

Welcome

CQI ConSIG Webinar

Introducing the CQI-IRCA Certified 'Quality in Construction' course (PT210)

Introduced by Karen McDonald
Chair of the ConSIG Training Working Group
Quality Manager at Skanska UK

30th July 2020

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Course specification, how it came about, and the course

I was delighted to be asked to lead the Training Working Group with a group of experienced construction Quality Professionals and industry experts.



The course specification criteria was agreed with the ConSIG Steering Committee to help provide confidence to the construction industry that Quality Professionals have the knowledge and skills required for their role.

We decided on a 2 day course focusing specifically on Planning and Delivery which could also be open to Operational roles as well as Quality Professionals and have a link to membership of the CQI.

Abbassi Ltd is the first and currently the only CQI Approved Training Partner, who has designed and developed the course content to meet the CQI Specification. They have been delivering this approved course since November 2019.

Over the next hour Nina and Mike will tell you about the course in more detail.

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ABBASSI
Future assurance through business quality


APPROVED TRAINING PARTNER

Introducing our
'Quality in Construction training course'

CQI-IRCA Course code: PT 210
Certification ID: 2238


CERTIFIED COURSE

Course authors and tutors
Nina Abbassi and Mike Debenham


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In this session we will cover: -

- Course aim
- The role of Consig specification
- Summary of topics that must be included in the course content
- Summary of our approach to covering the topics in our course
- Examples of our methods/techniques to teaching some of the topics



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The aim of the course:-

- to **introduce** the learners to practical tools and good practice approaches to managing quality in construction at all stages of the project lifecycle.
- to equip learners working within the construction industry with the knowledge and skills required to **contribute** to their organisation's achievement of 'right first time'.

Upon successful completion of the course, learners will have the **capability to participate** in the integration of quality at all stages of the **Construction Project Lifecycle**.

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Course specifications

Specs state the 'what' not the 'how'

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Consig course specification includes a summary of the topics to be covered in the course.

- **The importance of Quality in Construction**
- **Planning:**
 - Construction Project Life Cycle
 - Management planning for construction projects against contractual requirements
 - Information Management
 - Project Quality Control
- **Delivery:**
 - Technical Assurance
 - Managing Project Change
 - Site Inspection & Surveillance
- **Client liaison and handover**

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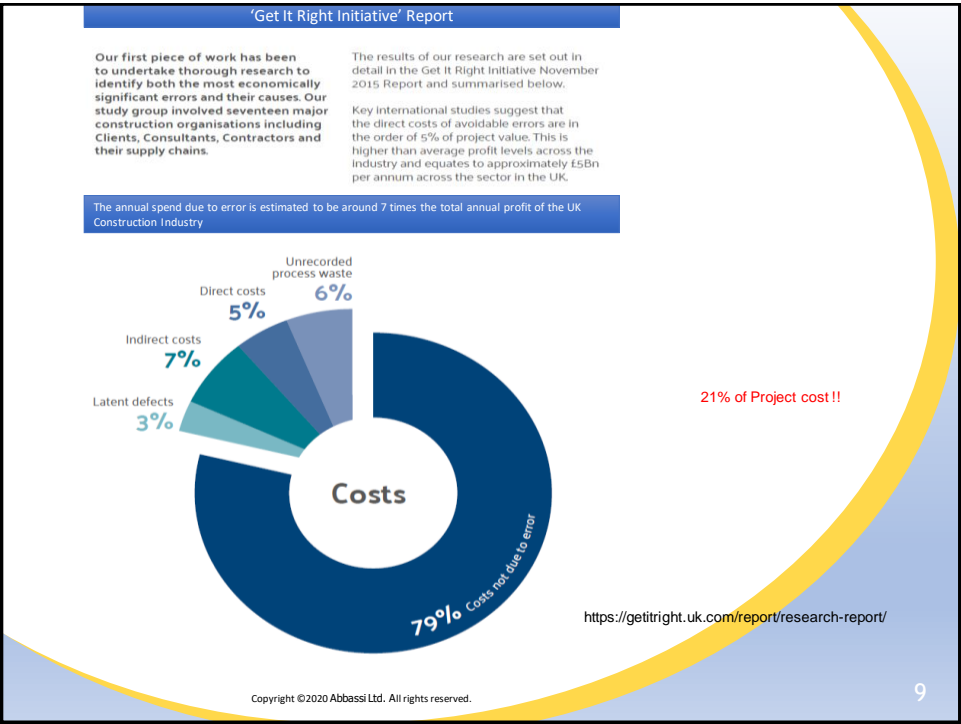
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What is the Cost of Poor Quality?



