

QUALITY

✓ Implement



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Implement the Plan

*“Planning is bringing the future into the present **so that you can do something about it.**” (Alan Lakein).*

GIRI (Get It Right Initiative) research shows that inadequate planning is the #1 root cause of error – whether that planning be at individual task or overall project level.

It is vital that we plan properly, test the plan, refine the plan and implement that plan. That doesn't mean that we shouldn't challenge and if required (by agreement) change the plan - but then we need to work together and **implement the plan.**

Key plans for delivering quality include:

- Quality Plan
- Method Statement
- Inspection & Test Plan (ITP)

Quality Plan

- Describes how an organisation will provide an intended output – whether that output is a process, product, service, project or contract – including responsibilities, processes, audits, records and controls.

Method Statement

- Describes how a particular activity will be carried-out – correctly & safely.

Inspection & Test Plan (ITP)

- A structured record of the checks needed to confirm that an activity meets the specified requirements.
- At each stage the ITP connects the work activity with its inspection (or test), acceptance criteria, responsible parties, required records and involvement of other interested parties.

You are the Plan!

- A plan is only as good as the people that implement it.
- Take some time to “Pause for Quality” and reconsider and / or re-brief a key part of a plan.

Let's consider these in more detail...

✓ Implement the plan



Quality Plan

- Used to identify roles & responsibilities for delivering the project.
- Used to plan how we will:
 - Manage Quality
 - Assure Quality – proactive, process focussed, to ensure confidence in the quality of a product or service.
 - Control Quality – reactive, product focussed, to detect defects in a product or service.
- **Implement the Plan:**
 - Know your role.
 - Be aware of your responsibilities.
 - Understand the part you play and play your part.
 - If you are not sure – “Pause for Quality” – ask and get clarification.



Do you know your role and responsibilities – can you help to implement the Plan?



Implement the plan



Inspection & Test Plan (ITP)

- Construction projects involve many trades, interfaces and concealed works. Once concrete has been poured, a wall has been closed or equipment has been commissioned, correcting an earlier defect becomes more difficult and expensive.
- The ITP creates a practical link between the Quality Plan and the day-to-day site activities. Whilst the Quality Plan describes the overall management approach, the ITP applies that approach to specific construction activities.
- Implement the Plan:**
 - Know your role & responsibilities.
 - Understand what has to be done, why, when & how – be the first line of defence.
 - Understand control points.

Submit for Acceptance (SFA)

Used to indicate where certain documents are submitted to another party for their Acceptance.
E.g. A Material Approval Request

REVIEW Point (R)

Requires specific documents or records to be submitted or reviewed
e.g. Surfacing Laying Records

HOLD Point (H)

A mandatory stop. Do not proceed beyond this stage until the identified party has formally released the hold point. Proceeding without the required release may result in rejection, removal of work or non-conformance.



SURVEILLANCE / Monitor Point (S/M)

Allows the identified party to monitor the activity while it is in progress. It does not necessarily stop the work, but observations and non-conformities must still be addressed.
e.g. Laying & compacting of fill materials (a follow-on test may be required)

WITNESS Point (W)

Contractor gives the required notice to the identified party to attend the inspection or test. If they do not attend, the contractor may normally proceed and record the result.

% Witness Point (%W)

Used to identify where a certain % of the activity will be inspected / tested.

*** Do NOT assume that these definitions are identical on every project – definitions should be explained in the key to the ITP.**

Do you know your role & responsibilities within the relevant ITP(s)? Do you understand & follow the Control Points?

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You are critical to the Plan – you need to bring the Plan to life!

Understanding the plan will help us "build it in our brain" - do we understand: What we need to do, how to do it and what good looks like? Do we have the right resources? Are we ready?

Implementing the plan will help us to identify / reduce mistakes and eliminate error – preventing small problems becoming bigger defects.

- Implementing the plan is not the end – we need to be able to evidence that we have implemented the plan and that we have achieved the required outcome.
- Implementation of the Quality Plan will be assessed by auditing the implementation of the processes & procedures it promotes.
- Implementation of the Inspection & Test Plan (ITP) can be demonstrated by the production & collation of all the evidence / records that the ITP describes – evidence may include:
 - Checklists
 - Material certificates
 - Laboratory reports
 - Delivery tickets
 - Survey reports
 - Calibration certificates
 - Photographs
 - Welding & NDT records



Change Happens
 The Plan might need to change - remember:
 "Pause for Quality" – Re-Assess, Re-Plan, Re-Brief, Re-Start

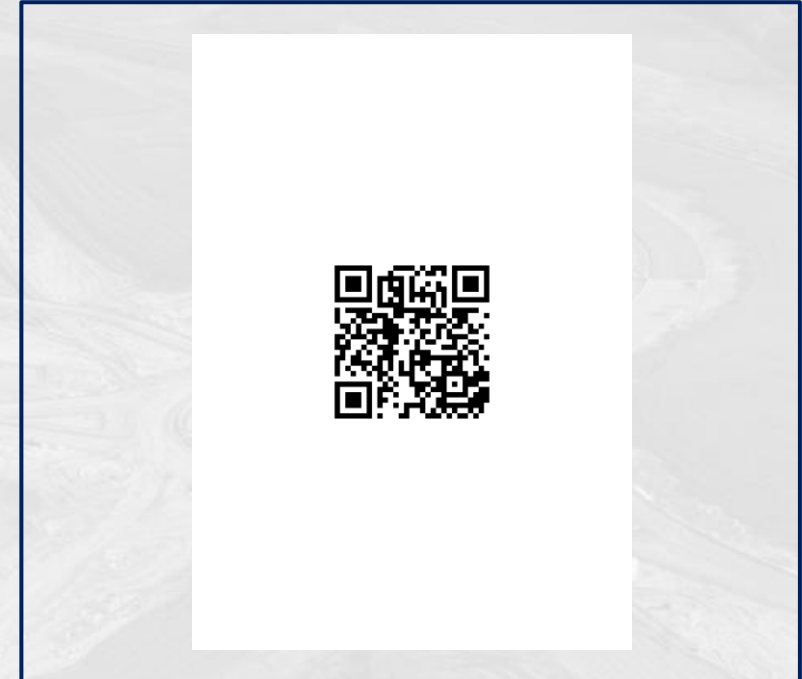
A Plan without implementation – is just a goal.

✓ Implement the plan



Discussion Points

- Use this as an opportunity to:
 - Ask: Is there a Plan for the works you are currently undertaking? What Plan(s) are you working to?
 - Check awareness & understanding of the relevant Plan.
 - Challenge the Plan – what could be better?
 - Reflect – how well are we implementing the Plan?
 - What is going well?
 - Where do we need to improve?
 - If we are unsure or we don't know – what will we do?



Next time.... T – Timely completion of your work. Thank you for your contribution.