

CONSTRUCTION PROJECT MANAGEMENT

CIVIL ENGINEERING PROJECT MANAGEMENT

2. QUALITY

2.1 QUALITY MANAGEMENT (REVIEW)



ISO 9000 2015

Definition of quality

"Degree to which a set of inherent characteristics fulfills a set or requirements"

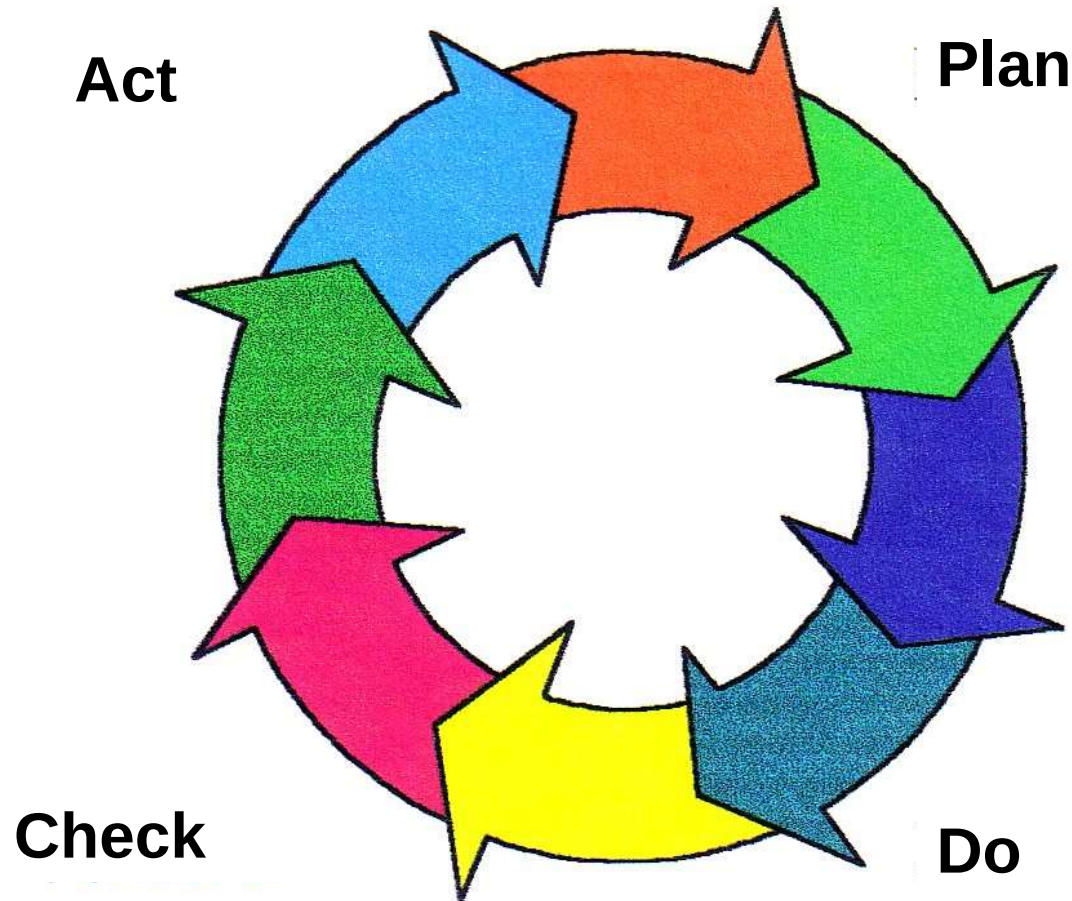


EVOLUTION OF QUALITY CONCEPT

- **SELF-CONTROL.**- handmade
- **INSPECTION.**- Especialization. Made at the end of the work
- **QUALITY CONTROL.**- Over the process
- **QUALITY ASSURANCE.**- Prevention of non-conformities (BS 5750)
- **QUALITY MANAGEMENT.**- Over the organisation (ISO 9000)
- **TOTAL QUALITY MANAGEMENT.**- organizational excellence (BS 7850 – ISO 9004)



CONTINUOUS IMPROVEMENT





THE 14 DEMING POINTS

1. Create constancy of purpose for improving products and services.
2. Adopt the new philosophy.
3. Cease dependence on inspection to achieve quality.
4. End the practice of awarding business on price alone; instead, minimize total cost by working with a single supplier.
5. Improve constantly and forever every process for planning, production and service.
6. Institute training on the job.
7. Adopt and institute leadership.



