



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

**No.:** 65

**Date:** Wednesday, 16<sup>th</sup> October 2019

68 Attendance List

Name	Company	CWG Role	Attended	Attended via Skype	Apologies	Not Attended
Mike Buss	Taylor Woodrow	Chairperson	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tony Hoyle	Retired	Deputy Chair: CQK	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Karen McDonald	Skanska	Deputy Chair: QP Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Keith Hamlyn	Retired	Secretary	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Jonny Montgomery	Shirley Parsons	Membership / Communications	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gavin Avery	BAM		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Susannah Clarke	PMI		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Berni Daplyn	VVB		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Paul Greenwood	Greenwood Consultants		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Luca Fiderio			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Colin Harley	KBR		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Eric Loh	J Murphy and Sons		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Giorgio Mannelli	Nuvia		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Greg Faria	Heathrow Airport		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ian Mills	Balfour Beatty		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Keith Lucas			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Kevin Rogers	Mott MacDonald		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Oliver Shadbolt	NG Bailey		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Richard Strugnell	HS2		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Peter East	ISG		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Graham Taylor	Qualitas Consulting		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Nicky Wells	EMICO		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Indi Bansal			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Carmen Musat			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Helen Ball			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Jonathan Buckett	United Living		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Mike Duff	Network Rail		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Future Planned Meetings:** (In the light of an agreement in the Steering Committee meeting, meets will likely be moved to a Thursday .

Notification of any change will be given in plenty of time but be aware.

13 November 2019                      05 February 2020                      29 April 2020

11 December 2019                      04 March 2020                      27 May 2020

08 January 2020                      01 April 2020

**Useful Links:**

ConSIG: [www.consig.org](http://www.consig.org)

Designing Buildings Wiki: <https://www.designingbuildings.co.uk/wiki/Home>

Twitter: <https://twitter.com/ConSIGCQI>

LinkedIn: <https://www.linkedin.com/groups/4698737>



## Workshop for Construction Quality Knowledge

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<b>1 Governance: a) Strategy b) Roles &amp; Responsibilities c) Meeting arrangements etc.</b>	
1.1	The Workshop for the CQK retains a focus of developing articles for its own website and for the Designing Buildings WIKI (DBW). The drive is for competency. This represents no change in direction for the Workshop.
<b>2 Update from Chairperson on key matters from Steering Committee</b>	
2.1	The ConSIG AGM has been rescheduled provisionally for Wednesday 4 <sup>th</sup> December 2019. The Steering Committee have determined that there is a need to evaluate the direction that the ConSIG is taking from a strategic point of. The introduction of factory-based construction and new intelligent systems, together with other matters, suggested a potential for the ConSIG to expanding its brief to cover further activities. This review was considered necessary prior to the AGM.
2.2	Events are in the process of being planned, but workloads have militated against bringing them to fruition. The Steering Committee needs to consider planning and executing events.  The Nuclear Special Interest Group discussed the Nuclear Next Generation programme that they have introduced. The NucSIG presented to the SC 18/9/19. A Construction Next Generation (CNG) is to be established. A working group is to be established to set up CNG comprised of select younger members. Bethany McCulloch (Head of Quality, Careys) will be the SC ambassador for the CNG providing guidance / assistance. The Steering Committee considered that a similar scheme could be introduced within the Construction Sector. The Working Group endorsed this conclusion.
2.3	There is a move to update the governance of the ConSIG.
<b>3 Update from Chairperson on key matters relevant to the Chartered Quality Institute</b>	
3.1	MB demonstrated the updated revision of the presentation for World Quality Day presentation. It has been produced by ConSIG and is available to download free via the ConSIG website. The slides can be adapted by each organisation to suit their needs. Since being shown the first time to the Working Group, an additional slide has been added provide ng information on the ConSIG and the CQI logo has been replaced with the ConSIG logo. The Working Group endorsed the presentation.
3.2	A meeting has been held (16/9/19) with CSCS to discuss the development of a card for Quality professionals. This follows an initial meeting between CSCS and CQI to discussion entry routes. MB met with Julian Jack (CQI Membership Manager) and Debbie John (CQI Head of Learning & Development). It was noted specific cards are available for Health & Safety Managers and Environment Managers. Entry requirements include, for example, NEBOSH Construction Certificate. It was concluded the key requirement will be to map the CQI qualification against the level 4 NVQ. Debbie John is to arrange a meeting with CSCS to discuss. A strategy was proposed, in order of priority, as follows: a) Requirements are to be mapped and an application is to be made for Chartered Quality Professionals to be able to apply for a Professionally Qualified Person. b) An application is to be made to enable those achieving the CQI's qualifications (E.g. Practitioner Certificate in Construction Quality Management to obtain a Managers Card c) Options are to be reviewed with CSCS for a specific 'Quality Manager' card equivalent to those available for Health & Safety / Environment professionals.
<b>4 Update from other ConSIG Working Groups</b>	
4.1	<b>WG-01 "Cost of Quality":</b>  This WG is requesting assistance from long term maintainers and insurance companies who can help by providing information on the long-term impact of construction defects. [No further update]  [ACTION JM] JM to contact D Keeling to determine what is being done.
4.2	<b>WG-02 "Common Defects"</b> .  The aspiration is to have a ConSIG webpage on the CQI Common Defects website. This has been presented to the Steering Committee, who have provided comments. Whilst contact has been made with the developer, who has returned recently after being out of the country, the main blocker is the lack of a website developer – or, at least, the time that the present developer has to concentrate on this work. If found necessary, overtures may be made to a different developer.  Once WG-02 have clarified how the set up will work for the Common Defects Booklet, it will be able to be determined how the roll out will work (e.g. 'drip-fed') [No change]
4.3	<b>Measuring Quality Performance Working Group (GIRI) [provided by GA]</b>  A meeting of the GIRI Steering Committee was held recently. GIRI still want to create their project on Quality Metrics to fruition, but are frustrated by the issue raised last meeting, that each organisation has its own unique method for collecting defect data and are unlikely to wish to share the results openly. During the GIRI meeting, one member demonstrated the metrics that they had collected. Each one was in the red.



