

QUALITY



Understand



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QUALITY



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Understand key documents and processes before you start work

Every activity on site has quality limits — tolerances that must be achieved, hold points where checks are needed, and tests that prove compliance.

Before starting, make sure you know exactly what those are. Don't rely on memory or assumption — use the Inspection and Test Plan, the specification, and the latest approved drawings.

Out-of-date drawings or missing checks are among the most common causes of rework. By pausing to confirm tolerances and acceptance criteria, you're not slowing progress — you're preventing costly mistakes.

Consider this the “Build it in your Brain” approach, once you can build it in your brain it will make it easier to deliver on site. If you don't know what you are supposed to deliver how can you deliver Right First Time?

Ensure delivery teams are well briefed and have an opportunity to raise questions on the task, clear planning and communication before beginning tasks allows everyone to get a full picture of what needs to be done.



Before starting, ensure that you have been briefed on the **Inspection and Test Plan** and **Method**. Be aware of related quality **Trials, Samples** and **Benchmarks** that need to be done for Client Acceptance

Understand the required quality **Standards** and **Specifications** for your areas of work. Ensure that you are using the **Latest Approved Drawings** and materials have been approved.

Understand the **Tolerances, Hold Points, Tests** and **Acceptable Criteria** so you can deliver **Right First Time** and prevent the need to return and rework mistakes. Provide physical or visual examples of materials or installs to demonstrate requirements.

Build it in your Brain – If you are unsure before you start, Pause, and seek clarification



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Pre-task briefings – Before setting to work the whole team should discuss the task including Tolerances, Inspection Points, Tests and identify any challenges that could affect the task. Highlight Quality risks alongside Safety risks and ask questions of the audience to confirm understanding.

Many work teams will correctly discuss the H&S risks before starting work. Safe delivery is correct delivery, so ensuring everyone understands what a successful delivery is helps deliver Right First Time and reduce the risk of returning for rework.

Use reference works to provide clear examples of expected delivery. Benchmarking removes ambiguity by providing a reference that can be used by operatives, supervisors and inspectors.



Build it in your Brain – If you are unsure before you start, Pause, and seek clarification



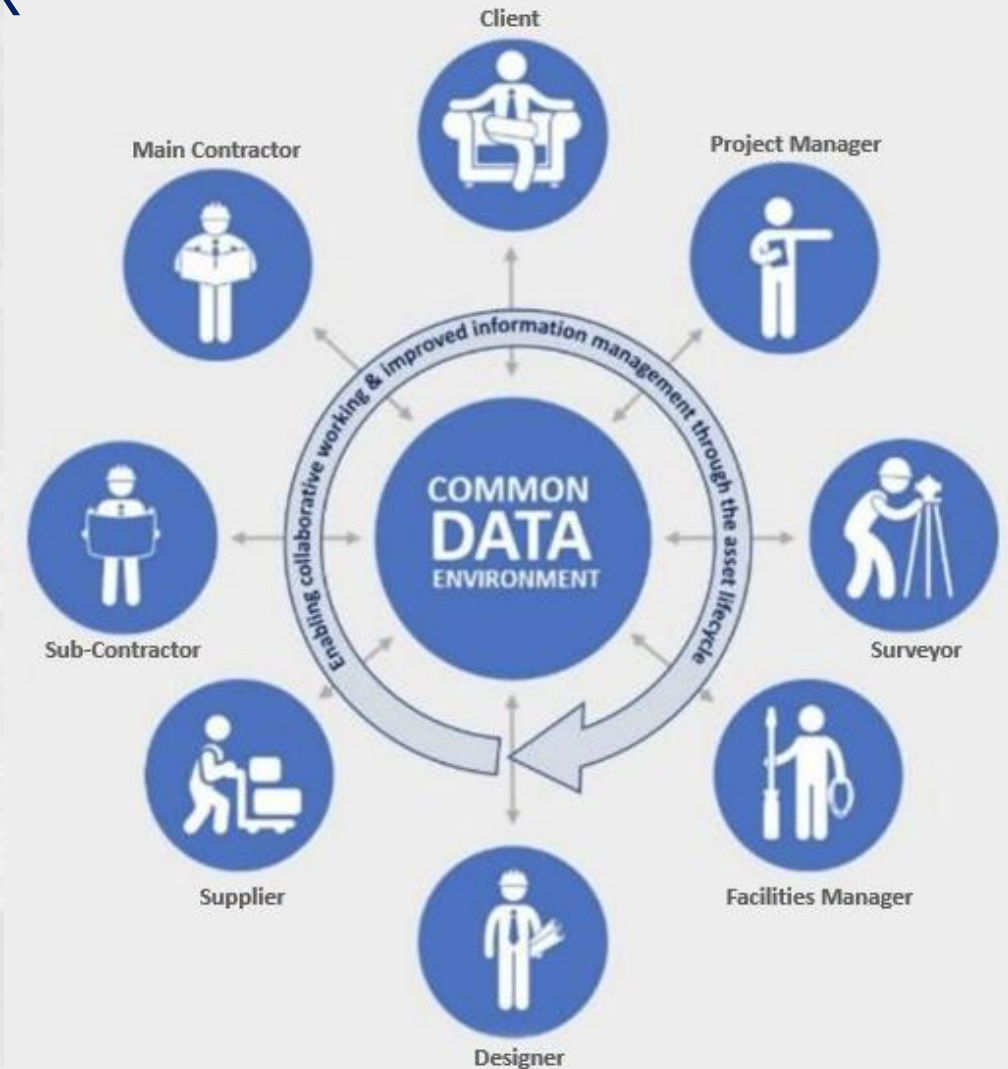
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Drawings and Specifications – Using hard copy or extracted drawings or specifications for reference purposes is beneficial however it is vital to ensure they are Approved For Construction, up to date and aligned with the current revisions in the Common Data Environment (CDE).

Limiting changes to design is the ideal situation, but where hard copies are used, we must maintain awareness of locations and holders and regular check to ensure teams are working to the correct design. Consider;

- Digitisation – is it possible for everyone to view the CDE through hardware such as iPads, phones
- Tracking – can print outs be tracked in a register to identify holders and versions
- Audit – spot check works and drawings being used

Confirm the materials to be used align with the design and Material Approvals (MAR's). Expecting approval after installation risks expensive reworks if they are not compliant.



Without understanding the problem, how can you answer the question?

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Benchmarking and Visual References – Use physical examples to demonstrate the expectations for installation, tolerances for acceptance and expected finish. Small investments in reference works can save costly reworks and disagreements at all levels of handover.

Examples –

- Concrete/Brickwork test panels identify finish and a change to practice placement methods
- Ductwork/Drainage demonstrate layouts above ground to identify key connections and chamber builds
- Materials boards – Visual examples of pipework, ducting, membranes and where they are to be used
- Aggregate samples – Visual examples of materials and where they are to be used e.g. pavement sub-base, pipe bedding etc...





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Discussion Points

Consider these questions in a summary wrap-up of the briefing:

- Pre-work briefings – how often do you currently discuss Quality in your briefings? Is there an opportunity for personnel to raise concerns that may impact the quality of delivery?
- Drawings – who in the room is working to a printed or extracted drawing in their works today, do they know if it is current?
- Benchmarking – what works on your project could benefit from having a reference benchmark?

QR Code for Feedback



Next time.... A – Assess your work and that of subcontractors. Thank you for your contribution.