

Competency Working Group

Minutes of meeting No.: **53**

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

Date: Wednesday, 19th September 2018

Attendees:

Mike Buss	Taylor Woodrow	Chair
Tony Hoyle		Deputy Chair -- CQK
Gavin Avery	BAM	
Susannah Clarke	PMI	
Keith Hamlyn		
Eric Loh	J Murphy and Sons	
Giorgio Mannelli	Nuvia	
Jonny Montgomery	Shirley Parsons	
Kevin Rogers	Mott MacDonald	
Richard Strugnell	HS2	

Apologies: (Active members unable to attend)

Berni Daplyn	VVB
Andy Baker	Consultant
Geoff Bull	Kier
Paul Greenwood	Greenwood Consultants
Karen McDonald	Skanska
Ian Mills	Balfour Beatty
Carmen Musat	Multiplex
David Myers	LHR Airports Ltd
Oliver Shadbolt	NG Bailey

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

Minutes will not be directly circulated to those who are not 'active' members. Minutes will be made available via the Construction Special Interest Group website (www.consig.org).

Minutes taken by Keith Hamlyn

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

Item	Details	Action by
	<p>Call to order / opening remarks</p> <p>The Chair apologised for the cancellation of the August meeting. He stated that there would be no meetings from the end of July until the start of September in future. This had been agreed with the ConSIG Committee.</p> <p>There were no comments arising from the previous meeting.</p>	
1.0	<p>Governance</p> <p>a) MB proposed that minutes to meetings are no longer issued directly to a circulation list. Minutes are made publicly available via the ConSIG website (www.consig.org). The CWG agreed to the proposal.</p> <p>b) MB confirmed that a meeting was held with representatives from the CQI and ConSIG 12/9/18 to review training for construction quality professionals. Refer to item 6.</p> <p>c) Keith Hamlyn agreed to take on the role of Secretary to the Working Group. The role included taking minutes of the meetings, sending out invitations for the meetings and arranging for accommodation at the CQI.</p>	
1.1	<p>Strategy</p> <p>a) A framework for compiling a 'business case' for workstream activities is currently in development. MB to provide update as appropriate.</p> <p>[19 Sep 18] No further developments were discussed.</p> <p>The Working Group was reminded that the strategy had been laid out in a document with aims and objectives as described below. The actions in these minutes and the tracker indicate how these will be met. The key workstreams for 2018 are:</p> <ul style="list-style-type: none"> • Construction knowhow. Getting useful and practical information to Quality professionals • Training. Providing specific courses for construction quality professionals <p>The strategy may be revisited in December 2018.</p>	
1.2	<p>Membership</p> <p>a) Confirmation was provided that there are now over 1000 members of the ConSIG. 93% are CQI members. There were discussions concerning Facebook and LinkedIn as means of distributing information as both groups are growing, with over 700 in the LinkedIn group. Members are encouraged to comment. It was felt that there should be stronger links to both groups into the Design Buildings wiki, although there are links on the ConSIG website.</p>	DW
1.3	<p>Meetings</p> <p>b) ConSIG CWG meetings will continue to be held on a four weekly basis face to face.</p> <p>[19 Sep 18] These will be scheduled to align with the ConSIG Committee meetings wherever possible. Next year's meetings will be scheduled soon.</p> <p>c) Conference call facilities are now being used for the ConSIG meetings using Skype. Providing video facilities are not used, the system appears to work OK.</p>	
2.0	<p>Steering Group Communications</p> <p>a) Steering Committee meetings are now being issued promptly following the meeting. MB to forward minutes as appropriate and supplement information within the CWG meetings.</p>	

