# About the attendees...

## How far did you travel to get here today?
### (44 responses)
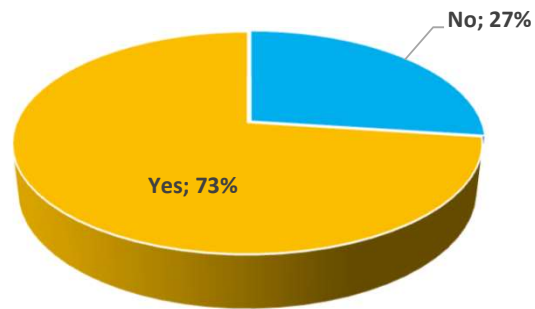
- 0 - 10 miles; 4%
- 11 - 25 miles; 25%
- 25 - 50 miles; 16%
- more than 50 miles; 55%
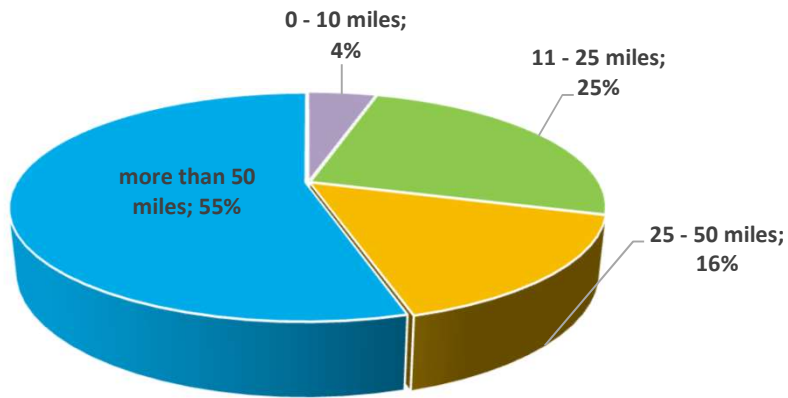
## Are you a member of the CQI & ConSIG?
### (51 responses)

- Neither; 18%
- ConSIG only; 4%
- CQI only; 27%
- Both CQI & ConSIG; 51%

**Sharing the information of my Company's defects with its competitors is the only way to improve the Industry's Performance in reducing error. Do you agree?**
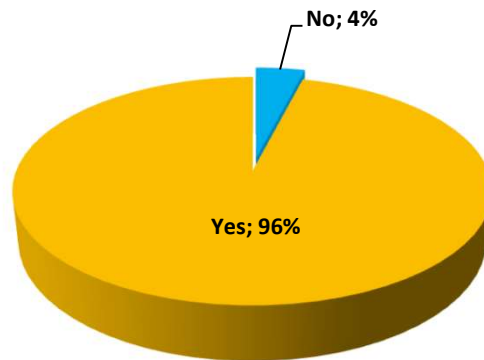*(48 responses)*

No; 27%

Yes; 73%

**Investment in up front design reduces change and significantly reduces out turn project costs. Do you agree?**
*(48 responses)*

No; 6%

Yes; 94%

**We need to establish a working group to look at a cross industry way of measuring performance in delivering quality. Do you agree? (50 responses)**
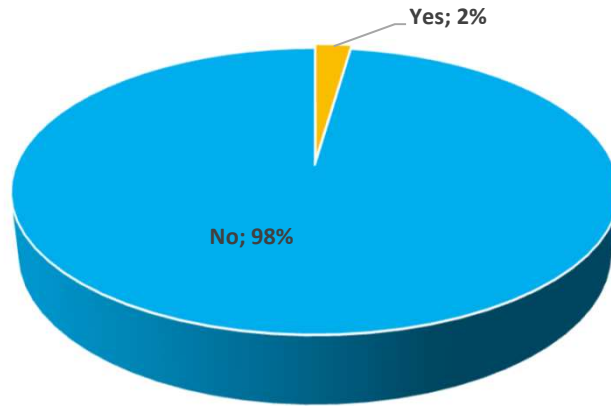
No; 4%

