

# Competency Working Group



Minutes of meeting No.: 48

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

Date: **Wednesday 7<sup>th</sup> March, 2018**

## Attendees:

|                  |                 |                         |
|------------------|-----------------|-------------------------|
| Mike Buss        | Taylor Woodrow  | Chair                   |
| Karen McDonald   | Skanska         | Deputy Chair – Training |
| Gavin Avery      | BAM             |                         |
| Eric Loh         | Murphy Group    |                         |
| Berni Daplyn     | VVB             |                         |
| Jonny Montgomery | Shirley Parsons |                         |
| Carment Musat    | Multiplex       |                         |

## Apologies: (Active members unable to attend)

|                   |                       |                     |
|-------------------|-----------------------|---------------------|
| Tony Hoyle        |                       | Deputy Chair -- CQK |
| Kevin Rogers      | Mott MacDonald        |                     |
| Will Pitt         | LHR Airports Ltd      |                     |
| Keith Hamlyn      |                       |                     |
| Ian Mills         | Balfour Beatty        |                     |
| Andy Baker        | Consultant            |                     |
| Geoff Bull        | Kier                  |                     |
| Richard Strugnell | HS2                   |                     |
| Paul Greenwood    | Greenwood Consultants |                     |

(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                        | Deputy 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                 |                                   |
| Ian Mills      | Balfour Beatty              |                                   |
| 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)

|               |                    |                               |
|---------------|--------------------|-------------------------------|
| Malcolm Gilks | Gilks Consulting   | Chair – ConSIG Steering Group |
| 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) No issues raised</p>  |           |
| 1.1  | <p><b>Strategy</b></p> <p>a) No issues raised.</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></p>  |           |
| 1.3  | <p><b>Meetings</b></p> <p>a) ConsSIG CWG meetings will continue to be held on a four weekly basis face to face.</p> <p>b) Conference call facilities are now being used for the ConSIG meetings. MB has set up Skype facilities to provide video and speaker facility. Difficulties are still being encountered due to poor connectivity. MB to review with the CQI.</p>   |           |
| 2.0  | <p><b>Steering Group Communications</b></p> <p>a) A interim Steering Committee Meeting was held 7/2/18 13:00 – 16:00. The meeting was chaired by Jon Elliot but was not quorum as neither the ConSIG chair or Deputy Chair were present. The following summarises the main aspects discussed:</p> <ol style="list-style-type: none"> <li>i. It was proposed that the AGM be held Wednesday 2<sup>nd</sup> May, 2018. <b>POST MEETING NOTE: Due to availability of ConSIG members, it has been proposed that the AGM be held September 2018.</b></li> <li>ii. It was proposed that a 'wish' list of future working groups be compiled</li> <li>iii. Tony Blanch provided an update on the quality training initiative with the CITB.</li> <li>iv. It was noted that the revised Terms of Reference have been agreed and published.</li> <li>v. A 'wish list' is still to be presented to the CQI. It is proposed that the CQI model the SIG's as per the branches.</li> <li>vi. MB presented latest updates of the website. It was recommended that all changes be agreed.</li> <li>vii. MB confirmed that the link from the CQI website to the new ConSIG website has been updated.</li> </ol> |           |
| 3.0  | <p><b>CONSIG CWG Website</b></p> <p>a) MB confirmed that the link from the CQI website has been updated.</p> <p>b) MB presented the latest updates for the ConSIG website to attendees. All relevant changes were agreed.</p> <p>c) MB affirmed that the Construction Quality Knowhow model will be updated and 'fit for purpose' changed.</p> <p>d) It was agreed that separate pages may be created for each author / reviewer to enable a link to be created directly from the article published on the Designing Buildings Wiki webpage to the details of the author / reviewer. MB has set up pages and provided examples.</p> <p>e) MB confirmed that a standard length and format has been agreed for the bios. These are also being updated to ensure a consistent length.</p>   |           |