*"If you're doing well,
it's costing you 8% of turnover,
If you're doing badly,
it's costing you 19% of turnover"*

UK industry survey by Professor John Oakland
for the Chartered Quality Institute
(2012)

Do we know how much quality failure costs our Project?

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The case for placing quality on a par with safety within our culture

- Liability periods have increased, now up to 10 or 12 years or even 20 years in Scotland
- The risk profile within the construction industry has changed - we are now taking the design risk
- Competition has increased
- Gone is the clerk of works who used to keep us on track - we are being asked to self-certify
- Project risk can be more equitably shared between client, contractor and sub-contractors by using the NEC 3 or NEC 4 contracts

or a bespoke contract specially designed to share contract risk

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What is Quality? - It is important to understand the difference

Product Quality

Eventually meeting requirements for:

- Concrete cover and surface finish
- Cable sizes and coating specs
- Pipe sizes and material specs
- Room dimensions, interior finishes and fire stopping
- Cube strengths and slump tests
- Etc, etc, etc


Project or End to End (Big) quality

Quality starts at work winning and continues to commissioning, maintenance contract and decommissioning

Quality is repeatedly meeting stakeholder requirements first time at every stage of the project (or package) lifecycle

Quality is everyone's responsibility

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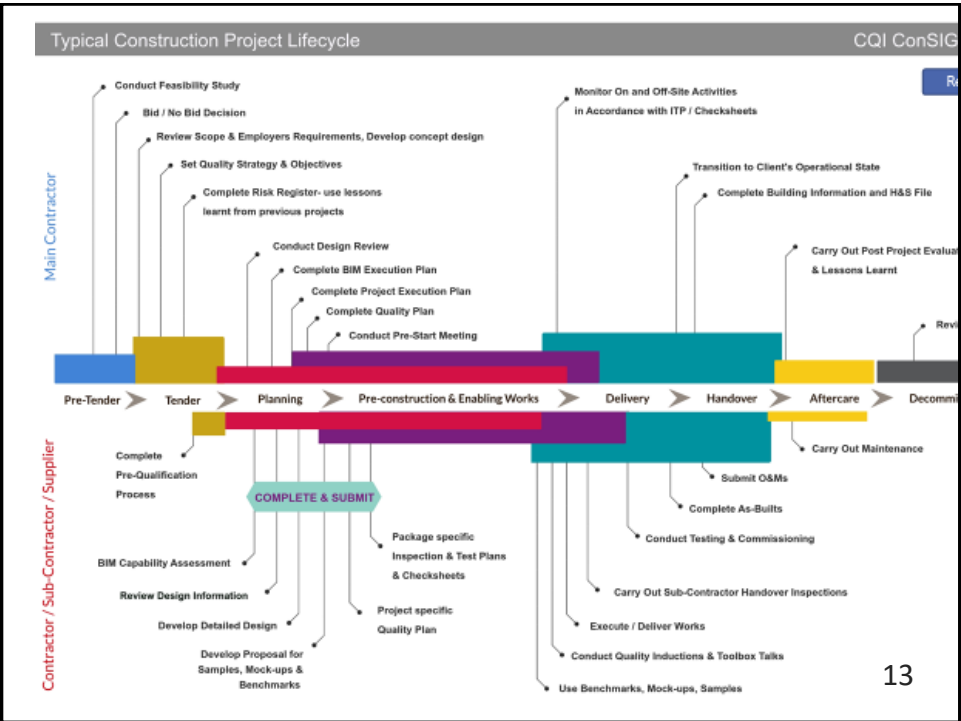
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Construction Project Lifecycle (CPL)

