Excellence. PG to issue information as appropriate.</p> <p>b) MB confirmed feedback has been received that it would be useful for the ConSIG to create a stakeholder map. An initial brainstorm of other organisations which may be stakeholders for the ConSIG included:</p> <ol style="list-style-type: none"> <li>i. Other SIGS</li> <li>ii. British Institute for Facilities Management</li> <li>iii. Institution of Engineering &amp; Technology</li> <li>iv. IMechE</li> <li>v. IOSE</li> <li>vi. IStructE</li> <li>vii. RICS</li> <li>viii. CIBSE</li> <li>ix. CIOB</li> <li>x. ICE</li> <li>xi. CECA</li> </ol> <p><b>POST MEETING NOTE: Refer to item 2b iii)</b></p>	
8.0	<p><b>AOB</b></p> <p>a) MB advised attendees that MB and JA met 21/5/18 with Nigel Ostime who is chair of the RIBA Client Liaison Committee. This is following the “Building in Quality: Joint Memorandum of Understanding”</p>	

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	<p>signed by the CIOB, RIBA and RICS and production of a Quality Risk Tracker. The Quality Risk Tracker aims to provide a mechanism to review aspects on a progressive basis throughout the project life cycle identified as causal risk elements for construction quality (e.g. focus on cost or programme). The Quality Risk Tracker has been issued for comment. The CQI have issued a correspondence (drafted by MB / JA) to all ConSIG members (approx.. 1000) requesting assistance with completing the survey. The CWG discussed the Quality Risk Tracker and noted MB request to assist by completing the Monkey Survey questionnaire. The deadline for responses was noted to be Friday 1<sup>st</sup> June.</p> <p>b) MB is present on Inspection &amp; Test Plans at the Quality in Construction Summit to be held 7/6/18. MB ran through the proposed presentation. Some minor comments were received. (MB to review.) However, the consensus was that the presentation was good, is pitched at the right level and content was agreed OK. <b>POST MEETING NOTE: MB also ran through the presentation with JA and Bethany McCulloch (Careys). Although some further minor comments were received, feedback generally reflected that of the ConSIG CWG.</b></p> <p>c) An email has been sent to the Next Generation Network and a response is awaited. A representative from Next Generation Network is due to meet with the Steering Committee 27/6/18 and may be able to attend the CWG also.</p> <p>d) It was noted that Mentor 1st is another body with whom it may be worthwhile liaising. No further updates available.</p> <p>e) MB has created a Google Drive folder as a trial. To be reviewed.</p>	
9.0	<p><b>Other CONSIG Information</b></p> <p>a) The ConSIG may have an opportunity to speak at a branch event in Milton Keynes. KM to provide further information as applicable.</p> <p>b) MB confirmed that 2 No. all day events are planned to be arranged during 2018. Dates will be advised once confirmed. <b>POST MEETING NOTE: An all day event is planned for 25/9/18 on the theme of 'Quality &amp; Risk'.</b></p>	
9.1	<p><b>Competence Working Group Dates</b></p> <p>Confirmed working group meetings are listed below. Meeting invites have been sent out to active members.</p> <p>The following are the proposed meeting dates for 2018 (WG: Working Group &amp; SG: Steering Group):</p> <p>10 January 2018 - WG and SG Meetings            7 February 2018 – WG Only – SG by Teleconference            7 March 2018 - WG and SG Meetings            4 April 2018 – WG Only – SG by Teleconference            2 May 2018 - WG and SG Meetings            30 May 2018 – WG Only – SG by Teleconference            27 June 2018 - WG and SG Meetings            25 July 2018 – WG Only – SG by Teleconference            22 August 2018 - WG and SG Meetings            19 September 2018 – WG Only – SG by Teleconference            17 October 2018 - WG and SG Meetings            14 November 2018 – WG Only – SG by Teleconference            12 December 2018 - WG and SG Meetings</p>	Contact : Mike Buss
9.3	<p><b>Cost of Quality WG</b></p> <p>No update provided. <b>POST MEETING NOTE: Refer to item 2b vii.</b></p>	Contact : Dan Keeling
10.0	<p><b>Action Register</b></p>	
	<p>A separate 'action tracker' has been produced. This is a 'live' document which will be updated on a continual basis. 'Snapshots' of the document will be taken as appropriate and issued for information purposes as appropriate (e.g. as an attached to meeting minutes)</p>	MB
11.0	<p><b>Attachments:</b></p> <p>1) CQK BoCQK tracker (30/5/18): Active Members only</p>	

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	2) CQI BoCQK: Current Status (30/5/18): Active Members only	