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	<ul style="list-style-type: none"> b) A stakeholder mapping exercise will be undertaken to identify and prioritise contact with other groups. c) The event on 25 Sep 18 may be fully booked. Members were advised to check on the website. MB discussed the programme and profiled the speakers. 	
3.0	<h3 data-bbox="225 488 611 526">CONSIG CWG Website</h3> <ul style="list-style-type: none"> a) MB confirmed that the website is continuing to be developed as a knowledge sharing hub for construction quality. b) TH is currently publishing content on the website whilst MB has set up the platform, layout etc. It was noted that it would be useful to have someone else assisting with the website. MB agreed although confirmed that there are currently no active members that are able to undertake this role although will be reviewed if new members join who could assist. [19 Sep 18] There were no specific updates to the above. c) A disclaimer is to be added to the website. d) SC is prepared to assist in setting up and checking courses related to Six Sigma, change and related matters. e) The Group has signed up to Google Analytics. There have been 48 hits in the last month. f) The CQI web page is now up to date. There needs to be a link back to the home page for search engines to provide a high "quality score" This will bring the ConSIG higher in searches. g) The Working Group is looking for a web master. A request is made to all members to see if there is a possible candidate that is known to them. 	
4.0	<h3 data-bbox="225 1144 1334 1234">Workstream 1: Body of Construction Quality Knowledge (CQK) / Construction Quality Knowhow</h3> <ul style="list-style-type: none"> a) The CWG reviewed the graphic currently on the CQK section of the ConSIG website. MB has provided a dropdown menu to access articles on the website now and the graphic may not be required. No decisions was made and this will be reviewed at a future date. b) TH has provided an update of the BoCQK tracker and a summary of the status of articles. A number of articles were scheduled to be reviewed during the meeting but are not yet currently finalised. The tracker was updated to included revised review dates for the articles. [19 Sep 18] Pressure from other activities has militated against progress being made. Articles on Assurance and on Design had been received and sent to members. No comments had been received and the articles were to be published shortly after the meeting. (refer to the article tracker) c) The Quality Cultures and Behaviours Article was reviewed. KM to complete some minor amendments and article to be put forward for publication. d) 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. e) A draft of the Electrical & Mechanical article has been received. This was to be reviewed by Will Pitt who is no longer an 'active' member of the ConSIG. OS to review article. f) The URL for the ConSIG page on Designing Buildings Wiki website is as follows: https://www.designingbuildings.co.uk/wiki/User:Consigcwg g) 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. h) The Collaboration article is to be updated (PG). POST MEETING NOTE: PG has requested assistance with updating this article due to time constraints. 	

