

Managing Quality Course

A 1-day course for construction team members who want to make an impact on improving the quality of construction products and services

Aim and Target Audience

The aim of the course is to provide delegates with an understanding of the principles and practice of managing construction quality. This includes understanding the pre-requisites of managing and improving quality in a construction business and effectively implementing quality management standards and processes. The course is suitable for all people who are interested in improving the management of quality in construction businesses. For example, directors, project managers, commercial managers, site managers, site engineers and quantity surveyors.

Objectives

At the end of the course delegates will:

1. understand the principles and practice of managing construction quality
2. have assessed their own readiness for managing quality
3. know quality standards and processes
4. appreciate construction quality management risks and how these can be managed
5. know strategies and techniques to improve construction quality.

Programme

09.00	Introduction to the course
09.20	Managing construction quality principles and practice
10.00	Construction quality management case studies - the true cost of quality
10.30	Break
11.00	Audit of your readiness to effectively manage quality
11.30	Quality management standards and processes, including an exercise
12.30	Lunch
13.15	Identifying and managing construction quality risks and their management, including a team exercise
14.45	Break
15.00	Strategies and techniques to improve construction quality management and profitability
16.15	Summary, questions, feedback, action planning and course review
16.30	Close.