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|      | <ul style="list-style-type: none"> <li>f) MB confirmed that the slider is being used to promote events (e.g. the CPD event 'Using Digital Technology to Generate Value in Construction' planned for 7/3/18.)</li> <li>g) It was suggested that the website should be updated to ensure the author guidance is easier to find. MB to review with TH.</li> </ul>   |           |
| 4.0  | <p><b>Workstream 1: Body of Construction Quality Knowledge (CQK) / Construction Quality Knowhow</b></p> <ul style="list-style-type: none"> <li>a) TH provides the relevant tracker for MB to attach to the meeting minutes.</li> <li>b) The following articles were reviewed: <ul style="list-style-type: none"> <li>a. <b>Why Should Quality be Important to the Construction Industry:</b> Comments noted that the article should reference to the 2025 Strategy and it may be beneficial to note that quality will also provide the opportunity to benefit health; Article publication agreed (subject to incorporation of comments). <b>POST MEETING NOTE: Comments were incorporated as applicable and the article has been published on the Designing Buildings Wiki (DBW) website. The last section of the article is to be separate out following advice from DBW.</b></li> <li>b. <b>5 Why's:</b> Article publication agreed (including pro forma)</li> <li>c. <b>Design Freeze:</b> It was noted that it may be useful to also use the term 'gateway' as this is familiar to people in the industry. Article publication agreed (subject to incorporation of comments)</li> <li>d. <b>CDM:</b> A Quality Perspective: Article publication agreed</li> <li>e. Comments were also received from members via email. MB has forwarded these to authors as appropriate.</li> </ul> </li> <li>c) TH has updated the BoCQK tracker. A copy will be attached to the meeting minutes (active members only).</li> <li>d) It has been noted useful to produce an article on Annex SL (KH to review).</li> <li>e) MB reaffirmed to attendees that it is not a requirement that articles are listed on the schedule prior to production. If an ad hoc article is produced, providing it aligns with the intentions of the ConSIG CWG and the guidelines produced, the article can reviewed and published with details added to the schedule for record purposes.</li> <li>f) It has been agreed that articles should be reviewed at maximum intervals of 24 months.</li> <li>g) Attendees requested that MB provide a copy of the URL for the ConSIG page on Designing Buildings Wiki website. <b>POST MEETING NOTE: The following is the URL requested: <a href="https://www.designingbuildings.co.uk/wiki/User:Consigcwg">https://www.designingbuildings.co.uk/wiki/User:Consigcwg</a></b></li> <li>h) Attendees noted that a standard method is required for citing references used in production of articles. MB confirmed that references are required to be added to the 'Why Should Quality be Important to the Construction Industry' article. MB will review a structure for references and liaise with Tony Hoyle. Guidance to be added to the Author's Guidelines as appropriate.</li> <li>i) KM confirmed that the article for Culture &amp; Behaviour is in production. It was noted that it may be beneficial to liaise with Ian Mills regarding this.</li> </ul> |           |
| 5.0  | <p><b>Workstream 2 – Construction Quality Awareness</b></p> <ul style="list-style-type: none"> <li>a) MB confirmed that 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:</li> </ul> <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>  |           |

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|      | b) MB confirmed no further updates are available  |           |
| 6.0  | <p><b>Workstream 3 – Construction Quality Professionals</b></p> <p>a) MB provided information to the attendees on some courses which are currently available for construction professionals. This included CQI professional and practitioner certificates and post graduate courses provided by University of Portsmouth.</p> <p>b) A session was held to brainstorm production of a business case. The following aspects were discussed:</p> <ol style="list-style-type: none"> <li>a. It is imperative that universities are teaching about quality.</li> <li>b. Crossrail developed and implemented a course for quality managers. Approx. 70 No. managers completed the course.</li> <li>c. Any course needs to consider the work required to deliver.</li> <li>d. Courses need to consider the convenience of those making arrangements for delegates to attend. For example, at present the CQI offer modular courses. This does provide flexibility but it is not as convenient as having a 'one-stop shop'—i.e. a single course which delegates can attend which will provide them with the knowledge required.</li> <li>e. There are 3 possible options for courses:               <ol style="list-style-type: none"> <li>i. Delegates complete the CQI Practitioner (or Professional) Certificate in Quality management and then an additional module is completed providing the construction context.</li> <li>ii. The CQI Practitioner (or Professional) Certification in Quality Management is adapted to make it construction specific (i.e. all modules are adapted)</li> <li>iii. A new course is developed for construction quality professionals (i.e. one single course)</li> </ol> </li> <li>f. Only 30 hours of training are required to obtain PCQI. This could include attending a Lead Auditor course. This, therefore, does not provide confidence that those obtaining CQI have gained the knowledge required for their role.</li> <li>g. A survey / market research is required to capture views of ConSIG members and those within the construction industry. MB / KM to review.</li> </ol> |           |
| 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) PG offered to present on collaboration. MB to include within the agenda for a future meeting.</p> <p>c) Attendees noted that a launch event is planned by BSI for the new BS31000 Standard 26/3/18.</p> <p>d) Further to item 7a, Rob Youster (BAM Nuttall, Head of ICT) offered to present to the ConSIG on the topic of Smart Data. Subsequently, a ConSIG CPD event was proposed and arranged to be held 7/3/18. MB and Ian Mills will also be speaking. POST MEETING NOTE: The CPD Event 'Using Digital Technology to Generate Value in Construction' was held 7/3/18. Feedback was very positive. A summary of the event was published in the March edition of Quality World and MB has published a synopsis of the event on the ConSIG website:<br/> <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) GA confirmed that a GIRI meeting is planned for 22/3/18. GA to provide an update at the next ConSIG CWG meeting.</p> <p>c) MB / GA confirmed that CIRIA presented to the ConSIG 7/3/18. MB to forward a copy of the summary email to the ConSIG CWG. POST MEETING NOTE: MB forwarded a copy of the email summarising the discussions to ConSIG CWG active members.</p> <p>d) 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:           <ol style="list-style-type: none"> <li>i. Other SIGS</li> <li>ii. British Institute for Facilities Management</li> </ol> </p>  |           |