- We give out laminated jigsaw pieces in our physical classroom
- Virtual delivery- same method, same jigsaw, but on screen- delegates move the pieces using mouse or touch screen

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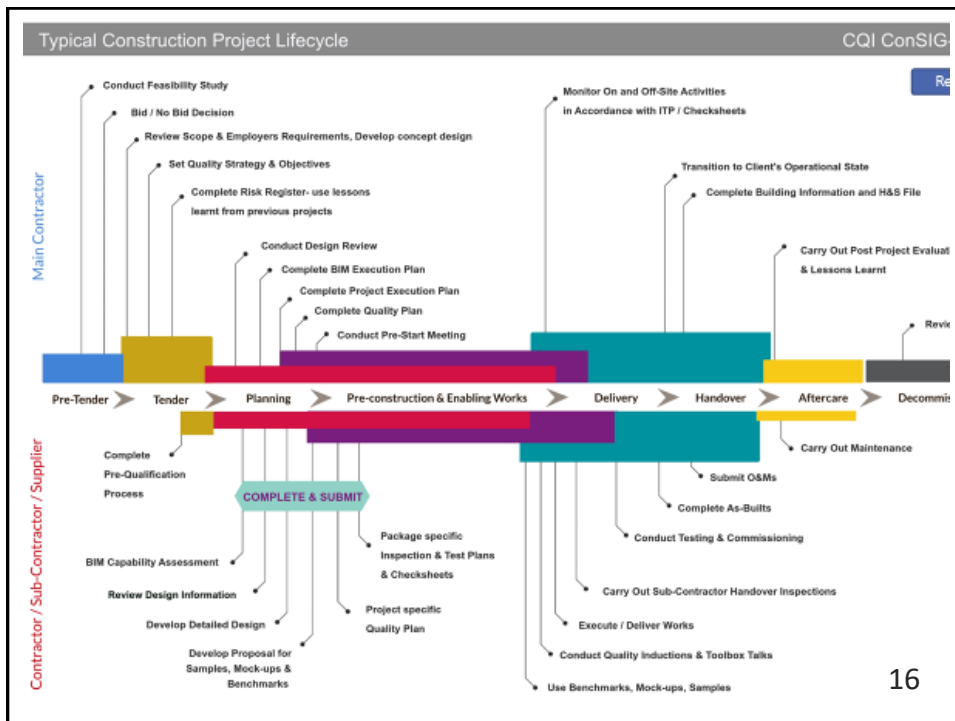
Construction Project Lifecycle.mp4

Quality starts at work winning and continues right the way through to commissioning, maintenance contract and decommissioning