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Courses have been run on Leadership and on Interfaces by GIRI. Those attending found the information useful. These courses have now been licenced to Training Providers under certification.

### 4.4 **WG-04 “Contract Quality Standards”:**

[No update]

### 4.5 **WG-05 “Construction Quality Professional Training”.**

This Work Group has made the greatest progress. It has been working with the CQI to create modules on Quality in Construction. These could be useful for non-Quality professionals, although some may struggle if they have little or no background in the subject.

The ConSIG Steering Committee ratified the training syllabus at their meeting 18/9/19. The exam papers for the course are now to be developed. A pilot course has also been proposed. Karen McDonald (Working Group Chair) is to review setting this up. Organisations from the ConSIG have committed to provide attendees representative of those who might attend as well as more experienced quality professionals to enable appropriate feedback to be provided.

The opportunity exists for a Training Provider to develop a course and present it to a selected group of participants as a trial at no cost to the CQI other than the provision of facilities for the two days. The Training Provider would foot the cost of course development and provision of a tutor for the two days of delivery.

CQI Approved Training providers will need to develop a course which then need to be approved by CQI prior to being certified to deliver courses on a commercial basis.

## 5 **Events Information**

5.1 No new events have been placed in the diary.

## 6 **Membership / Communications: Update from the Membership / Communication Secretary**

6.4 The graphical representation of the statistics for membership of the ConSIG was not available for discussion unfortunately, due to IT issues with the link. This has been deferred to WG Meeting No. 65.

## 7 **Website Update**

A link has been provided to the WQD presentation.

## 8 **Construction Quality Knowhow**

### 8.1 **Article production**

8.1.1 Twenty-seven articles have been published including 2 templates. There have been 3298 views by 2197 users in the last calendar month and 47,939 views to the 16<sup>th</sup> of October since the first articles were added in September 2017.

The current position can be found at the following URL:

[https://datastudio.google.com/reporting/1P3\\_DrRGkOBg3jCN1YuVve1kSvnVP-oZi/page/Q9XI](https://datastudio.google.com/reporting/1P3_DrRGkOBg3jCN1YuVve1kSvnVP-oZi/page/Q9XI)

[Secretary's Note: This URL may not work. The matter is being looked into.]

8.1.2 Articles that have been Published

No articles have been published since the previous meeting:

8.1.3 Articles for Steering Committee Approval

a. Accreditation of Certification Bodies. A review by the Working Group suggested that the initials for Lloyds Register (LR) and BVQI be used. NQI should be NQA and that DNV GL and Registration Bodies from Malaysia and India be added, together with the Accreditation Bodies from those countries and the IAF at the top. **[ACTION KH]**

8.1.4 Articles with Comments following ConSIG CWG Review

a. Quality Management Systems. This article is to be reviewed against the existing article on the DBW with a view to determining whether to replace the one in DBW or to combine elements of both. **[ACTION GT]**. JM to call GT to confirm his interest in progressing the article. If not, a new reviewer will be appointed. **[ACTION JM]** KH to act on the decision as appropriate.

b. Mechanical and Electrical Contracting. The responses from the review panel have been collated and passed to BD. There were 36 comments, most of which were editorial, although significant in their impact on the formation of the article. No timescale has therefore currently been set for completion.

