

**Held at:** Chartered Quality Institute, 2nd Floor, Chancery Exchange, 10 Furnival St, London, EC4A 1AB**No.:** 69**Date:** Thursday, 20th February 2020

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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>
Richard Strugnell	HS2		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Peter East	ISG		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Graham Taylor	Qualitas Consulting		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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"/>
Jon Elliott	SPPS		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Future Planned Meetings:

19 March 2020	18 Jun 2020	17 Sep 2020	17 Dec 2020
16 April 2020	16 Jul 2020	15 Oct 2020	
21 May 2020	20 Aug 2020	19 Nov 2020	

Please be reminded that the dates have been changed to the third Thursday of each month, starting at 12:30 pm.

Useful Links:ConSIG: www.consig.orgDesigning Buildings Wiki: <https://www.designingbuildings.co.uk/wiki/Home>Twitter: <https://twitter.com/ConSIGCQI>LinkedIn: <https://www.linkedin.com/groups/4698737>



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1. Governance: a) Strategy b) Roles & Responsibilities c) Meeting arrangements etc.
a. The Workshop for the Competency Working Group will focus on the knowledge aspect of competency. This will include publishing articles on its own website and for the Designing Buildings WIKI (DBW) but also explore other mediums to effectively communicate construction quality matters. The drive is still for competency but focusses on the knowledge aspect. This represents no change in direction for the Workshop.
2. Update from Chairperson on key matters from Steering Committee
a. Feedback from the first meeting of ConSIG NextGen was positive. It is hoped there will be more attendees at the next meeting. NextGen intends to set a strategy in place for presentation to the Steering Committee, probably in June 2020. b. The Steering Committee has held initial discussions about the strategy for the ConSIG as a whole for next year. c. The membership of the ConSIG is now the second highest of any other SIG in the CQI with its numbers increasing. d. There is a need to create better links with CIOB, UKAS and the BSi. The Steering Committee are developing the stakeholder strategy.
3. Update from Chairperson on key matters relevant to the Chartered Quality Institute
a. There is no update on the progress of CSCS cards for Quality Professionals. The actions remains with CQI to meet with CSCS to review mapping the CQI qualifications to Level 4 requirements of CSCS. b. The framework for governance of CQI Special Interest Groups is now in place. There is only one minor change that needs to be made to the governance of the ConSIG terms and conditions in the light of this. c. Concern was expressed about potential conflicts for those ConSIG members who are not members of the CQI and are, therefore, not regulated by the protocols. A strategy is being put in place to manage this whereby those joining the ConSIG would be required to confirm their commitment to work in accordance with CQI policies. [20 Feb 2020: No update]
4. Update from other ConSIG Working Groups
1) <u>WG-01 "Cost of Quality":</u> a) An overlap has been noted with GIRI liaising with Zurich. Zurich presented at a recent GIRI meeting. Zurich are in the process of appointing Risk Managers and have an interest in working with the construction sector. Insurance is now becoming a matter of interest to Stakeholders in the Construction Industry. As a result, Zurich are interested in GIRI as it is recognised initiatives to reduce the likelihood of error also this reduce risk.
2) <u>WG-02 "Common Defects" .</u> a) MB went through a proposal for a portal with David Whiteside and Vasil who would be helping to develop the website. They are looking at providing a simple way of classifying defects. MB has proposed a list that is being reviewed by the Steering Committee.
3) <u>WG-04 "Measuring Quality Performance" (GIRI)</u> a) A start has been provided on the development of metrics. b) Update on CITB Training (taken verbatim from a recent GIRI meeting) A progress report on the CITB training was provided, starting with a recap on the principles and structure of the courses. The team is working towards approval by CITB for grant purposes by April 2020. There are three models for delivery of the courses: <ul style="list-style-type: none">• GIRI Training & Consultancy (GTC) direct delivery;• By GTC-trained trainers;• In-house training by approved trainers. Scheme rules and processes are being developed to ensure consistent quality of trainer accreditation and course delivery. In the longer term there is an ambition to develop a course for operatives and new entrants to the industry. In response to a question about the suitability of the courses for smaller firms, it was clarified that the long-term plan is for them to be delivered through training groups, to allow larger firms to help their supply chains. It might be possible to develop specific training for smaller firms in future. The CITB's involvement will ensure that consistent, reliable records are kept of people's training. The quality of the courses will be assured by the rules and processes being applied to delivery.