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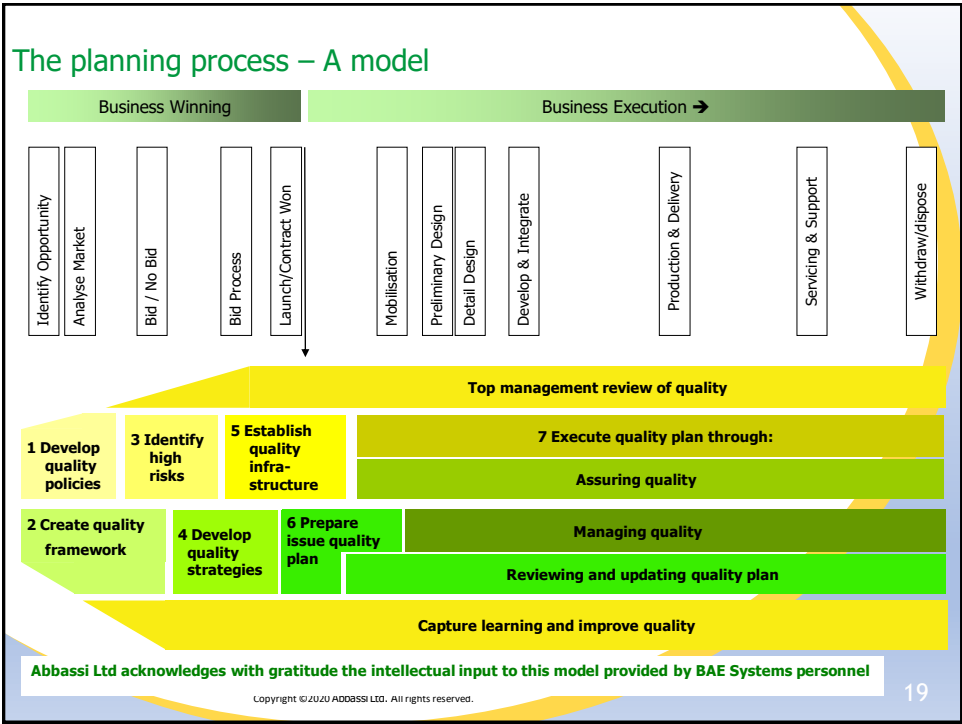
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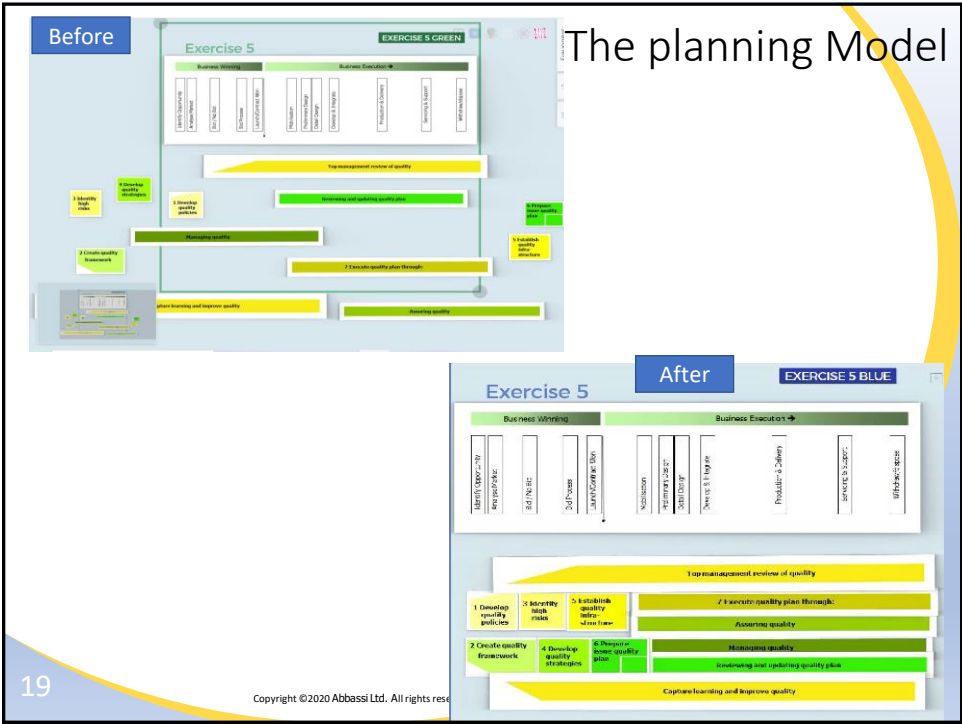
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Managing quality risks throughout the project lifecycle



1. Pre-Tender / Tender



2. Concept & detailed design / definition



3. Project setup/ planning / procurement



4. Preconstruction & enabling works



5. Delivery / manufacture / logistics / assembly



6. Handover / snagging / commissioning / aftercare



7. Operate / maintain / decommission

Quality starts at work winning and continues to decommissioning

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Assessing quality risks at project lifecycle stages

	1 Pre-tender /tender	2 Design & detail design	3 Planning/ procurement	4 Enabling work	5 Delivery/manufacture etc.	6 Handover	7 De-commissioning
Risks	<p>A quality risk is a failure, at any stage of the project lifecycle, to meet stakeholder requirements right first time that subsequently impacts the quality of stage output; the process; our product or service</p>						
Opportunities							

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Mitigating the critical quality risks throughout the construction project lifecycle - example