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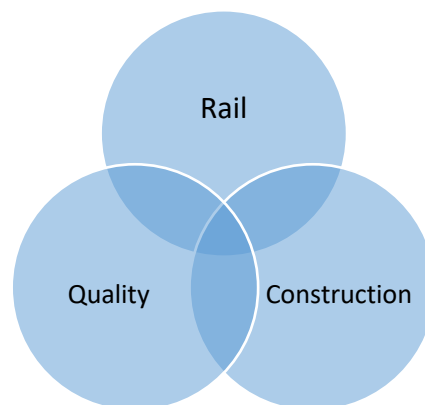
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### 8.1.5 Articles for ConSIG CWG Panel Review

- a. Cost of Quality. The article has been sent to DK for review by the Cost of Quality Working Group. MB to confirm with DK that this is still going ahead. [ACTION MB]
- b. Lean Construction. Document has been written by Stuart Anwyl and reviewed by Tony Blanch. Jim Taylor-Rose is to be asked to act as a second review according to the revised procedure described in 9.1.1 above. There has been no response yet from JT-R. [ACTION TH]

### 8.1.6 Articles in the Pipeline

- c. Defects Management/Control of Non-Conformity. This article is under peer review. This article is expected at the end of October 2019. [ACTION MB/IM/PE/CH]. [No change]
- d. Checklists. Luca Fiderio to write and Keith Hamlyn to review. Date to be advised. [ACTION LF/KH] [No change]
- e. Benchmarking. Author has been confirmed as Jon Adshead. MB to review. Date to be advised subject to JA's other commitments. [ACTION JA/MB]
- f. Temporary Works Design. KR has been confirmed as author with KH as reviewer. Anticipated for review by KH at end of November 2019. [ACTION KR/KH]
- g. Checking and Approval in Design. KR has been confirmed as author with TH and KH as reviewers. This article is expected at the end of December 2019. [ACTION KR/TH/KH]
- h. Building Control and Regulations. There has been no response from the author and reviewer identified by GT. PE volunteered to produce this article and the CWG review panel will be identified at the next meeting. [ACTION PE]
- i. Rail. The author and reviewers are to be defined. KH to keep liaising with MD and others in Network Rail. The diagram below is retained for reference.



The intention is to examine that triangle that sits as a subset to each of the three circles above. A simple overview was considered the most appropriate, as the detail for the rail supply chain is well catered for in Network Rail Standards, specifications and contract documents.

- j. TH reminded the meeting that the first three articles, including ITPs and Lifts and Escalators, were now two years old and should be subject to review. MB agreed to read over the articles on ITPs to confirm that they were up-to-date and to make any changes he considered appropriate. [ACTION MB] decisions over the article on lifts and escalators was deferred with one suggestion that it be split into two articles.
- k. Adam Rumens has agreed to carry out the two-year review of the article on lifts and escalators and produce two articles. He has also volunteered to produce an article on 'Air passenger boarding bridges'.

## 9 Any other business

- 9.1 TH will retire from his role later this year. The hunt for a volunteer is still on-going. [No change]
- 9.2 Artificial Intelligent software used by DBW has identified a number of concepts within the ConSIG articles which have not been explained but have appeared in articles without an explanation of what the term meant. HB agreed to look at the list and propose some suitable short definitions. It was agreed that definitions from ISO specifications, such as ISO 9000, should be the first port of call. [ACTION HB] [ MB to chase. [ACTION MB]



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### 9.3 Off-site manufacture.

KH to produce a first draft of an Author's Guide for an article on Off-Site Manufacturing. This is to take into account the points raised in the last minutes together with the following:

- What forms of words were needed for Quality Requirements in contracts?
- What is FAT/FAI and what does the Quality professional have to do at these events, including reviews of evidential documentation?
- What levels of FAT/FAI are needed in what circumstances?
- What is required for FAI/FAT in (a) traditional construction organisations, (b) Small to Middle-sized Enterprises providing stock items and (c) producers of complex electronic systems for inclusion in buildings and other constructed works?

*[FAT – FACTORY ACCEPTANCE TEST: FAI – FACTORY ACCEPTANCE INSPECTION]*

The guide is to be passed to PE for his input prior to being returned to the Working Group for review.