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|      | <ul style="list-style-type: none"> <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> </ul>  |                                  |
| 8.0  | <p><b>AOB</b></p> <ul style="list-style-type: none"> <li>a) JM from Shirley Parsons attended the meeting and advised that he may be able to contribute via a number of different aspects to help further the efforts of the ConSIG. MB / JM have reviewed. JM provided a brief summary to attendees suggesting that articles can be promoted via LinkedIn. It may also be feasible to create videos providing a brief introduction to articles. Shirley Parsons are also actively involved in leadership events which could provide an opportunity for quality leaders to collaborate. Shirley Parsons are also actively involved in promoting career opportunities at universities- especially as many people do not realise the opportunities available within construction. Aspects to be reviewed further as appropriate.</li> <li>b) It was noted that Mentor 1st is another body with whom it may be worthwhile liaising. No further updates available.</li> <li>c) MB / TH noted a suggestion that shared folders be created on the Google Drive for members. MB / TH to review.</li> </ul> |                                  |
| 9.0  | <p><b>Other CONSIG Information</b></p> <ul style="list-style-type: none"> <li>a) The ConSIG may have an opportunity to speak at a branch event in Milton Keynes. KM to provide further information as applicable.</li> <li>b) MB confirmed that 2 No. all day events are planned to be arranged during 2018. Dates will be advised once confirmed.</li> </ul>  |                                  |
| 9.1  | <p><b>Competence Working Group Dates</b></p> <p>Confirmed working group meetings are listed below. Meeting invites have been sent out.</p> <p>MB has sent Outlook invitations to active members.</p> <p>The following are the proposed meeting dates for 2018 (WG: Working Group &amp; SG: Steering Group):</p> <ul style="list-style-type: none"> <li>10 January 2018 - WG and SG Meetings</li> <li>7 February 2018 – WG Only – SG by Teleconference</li> <li>7 March 2018 - WG and SG Meetings</li> <li>4 April 2018 – WG Only – SG by Teleconference</li> <li>2 May 2018 - WG and SG Meetings</li> <li>30 May 2018 – WG Only – SG by Teleconference</li> <li>27 June 2018 - WG and SG Meetings</li> <li>25 July 2018 – WG Only – SG by Teleconference</li> <li>22 August 2018 - WG and SG Meetings</li> <li>19 September 2018 – WG Only – SG by Teleconference</li> <li>17 October 2018 - WG and SG Meetings</li> <li>14 November 2018 – WG Only – SG by Teleconference</li> <li>12 December 2018 - WG and SG Meetings</li> </ul>   | <p>Contact :<br/>Mike Buss</p>   |
| 9.3  | <p><b>Cost of Quality WG</b></p> <p>No update provided.</p>  | <p>Contact :<br/>Dan Keeling</p> |
| 10.0 | <p><b>Action Register</b></p>  |                                  |

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|      | 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) | MB        |
| 11.0 | <b>Attachments:</b><br><br>1) CONSIG CWG Action Tracker 'snapshot' (3/4/18)<br>2) CQK BoCQK tracker (28/02/18): Active Members only<br>3) CQI BoCQK: Current Status (28/2/18): Active Members only  |           |