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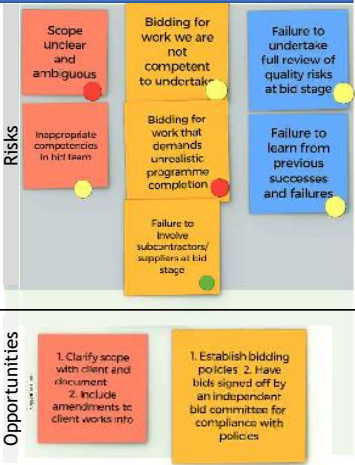
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Quality risks/opportunities at lifecycle stages

Exercise 4 Project stage 1

1. Pre-tender/Tender

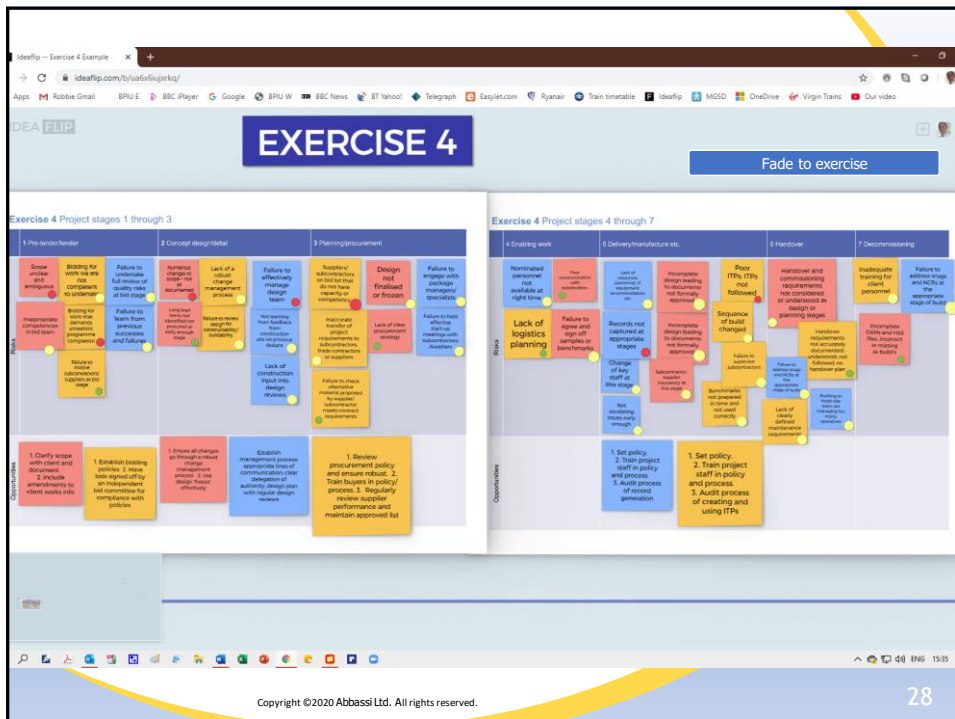


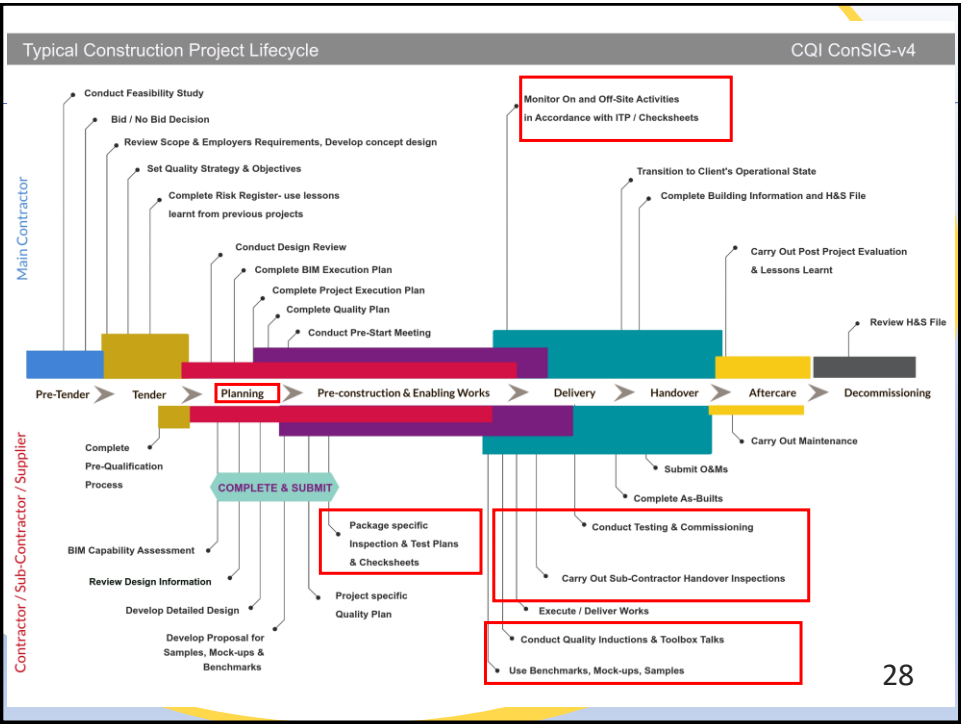
1. Identify risks
2. Risks assessed as:
 - Red – critical