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- c) Discussion of an Error Free Ratio (taken verbatim from a recent GIRI meeting)

[A member of the committee] presented an update on the progress of the working group looking at a measure for error frequency, together with a programme for testing the proposed measure up to a formal launch in Autumn 2020.

The proposed formula for calculating an Error Free Ratio is:

$$\sum i \frac{i}{v} * \sum p * \sqrt{v^{1.5}}$$

Where:

i = total number of items/issues outstanding at completion of the respondent's work (usually certified by another party) v = value of the respondent's work at completion

p = number of projects being reported

As much data as possible is needed for the testing phase in order to validate the measure prior to its launch. It is intended to test projects meeting the following criteria:

- Projects with value greater than £250k;
- Projects completed in the last three years;

It was clarified that an issue means anything not in accordance with requirements, regardless of value (i.e. NCRs, outstanding work, snags, etc.).

- 4) WG-04 "Contract Quality Standards":

This working group has collected more data on contract Quality conditions that they will review later.

[20 Feb 2020: No update]

- 5) WG-05 "Construction Quality Professional Training".

- a) Abbassi Ltd. presented the first public course on the 27th and 28th of January.
- b) KM presented lessons learned to the Steering Committee.
- c) GA and KH are still waiting for the results of the course they attended in November 2019.

- 6) WG-06 "Inspection and Testing"

The Steering Committee have approved the introduction of this WG. The governance has yet to be approved. This will include such matters as the key members, objectives and value stream. The training that will be prepared will be exploited as public courses, once approved by the Steering Committee and the CQI.

5. Events Information

- a) The AGM will take place on 15th October 2020. It is hoped to hold it at the premises of Balfour Beatty as there is greater space than can be provided at CQI HQ, but this has to be approved.
- b) A visit to the Board of Agrément premises at Watford is planned as a ConSIG event (probably due to be held April 2020). It was noted that the Board also run HAPAS for materials for highways, resulting in opportunities for multiple visits to look at the many facets of their work.
- c) There will be a networking evening on the 19th of March at the Cittee of Yorke public house on Holborn. It is hoped to offer opportunities for new members of the ConSIG to get involved and to get to know those who have been in the business for longer.

6. Membership / Communications: Update from the Membership / Communication Secretary

- a) The statistics of members of the ConSIG were provided at the annual general meeting. They showed a high proportion of males, although there was a significant number of females. There has been a growth in younger members of the profession.

[20 Feb 2020: No update]

7. Website Update

There have been no changes to the website this month.



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8. Construction Quality Knowhow (Article Production)

- a) Twenty-five articles have been published on the DBW website with links to two templates on the CQK website. There have been 4194 views in the last month and a total of 63,255 views to date since the first articles were added in September 2017. It was recognised that it was important to review and set the metadata so that relevant hits are recorded, despite the careful selection of article titles.
- b) Articles that have been Published This Month
No articles have been published since the previous meeting:
- c) Articles for Steering Committee Approval
- *Accreditation of Certification Bodies.*
MB will update the article in accordance with the Steering Committee wishes and publish. [ACTION MB]
- d) Articles with Comments following ConSIG CWG Review
- *Mechanical and Electrical Contracting.*
BD has considered the review comments. After some discussion, it was agreed that reference should be made back to the Article Guide which may, in itself, require re-assessment. This should lead to presentation of a revised article. [ACTION BD]
[20 Feb 2020:] GA is sending BD the Site Engineer's Manual. MB to obtain an update from BD [ACTION MB]
- e) Articles for ConSIG CWG Panel Review
- *Lean Construction.*
GA to manage the review of this article with potential support from Stuart Willis of the Lean Institute
 - *Checking and Approval in Design.*
This article has been passed to MB for distribution to the WG [ACTION MB]
 - *Checklists.*
This article has been passed to MB for distribution to the WG [ACTION MB]
- f) Articles in the Pipeline
- *Defects Management/Control of Non-Conformity.*
This article is under peer review. Revised date to be advised. [ACTION MB/IM/PE/CH]. [20 Feb 2020: No change]
 - *Benchmarking.*
Author has been confirmed as Jon Adshead. MB to review. Date to be advised subject to JA's other commitments. [ACTION JA/MB]. [20 Feb 2020: No change]
 - *Temporary Works Design.*
KR has been confirmed as author with KH as reviewer. This article is "70% complete". [ACTION KR/KH].
 - *Building Control and Regulations.*
PE has been confirmed as author. [ACTION PE]. GT will ask Anna Thompson if she would be willing and able to review [ACTION GT]. [20 Feb 2020: No update]
 - *Rail.*
The author and reviewers are to be defined. KH to keep liaising with MD and others in Network Rail. [ACTION KH] [20 Feb 2020: No change]
 - *Updates and revisions*
MB will be reviewing the ITP article "How to write an ITP" and the ITP template for currency [ACTION MB]
Adam Rumens will be reviewing the article on lifts and escalators for currency. A decision will be made as to whether or not the articles should be split into two, one for each topic. [ACTION AR]

