

Workshop for Construction Quality Knowledge

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



No.: 63

Date: Wednesday, 24th July 2019

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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>
Giorgio Mannelli	Nuvia		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Greg Faria	Heathrow Airport		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carmen Musat			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Helen Ball			<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Jonathan Buckett	United Living		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mike Duff	Network Rail		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Future Planned Meetings:

18 September 2019 13 November 2019

16 October 2019 11 December 2019

Useful Links:

ConSIG: 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>

<p>1 Governance: a) Strategy b) Roles & Responsibilities c) Meeting arrangements etc.</p>	
<p>The strategy remains the same as agreed at the start of the year. Initially there were two workstreams, the Body of Construction Quality Knowhow (CQK) and training for Quality Professionals. The training workstream has become a workgroup of its own, leaving the Workshop for the CQK with a focus of developing articles for its own website and for the Designing Buildings WIKI (DBW).</p> <p>This represents no change in direction for the Workshop.</p>	
<p>2 Update from Chairperson on key matters from Steering Committee</p>	
<p>The key issue for the Steering Group is the discussion with the Chartered Quality Institute (CQI) over the governance of all Special Interest groups (SIGs). Last year, the CQI undertook a review of the governance of branches, so that this is a follow-on from that. The Terms of Reference are due to be discussed at meeting of SIG Chairs due to be held in September. The Construction SIG (ConSIG) already has a defined governance programme, so it is to be hoped that little change will be required.</p>	
<p>3 Update from Chairperson on key matters relevant to the Chartered Quality Institute</p>	
<p>The Steering Committee is still setting up its overall stakeholder strategy so that it can provide the maximum support to other organisations.</p> <p>A meeting has been held with the Chartered Institute of Building (CIOB) which is generating a Quality Code. A first revision has been received by the CQI, which, with input from ConSIG members, has issued comments back to CIOB. The ConSIG is currently engaging with CIOB to input into update of the document. The CIOB is keen to work with the CQI, for which a meeting has been arranged. The eventual aim is to produce a Publicly Available Specification (PAS).</p> <p><i>Post-Meeting Note:</i> <i>The BSI website defines a PAS as a consultative document. Its development process and format are based on the British Standard model. Any organisation, association or group who wish to document standardised best practice on a specific subject, both for the benefit of their industry and to help promote their expertise, can commission a PAS, subject to the BSI acceptance process.</i></p> <p>The CIOB also run a Construction Quality Management course. The initial view is that it could form a useful platform for the CIOB to develop with assistance from the CQI. As it stands, it does not clash with the extant work of the ConSIG Working Group on Quality training (WG-05).</p>	
<p>4 Update from other ConSIG Working Groups</p>	
<p>4.1 WG-01 “Cost of Quality”:</p>	<p>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 update]</p>
<p>4.2 WG-02 “Common Defects” .</p>	<p>4.2.1 The member of staff from HS2 who was developing the website has now left the project, which means that a fresh resource has to be found.. There was a discussion around the potential for the CQI to take up the challenge, but it was suggested that availability of resource could be an issue. It was noted that anyone taking on the challenge would need to understand the extant code structures and languages. The issue is that we, as a Group, are reliant on volunteer resources that have adequate time to complete the tasks.</p> <p>NOTE: It was noted in passing that a volunteer was needed to assist with the task of developing the WG’s website.</p> <p>4.2.2 Network Rail has set up a working group to consider how to compile a book of defects related to the rail industry. It was noted that they are actively looking for members. It was reported that nothing had been produced to date. [No change]</p> <p>[No changes] KH has met with Mike Duff of Network Rail who hopes to join the working group in the near future. KH to link Mike Duff with David Whiteside who is managing the Common Defects website and to discuss an Article Guide for Rail with Mike Duff. [ACTION KH]</p> <p>4.2.3 Once we 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]</p> <p>4.2.4 IM agreed to provide a summary of the output of the ICE meeting on “Getting It Right- How to improve productivity” slated for Wednesday the 10th of April. [No change] [ACTION IM]</p> <p>4.2.5 Measuring Quality Performance Working Group (GIRI) [provided by GA]</p> <p>A Slido pole was run to gather data, although this has not generated any substantive move forward. Attempts are being made to create a generic metric for the collection of error data. This was difficult as different organisations use different</p>