 - Amber – significant
 - Green – acceptable
3. Red (critical) risks mitigated and owners assigned
4. High amber risks addressed

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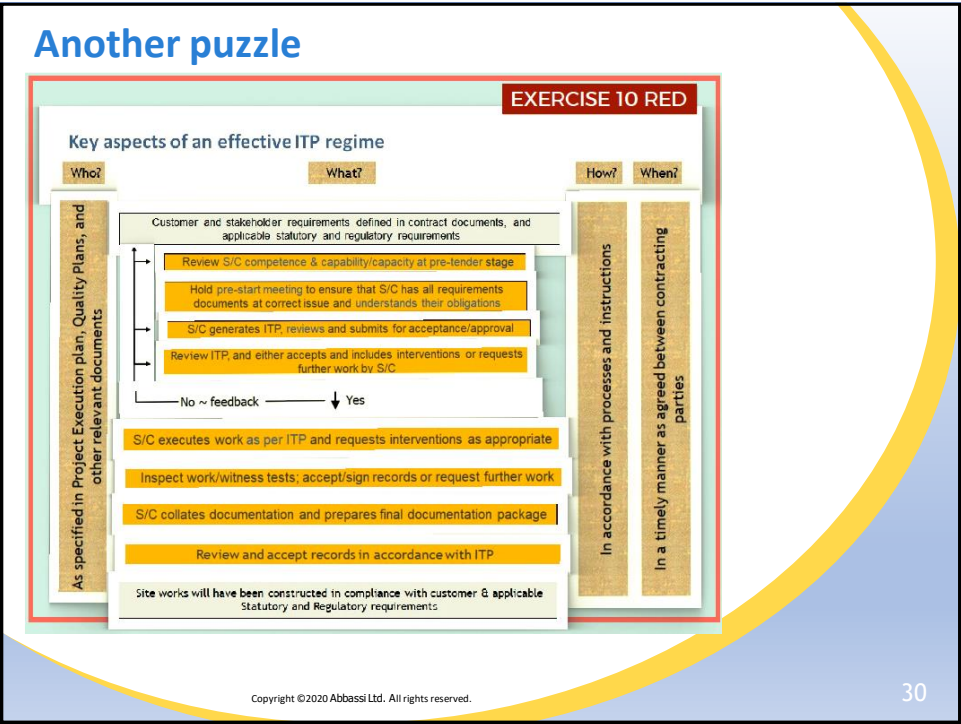
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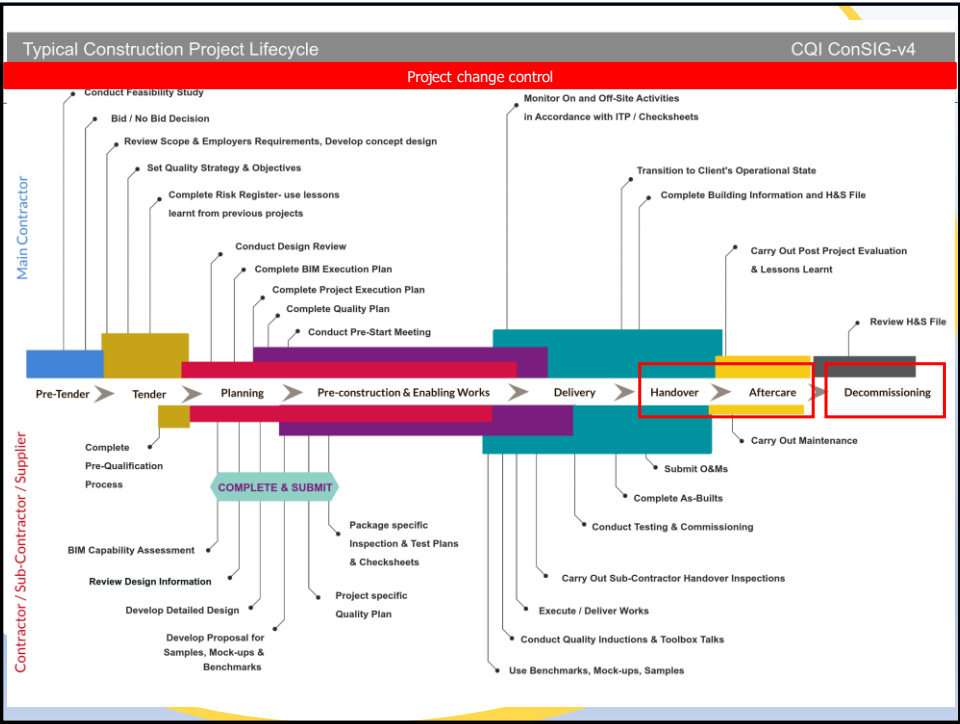
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Key message