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- *Air Passenger Boarding Bridges*
Adam Rumens has volunteered to produce an article on 'Air passenger boarding bridges' and David Myers has agreed to be reviewer. [ACTION AR/DM] [20 Feb 2020: No update]
- *Off-Site Manufacturing*
The Article Guide for "Off-Site Manufacturing" has been updated and sent to the author. KH to write/PE to review. The target date for first review is February 2020. [ACTION KH/PE] [20 Feb 2020: No update]
- *Anti-Bribery and Ethics – A Quality Management Perspective.*
KR to write an article guide. [ACTION KR] [No Update]

9. Any other business

a. Quality Terms on DBW

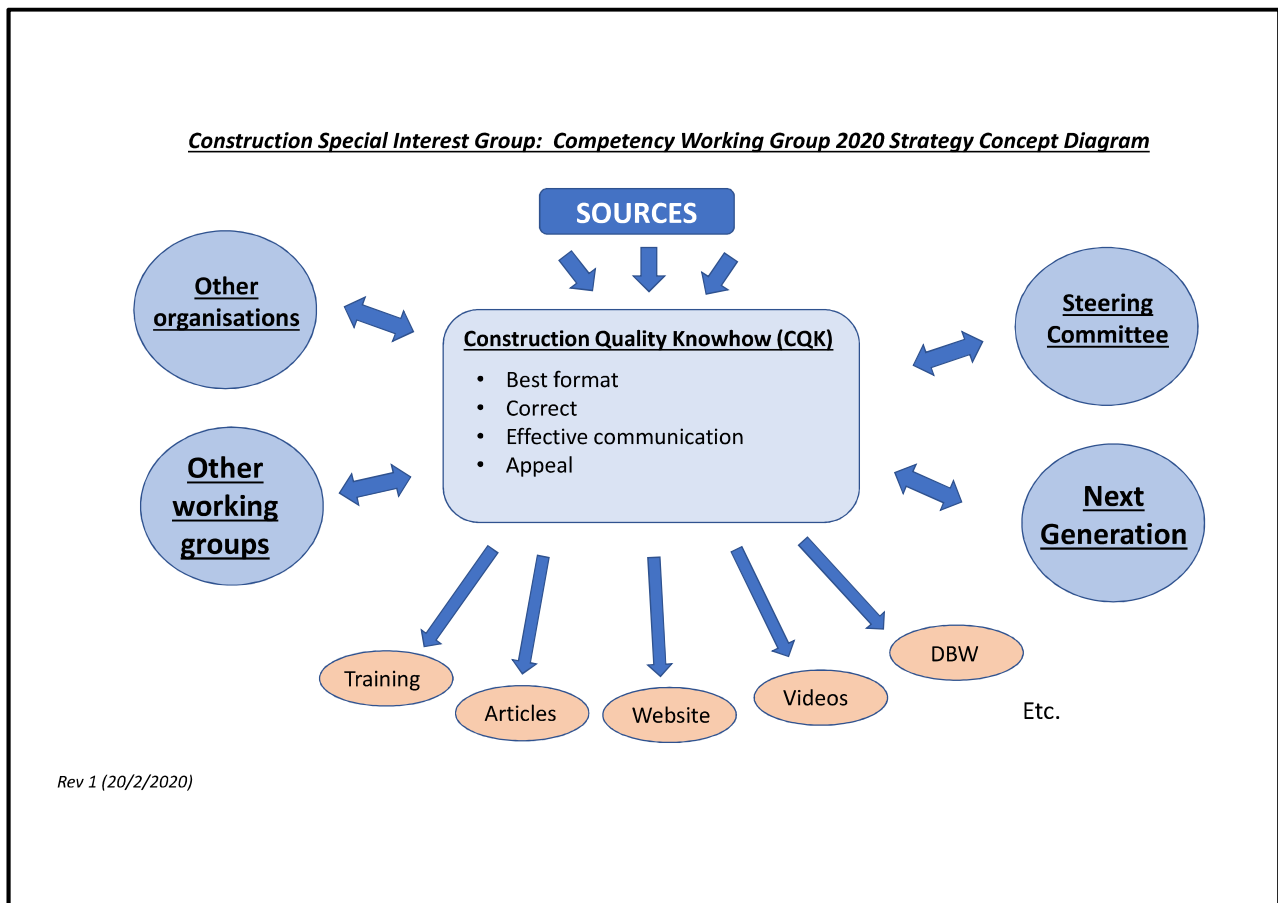
Artificial Intelligent software used by DBW has identified a number of concepts within the ConSIG articles which have not been explained but have appeared in articles without an explanation of what the term meant. HB agreed to look at the list and propose some suitable short definitions. It was agreed that definitions from ISO specifications, such as ISO 9000, should be the first port of call. [ACTION HB] [MB to send a list of standard definitions to HB. [ACTION MB] [No change]