	<p>measures and have different business management information needs, which is exacerbated by trying to establish the level of detail for the metric.</p> <p>There was a discussion in the Group as to how this might be done, but no solid conclusion was realised.</p>
4.3	<p>WG-04 “Contract Quality Standards”:</p> <p>CH has had an introduction to John Elliott. He is hoping that there will soon be a discussion on the place and content of statements on Quality in contracts.</p> <p>[25 May 19] There has been no response from John Elliott yet.</p> <p>[24 Jul 19] No update. The WG has not really started yet.</p>
4.4	<p>WG-05 “Construction Quality Professional Training”.</p> <p>A copy of the training scheme for the Introduction to the Intermediate Course was exhibited on the screen. The course has been designed to provide the knowledge required by construction quality professionals at Intermediate level. The scheme had been sent to training organisations in accordance with the normal practice of the CQI. This is to offer a scheme to a training developer who can set up a training course that meets the criteria of the scheme. The CQI then oversees the conduct of the course, having first registered it as being adequate. In answer to the question of why training organisations were used in this way, funding appeared to be the fundamental issue, although the practice does allow organisations to use existing material and create a course that more closely matches their needs. The outcome is to develop a suite of training programmes that is accredited by the CQI for the development of Quality across the industry.</p> <p>It was noted that the WG, together with training organisations and the CQI have spent considerable time on the development of this scheme. Only Approved Training Providers will be approached.</p>
5 Events Information	
5.1	The Events Programme still to be finalised.
5.2	The date for the Annual General Meeting (AGM) has been set for the 18th of September. It will be an evening meeting.
5.3	EFQM Excellence Model video: Caroline Whitson (CQI) is obtaining assistance from CQI to edit the video. [25 May 19] Assistance is still required. There was good feedback from the EFQM event. Information from the event is on the website. [24 Jul 18] The video is still being edited to remove the head that blocks part of the view.
5.4	Further consideration is being given to running events outside London/South East.
5.5	The Portakabin event was held 12/4/19. The feedback was very positive. Jonny Montgomery will write a summary for the website. [ACTION JM] [24 Jul 18] The report has not been received yet.
5.6	‘Raising the bar of quality compliance in construction across the midlands’ is to be held on June 18 (http://consig.org/events) [24 Jul 18] It is assumed that this event took place, although no report has been received yet.
6 Membership / Communications: Update from the Membership / Communication Secretary	
6.1	The statistics for membership of the SIG can be found on the attached dashboard. There is a link to the relevant website. There is a fairly large Practitioner contingency. The aim is to develop them into corporate members.
6.2	The Nuclear Special Interest Group (NucSIG) has formed a Nuclear Next Generation Group (NNG) consisting of younger / less experienced members who undertake improvement initiatives, encourage others to join quality as a career, and arrange CPD activities. It was suggested that we might follow their lead and/or work with Considerate Constructors who have a scheme in place to promote construction Quality amongst the young.
7 Website Update	
7.1	A link to the London Construction Excellence Club meetings is to be added. [ACTION MB] . [24 Jul 18] The link is still awaited.
8 Construction Quality Knowhow	
8.1	Article production

- 8.1.1 TH introduced his proposal for the review of articles. The existing process required all reviewers to be to partake in a Skype conference call at the same time. After two attempts, this was found to be difficult. It was proposed that
- a smaller number of people should be employed as reviewers
 - the draft article should be uploaded into a specified place in the Google Drive, once the author was ready for it to be reviewed
 - The complexity of the subject of the article would dictate the number of reviewers and the length of the review period.
 - A co-ordinator would be required to control review if more than one reviewer was involved.
 - The names of the Author, Co-ordinator and Reviewers would be stated on the [Article](#) guide.
 - Each reviewer should have individual access to the document to make comments and/or make changes to the text using "track changes".
 - Only one reviewer would be able to access the article at any one time.
 - The author can review and update as and when necessary, but especially at the end of the review period. *{Post-meeting note: It is envisaged that an author might want to update the article during the review period, should there be a large number of comments}*
 - The reviewed document would be circulated to all members of the Working Group for acceptance (a sanity and readability review). It is not anticipated that major change will occur at this time, unless there were a significant issue
 - The [accepted](#) article would be sent to the Steering Committee for approval to publish.

This proposal was agreed, with allowance for flexibility according to the level of expertise required for each article.