- ITPs are an effective tool to manage quality risks, it is essential we
- **Create ITPs for project use** (not to obtain payment)
- They must be created and owned by those who will use them
- Understand the objectives of your ITP, for example to
 - **manage package quality risks and communicate how this will be achieved**
 - **Communicate requirements to delivery team**
 - manage change to activities
 - generate traceable records of compliance to requirements
- The ITP takes us from ‘Stakeholder requirements’ to ‘Compliance to stakeholder requirements’
- Benchmarks; DfMA; Poka Yoke are effective tools to help us manage quality risks ~ encourage their use on projects

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Key message

- To learn from project to project we need:
- An excellent management system
- Appropriate resources (Sufficient time, adequate infrastructure/equipment, competent people, leadership and operators)
- A really sound organisational culture
- A culture that puts quality on a par with safety will do more than anything to improve our profitability and further enhance our safety record



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Further development for Quality Professionals in the construction sector

- A pathway has been identified by the ConSig's Competency Working Group.
- Quality Professionals can achieve a Practitioner Certificate in Construction Quality Management by successfully completing the ConSig's preferred CQI and IRCA Certified Courses.



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Thank you for joining us 😊

Nina Abbassi



Abbassi Ltd
abbassiltd.com
enquiry@abbassiltd.com

Mike Debenham



BPIU
md@bpiu.co.uk

Our aim is to change organisational culture in the UK
Construction Industry
A Big Quality culture where quality is on a par with safety

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Karen McDonald

ConSIG TWG

Q&A process and close

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Post webinar message by Karen McDonald

Nina Abbassi and Mike Debenham showed the webinar attendees how they deliver this 2 day course on-line and in a classroom environment. Questions included "What experience do I need to join ConSIG?" and "I am currently CQI Practitioner, how will this assist in my aim to become a chartered member of the CQI?"

Following the event I received a message from a Project Engineer who attended the on-line event. He wrote "I really enjoyed the webinar today on Quality in Construction, I'm pleased to see a course like this has made its way into the construction sector and look forward to attending it soon."

Karen McDonald, CQP MCQI
Quality Manager at Skanska UK
Chair of the ConSIG Training Working Group

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