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	<p>i) It has been confirmed that any item published under the banner of the 'ConSIG' must be reviewed by the Steering Committee (SC). This will not be a detailed review of content but a check to ensure the publication does not cause a conflict of interest. A period of 10 working days for the review has been agreed. The ConSIG Terms of Reference will be updated to include this requirement. TH to forward all articles to the ConSIG SC prior to publication.</p> <p>[19 Sep 18] All articles now have to be reviewed by the ConSIG Committee. They had returned no comments on the articles mentioned above.</p> <p>j) There is a need to publish reference to articles on social media. Sharing should be used, as well as tagging through the website.</p> <p>k) MB demonstrated the number of hits in the Designing Buildings wiki (nearly 10,000 to date). There will be a link to the articles in the next newsletter.</p> <p>l) There was nothing to authorise in this meeting. An article on Quality Management Systems will be sent around by TH for review at the next meeting.</p> <p>m) The article on FMEA is in review stage. MB confirmed that 2 No. reviewers are now assigned. MB to liaise with reviewers.</p> <p>n) The articles on Electrical and Mechanical have now been combined into one document. It is still under review. TH has emailed with no response.</p> <p>o) Other articles:</p> <table border="0" data-bbox="414 1030 1324 1713"> <tr> <td>Cost of Quality</td> <td>MB is currently reviewing with DK as Cost of Quality working group chair. GM to request Alan Grogan (Head of Quality NUVIA) act as a reviewer.</td> </tr> <tr> <td>Digital Construction/BIM</td> <td>GA has obtained agreement from staff in BAM to work towards a delivery date of 14 Nov 18.</td> </tr> <tr> <td>Lean Construction</td> <td>TD to chase Ian Mills to identify an author.</td> </tr> <tr> <td>Checklists</td> <td>TD to chase Ian Mills to identify an author.</td> </tr> <tr> <td>What is ConSIG all about</td> <td>MB to chase John Adshead.</td> </tr> <tr> <td>Benchmarking</td> <td>TD to email Karen to confirm</td> </tr> <tr> <td>FMEA</td> <td>MB to complete reviewing (see above)</td> </tr> <tr> <td>Defects Management</td> <td>To be written: Currently being drafted by MB</td> </tr> <tr> <td>Control of non-conformance</td> <td>To be written: Currently being drafted by MB</td> </tr> <tr> <td>Eliminating Waste</td> <td>SC to write</td> </tr> <tr> <td>Collaboration and ISO 44001</td> <td>KH to write</td> </tr> <tr> <td>Building Control/Regulations</td> <td>TH to request update from David Myers</td> </tr> <tr> <td>Quality plan & template</td> <td>KH to complete</td> </tr> </table> <p>p) MB will be sending out the article tracker for review in the near future.</p>	Cost of Quality	MB is currently reviewing with DK as Cost of Quality working group chair. GM to request Alan Grogan (Head of Quality NUVIA) act as a reviewer.	Digital Construction/BIM	GA has obtained agreement from staff in BAM to work towards a delivery date of 14 Nov 18.	Lean Construction	TD to chase Ian Mills to identify an author.	Checklists	TD to chase Ian Mills to identify an author.	What is ConSIG all about	MB to chase John Adshead.	Benchmarking	TD to email Karen to confirm	FMEA	MB to complete reviewing (see above)	Defects Management	To be written: Currently being drafted by MB	Control of non-conformance	To be written: Currently being drafted by MB	Eliminating Waste	SC to write	Collaboration and ISO 44001	KH to write	Building Control/Regulations	TH to request update from David Myers	Quality plan & template	KH to complete	
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5.0	<h3 style="color: green;">Workstream 2 – Construction Quality Awareness</h3> <p>a) This workstream is currently on hold.</p>																											
6.0	<h3>Workstream 3 – Construction Quality Professionals</h3> <p>a) MB confirmed that a meeting was held with representatives from the CQI and ConSIG 12/9/18. The following was confirmed:</p> <p>a. JM has questioned around 200 Heads of Quality across the Construction Industry informing them that we are looking to develop standardised quality training for construction quality</p>																											

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	<p>professionals. The response has been very positive. Those questioned have been 'very inquisitive' confirming their requirement for a standard baseline and have asked to be kept informed of developments.</p> <ul style="list-style-type: none"> b. John Elliott has mapped the Crossrail training to the current CQI modular courses. It has been agreed the 'bar must be set higher' than the Crossrail course for future developed courses. c. A strategy for delivering the workstream was agreed. The ConSIG are to provide a proposal for a course framework. A Business case will be put forward applying for CQI funding to develop a course outline which will then be reviewed by both by CQI technical assessor and the ConSIG. The outline course content will then be able to be used by Approved Training Providers of the CQI to develop and deliver the courses. d. A workshop is planned 28/9/18 to commence development of the course framework and will be attended by members of the CQI selected to provide their input to quality as well as other construction areas and Debbie John as the Head of Learning & Development for the CQI. The ConSIG CWG have requested those interested volunteer to be part of the working group. e. MB advised that the courses would also be targeted at more senior construction professionals moving across to the quality discipline to bridge the knowledge gap with respect to quality management. f. It is necessary to develop an approach which is suitable for a variety of different roles at different levels. It is therefore envisaged that roles be assigned to a competence level such as Foundation for the starter, Practitioner for the "doer" and Expert for the leaders and trainers g. It was noted that training was not the only requirement for competence: experience was also needed. There was a need for both basic (common) competence and competence within the sector in which the individual was to work. h. Skills were seen to be as important as training and experience. These skills included presenting, communicating and so forth in order to lead Quality at a senior level. i. MB will provide a copy of Jon Elliott's mapping document to relevant members of the ConSIG CWG. h) A few providers have expressed interest. They are likely to pick and mix from existing courses and to develop their own from that. Three levels were envisaged: Foundation for the starter, Practitioner for the "doer" and Expert for the leaders and trainers i) Although a survey was planned to be conducted and was being developed, the research undertaken by JM has provided information currently required. MB confirmed the survey is therefore to be put on hold for the present. 	
7.0	<h2 style="color: green;">Professional Development</h2> <p>[19 Sep 18] Deleted</p>	
8.0	<h2 style="color: green;">Stakeholders</h2> <ul style="list-style-type: none"> a) PG has offered to act as liaison between the ConSIG and Constructing Excellence. PG to issue information as appropriate. b) 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. A 'stakeholder map' has been produced and is currently being reviewed by the ConSIG Steering Committee. MB to provide updates as required. c) An initial brainstorm by the CWG of other organisations which may be stakeholders for the ConSIG has been carried out. The following is the latest list: <ul style="list-style-type: none"> a. Other SIGS b. British Institute for Facilities Management 	