8.1.2 TH described the progress of article production

8.1.3 The status report showed that 26 articles have been published including 2 templates. The statistics can be found at the following URL:

https://datastudio.google.com/u/0/reporting/1P3_DrRGkOBg3jCN1YuVve1kSvnVP-oZi/page/Q9XI

The statistics show that there have been 2645 hits in the past month by 1872 viewers. It was noted that there were no European countries in the top ten accesses, India being second.

Overall there had been over 39,000 hits since the Working Group was formed. The URL above, from the bottom of the status report, is the link to the DBW statistics.

8.1.4 Articles that have been Published

The following articles have been published since the previous meeting:

a. [Auditing](#).

8.1.5 Articles for Steering Committee Approval

a. [Digital Quality Management in Construction](#) (originally titled Digital Construction / BIM). Approval to publish has been granted.

8.1.6 Articles with Comments following ConSIG Working Group 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]**. KH to act on the decision as appropriate.

[24 Jul 19] No decision has been made.

8.1.7 Articles for ConSIG Working Group Panel Review

a. [Mechanical and Electrical Engineering](#). The initial reviewer has sent comments to the author. Review panel to be CH/PE/KR/GT. The Review Panel should follow the guidelines described above, adding their comments to the article that is residing on the Google Drive. TH to co-ordinate the panel review and pass the reviewed article with revisions and comments clearly marked to BD.. **[ACTION TH]**

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. **[ACTION TH]**

8.1.8 Articles in the Pipeline

- a. Cost of Quality. This article has been received by TH. This article is to be passed to WG01 "Cost of Quality" and HB for review. Possibly available for CWG acceptance in late August/early September. [ACTION TH].
- b. Defects Management/Control of Non-Conformity. This article is still in preparation. This article is now expected at the end of September. [ACTION MB/IM].
- c. Checklists. Luca Fiderio to write and Keith Hamlyn to review. Date to be advised. [ACTION LF/KH]
- d. Benchmarking. Author has been confirmed as Jon Adshead. MB to review. This article is expected by the end of July, subject to JA's other commitments. [ACTION JA/MB]
- e. Temporary Works Design. KR has been confirmed as author with KH as reviewer. Date to be advised. [ACTION KR/KH]
- f. Checking and Approval in Design. KR has been confirmed as author with TH as reviewer. This article is expected at the end of November. [ACTION KR/TH]
- g. Building Control and Regulations. The author and reviewer have not yet indicated a target date. [ACTION TH].
- h. Rail. An article guide is required for rail, although it was acknowledged that this would be a significant task.. KH is to liaise with the RailSIG to see how each can benefit each other, as well as to attempt to define an Article Guide for rail. [ACTION KH]

Post-Meeting Note: It could spur a Body of Quality Knowledge for Rail alone. Point for discussion in September (KH)

- i. Use of non-Accredited Registration Bodies. Author KH. Initial Reviewer TH and CQI Legal. This will be a short article that will work from the point of view that there is a stability behind Accredited Registration Bodies that gives confidence that the requirements of the relevant standard will be met. [ACTION KH/TH/CQI Legal]

Post-Meeting Note: Following a short discussion with Vince Desmond, he has agreed to send KH a copy of the CQI's policy on the matter, which this article should endorse. It also seems preferable to extol the virtues of accreditation, rather than making negative statements about non-accredited organisations, whatever one might feel.

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]
- 9.3 Off-site manufacture.
PE stated that the industry is moving towards manufacturing more off site within a factory environment. He was not sure that the full benefit has been realised yet, but as the swing to off-site continues the industry will expect the benefits of manufacturing style quality control and the resulting improvement in product quality, reduced defects, reduced cost of quality, etc.
The questions to be discussed at the next meeting in September is this:
 - a. How do we expect this to affect the Construction Quality Professionals and those charged with the responsibility for product quality (e.g. Project managers, construction mangers, building services managers, etc.)
 - b. How will these individuals cope with supplier audits where the systems employed are frequently process controls, rather than product-based controls. E.g. the process management assures that quality rather than quality being inspected in.
 - c. Taking the example of a factory that is producing a component and is using SPC for instance. Would the typical construction person be able to properly evaluate the process to ensure that it will produce complaint product?Typically, the current process is probably Factory Acceptance.
- 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. It was noted that the article on Building Regulations is due in November, which suggests the potential date for filming and the first release in January next year.

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

- a. [Article guide, author and reviewers for the 'Rail' article](#)
- b. Definitions of DBW concepts
- c. Off-Site Manufacture.

Next Meeting: The next meeting will take place on 18 Sep 19.

NOTE: There will NOT be a meeting in August.