- 9.4 Funding has been provided for the development of the videos related to the articles as part of the second year of the budget. JM has set up the option to prepare the first two videos with MB. Inspection & Test Plans and Quality Cultures will be used as the pilots, as it is they are most popular article as shown in the statistics. The intention is to confirm the concept before calculating the overall costings with the sub-contractor. There will need to be a discussion around which articles should be the subject of videos. Ideally, all the videos will be filmed in one session to minimise set-up costs and then to publish them at a rate of one per month on the website. The order of delivery will be as per the tracker. [No change]

### Topics for discussion at the next meeting are to include the following:

- a. The statistics of membership of the ConSIG
- b. The Author's Guide for Off-site manufacture.

**Next Meeting:** The next meeting will take place on the 13<sup>th</sup> of November 2019.

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# Accreditation of Conformity Assessment (Certification) Bodies

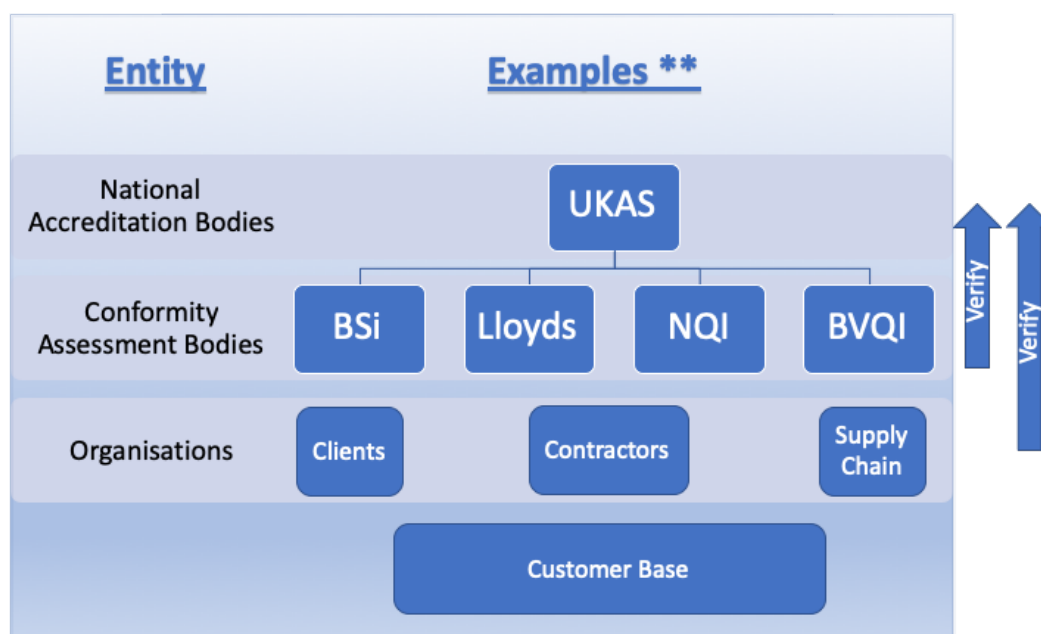
## Summary

Conformity Assessment or Certification Bodies hold registers of organisations that they have audited and have been shown to conform to the requirements of one or more internationally recognised specifications, such as ISO 9001.

National Accreditation Bodies provide recognition that a Conformity Assessment Body is conducting itself in a manner that demonstrates competence and impartiality in undertaking registration of organisations. A list of National Accreditation Bodies can be found at:

[https://www.iaf.nu/articles/IAF\\_MEMBERS\\_SIGNATORIES/4](https://www.iaf.nu/articles/IAF_MEMBERS_SIGNATORIES/4)

National Accreditation Bodies hold lists of the Conformity Assessment Bodies they have accredited which can be used to confirm that they really have been accredited.



\*\* (UK organisations only shown. There are equivalents in many other countries.)

This diagram shows the relationships between the various entities and the opportunities for verifying conformity.

Purchasers of goods or services can gain confidence when procuring from a supplier that has been registered by an Accredited Conformity Assessment Body that its management system is operating in accordance with the specification(s) as stated on its certificate with the result that the goods and/or services will meet requirements. Confirmation should be obtained that the registration covers the scope of work, product or material to be supplied. The evidence leading to that confidence may not be as strong where a Non-Accredited Conformity Assessment Body has been employed by the organisation and may lead to unforeseen risk to delivery of goods or services. Purchasers can confirm that the supplier has been formally registered to the appropriate standard with an accredited Conformity Assessment Body by referring to the National Accreditation Body website for its list of accredited Conformity Assessment Bodies.

Organisations selecting Conformity Assessment Bodies to register their organisations should review the Chartered Quality Institute policy on the use of Non-Accredited Conformity Assessment Bodies, which is to avoid them. This can be found at:

[Link to Policy Statement when published]

Further explanation of the reasons behind this policy can be found at:

<https://www.quality.org/knowledge/world-accreditation-day-special-dangers-cowboy-certification>