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	<ul style="list-style-type: none"> c. Institution of Engineering & Technology d. IMechE e. IOSE f. IStructE g. RICS h. CIBSE i. CIOB j. ICE k. CECA d) Added on 19 Sep 18: <ul style="list-style-type: none"> l. CIRIA m. BQF n. RIBA e) RIBA are responsible for the Quality tracker that has been provided previously. The form will be discussed at an event on 25 Sep 18. f) MB has had a meeting with the Chair of BQF, who recognise that there is no point in duplicating effort, but may collaborate, especially for organisations who are in the pursuit of excellence and Six Sigma. 	
8.0	<p>AOB</p> <ul style="list-style-type: none"> a) GA provided an update on the GIRI training. Training for supervisors and managers is scheduled to pilot in the summer / autumn 2018. It is anticipated the training is approximately 18 months away from being fully rolled out. GA confirmed it is not yet possible to confirm how the GIRI training compares to the ConSIG training. [19 Sep 18] Module 1 for Managers and Supervisors (SPRINT 2) is being set up by four organisations who are delivering pilot schemes presently. The GIRI workshops are aimed at addressing behaviour change. This could be a sound approach, as it looks at the causes of error such as those resulting from pressure. Module 2. The work on improvements in the planning process is being developed. GA will be providing a presentation at the next meeting of the Working Group. SC suggested the ConSIG might learn from the GIR approach. b) It was noted that Mentor 1st is another body with whom it may be worthwhile liaising. No further updates available. c) MB has created a Google Drive folder as a trial. MB to send link out as a trial to active members. [19 Sep 18] The drive is now up and running. 	
9.0	<p>Other CONSIG Information</p> <ul style="list-style-type: none"> a) The ConSIG may have an opportunity to speak at a branch event in Milton Keynes. KM to provide further information as applicable. b) KR reminded us that there is to be a network event in Milton Keynes on 8 Nov 18, which is also World Quality Day. The topic is "Supporting Quality through Collaboration." 	

Item	Details	Action by
9.1	<p>Competence Working Group Dates</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 & SG: Steering Group):</p> <p>10 January 2018 - WG and SG Meetings</p> <p>7 February 2018 – WG Only – SG by Teleconference</p> <p>7 March 2018 - WG and SG Meetings</p> <p>4 April 2018 – WG Only – SG by Teleconference</p> <p>2 May 2018 - WG and SG Meetings</p> <p>30 May 2018 – WG Only – SG by Teleconference</p> <p>27 June 2018 - WG and SG Meetings</p> <p>25 July 2018 – WG Only – SG by Teleconference</p> <p>22 August 2018 - WG and SG Meetings</p> <p>19 September 2018 – WG Only – SG by Teleconference</p> <p>17 October 2018 - WG and SG Meetings</p> <p>14 November 2018 – WG Only – SG by Teleconference</p> <p>12 December 2018 - WG and SG Meetings</p>	Contact : Mike Buss
9.3	<p>Cost of Quality WG</p> <p>No update provided.</p>	Contact : Dan Keeling
10.0	<p>Action Register</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>Attachments:</p> <ol style="list-style-type: none"> 1) CQI BoCQK: Current Status (14/9/18): Active Members only 2) Action Tracker Dashboard 'Snapshot': 14/9/18: Active Members only 3) Article List: 14/9/18: Active Members only 	