b. House Building.

The Steering Committee had decided that there was no pressure presently to pursue this immediately. Further discussion in the Steering Committee may be needed, as the NHBRC and others will get involved and/or provide information in the future. JM advised this issue will be discussed further at the Steering Committee.

c. Framework for Quality Knowledge

MB provided a diagram of his view of the framework that should be adopted. This was discussed and agreed upon. The proposed framework is shown below:





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d. Delivery of Construction Quality Knowledge

The working group discussed how best to deliver Quality Knowledge. GA and MB showed videos that they had made. It was recognised that a “YouTube” approach should be taken. This fundamentally means using a phone camera or equivalent to record a short explanatory video. Most importantly, these videos should not be seen as providing training, more general ideas with links to the ConSIG website for viewers to find more detailed information.

An opportunity will arise in March for WG members to video their favourite subjects. The following guidelines were developed:

- The video should develop the concept in no more than two or three minutes.
- The video should say what it needs to say without elaboration.
- Those being videoed may feel that they should make some preparation in advance, possibly with notes or cards, although others may wish to talk freely. Above all, they should appear to be relaxed and natural. The odd correction is not an issue.
- Videos can include PowerPoint slides and dialogue tapes.
- It is important to consider the environment in which the video is being made to exclude extraneous noise off, for example, from air conditioning units, dogs, or roads.
- Videos could be listed on YouTube privately with access via the ConSIG website, although this may restrict views.

The WG will have to decide on an approval process that is shorter and more informal than that used for articles. The List of Videos should be based loosely on the List of Articles that is to be reviewed at the next meeting.

The WG will also have to consider who is most credible presenter for each video.

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

- a. Continued discussion on potential new workstreams.
20 Feb 2020: It was recognised that the WG had sufficient work for the moment and that it needed to clear the decks before introducing any new workstreams. Topic relegated.
- b. Revalidate the existing list of articles and reprioritise.
20 Feb 2020: This will include tagging videos to relevant articles.
- c. How to find more people to develop more knowledge articles. (To be deferred)
- d. The process of approval of articles. (To be deferred)

Next Meeting: The next meeting will take place on the 19th of March 2020 at 12:30hrs.