Yes; 96%

**Reducing the amount of change on projects by putting more effort into ensuring that what the customer has asked for is what the customer actually needs will significantly reduce error. Do you agree? (51 responses)**
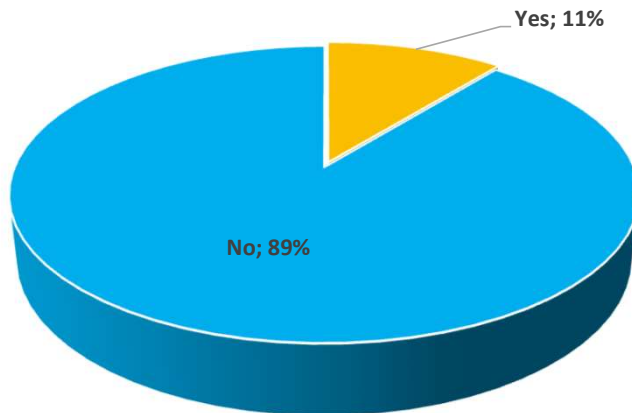
No; 16%

Yes; 84%
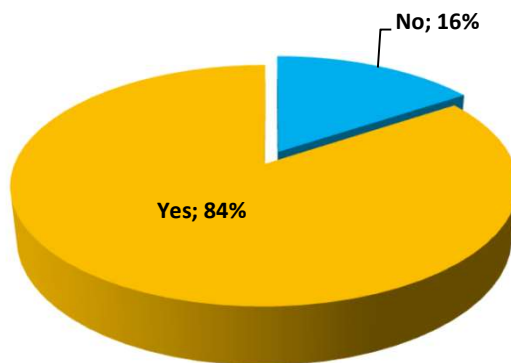
## Session 1: Addressing Risk of Errors Through Knowledge Sharing
### Stopping Building Failures & Building in Quality (Presented by Nigel Ostime)

### Have you used the online assessment tool to benchmark knowledge in DfMA? (44 responses)

Yes; 2%

No; 98%

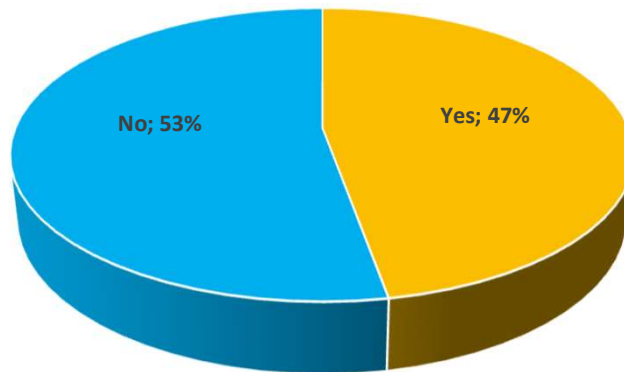### Have you read the Stopping Building Failures report issud by the Housing Forum? (46 responses)

Yes; 11%

No; 89%

Do you have easy access to all the knowledge you need?
(46 responses)

Yes; 24%

No; 76%
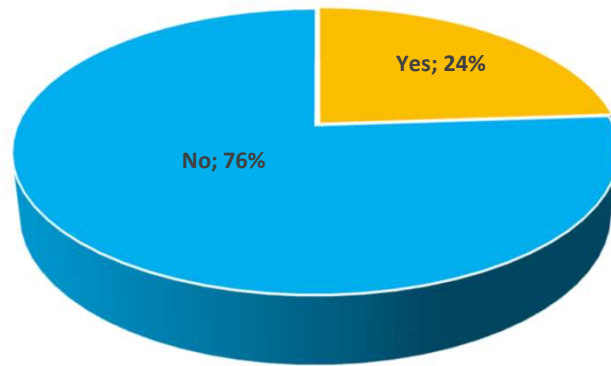
Has the way you work been influenced by new research?
(53 responses)

No; 53%

Yes; 47%

## Session 2: Standards as a Risk Management Framework
### (Presented by Andy Thurgood)

Do you believe there is a disconnect between Top Management's strategic direction, and existing Management System framework? (19 responses)



Don't know; 0%

No; 26%

Yes; 74%
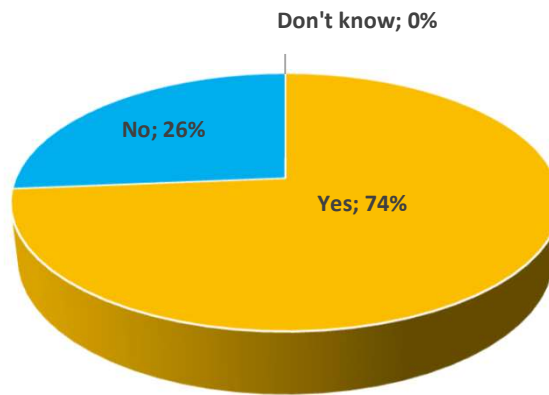
Given the significance of process approach, do you believe that your business is adequately process mapped, and understands its interactions? (42 responses)



Don't Know; 9%

Yes; 12%

No; 79%
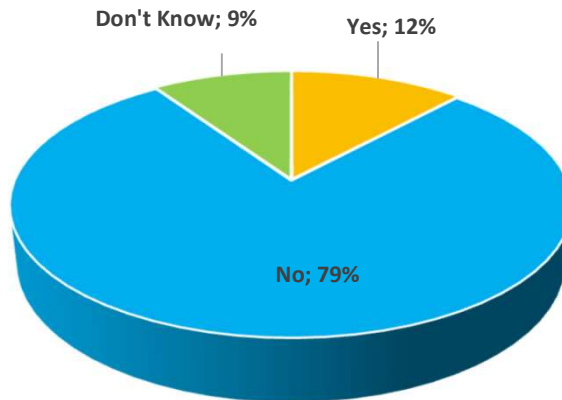
## Session 2: Standards as a Risk Management Framework (con.)
### (Presented by Andy Thurgood)

Reflecting on the challenges arising from performance evaluation, internal assurance, and acting upon actions arising, how effective do you consider your organisation in delivering timely improvement? (43 responses)



Effective; 5%

Mostly Effective; 19%

Ineffective; 25%

Partially Effective; 51%
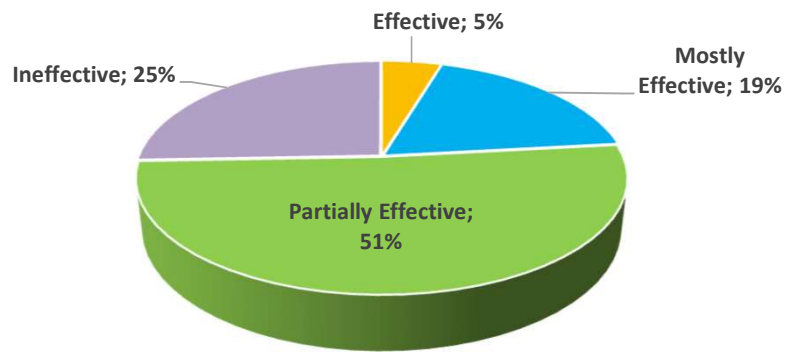
## Session 3: The Consequence from not Managing Quality Risk
### Cost of Quality (Presented by Dan Keeling & Helen Soulou)

**Dame Judith Hackitt has said she was "truly shocked" by standards in the construction industry when researching her report, *Independent Review of Building Regulations and Fire Safety*, published earlier this year.**

**She said,**

"We need to get to a point where people those who construct a building are as responsible for those who use it over the next ten or 20 years as they are employee safety. What we are calling for is collaboration and joined-up thinking across the built environment sector, not self-interested groups protecting their own turf, something I have seen a lot of."

### Is this reasonable? (36 responses)

No; 8%

Yes; 92%

### Is this achievable? (40 responses)

No; 25%

Yes; 75%