THE 14 DEMING POINTS

8. Drive out fear.
9. Break down barriers between staff areas.
10. Eliminate slogans, exhortations and targets for the workforce.
11. Eliminate numerical quotas for the workforce and numerical goals for management.
12. Remove barriers that rob people of pride of workmanship, and eliminate the annual rating or merit system.
13. Institute a vigorous program of education and self-improvement for everyone.
14. Put everybody in the company to work accomplishing the transformation.



ISO 9000

QUALITY MANAGEMENT SYSTEMS

Lead and operate successfully an organization requires:

1. Manage it systematically and visible
2. Introduce and maintain a management system designed to improve performance continuously
3. Satisfy the necessities and expectatives of all interested parties

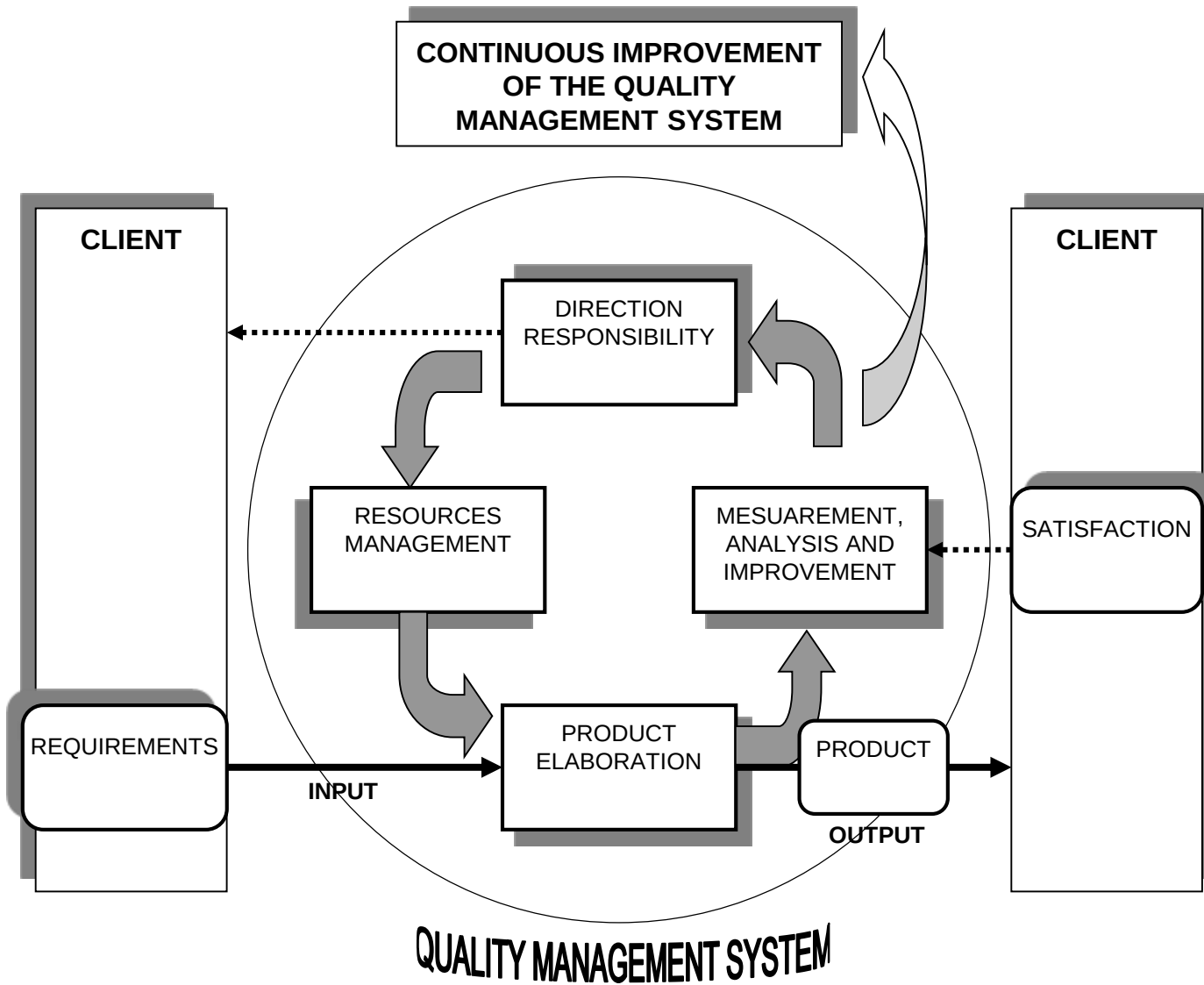


ISO 9000

QUALITY MANAGEMENT SYSTEMS

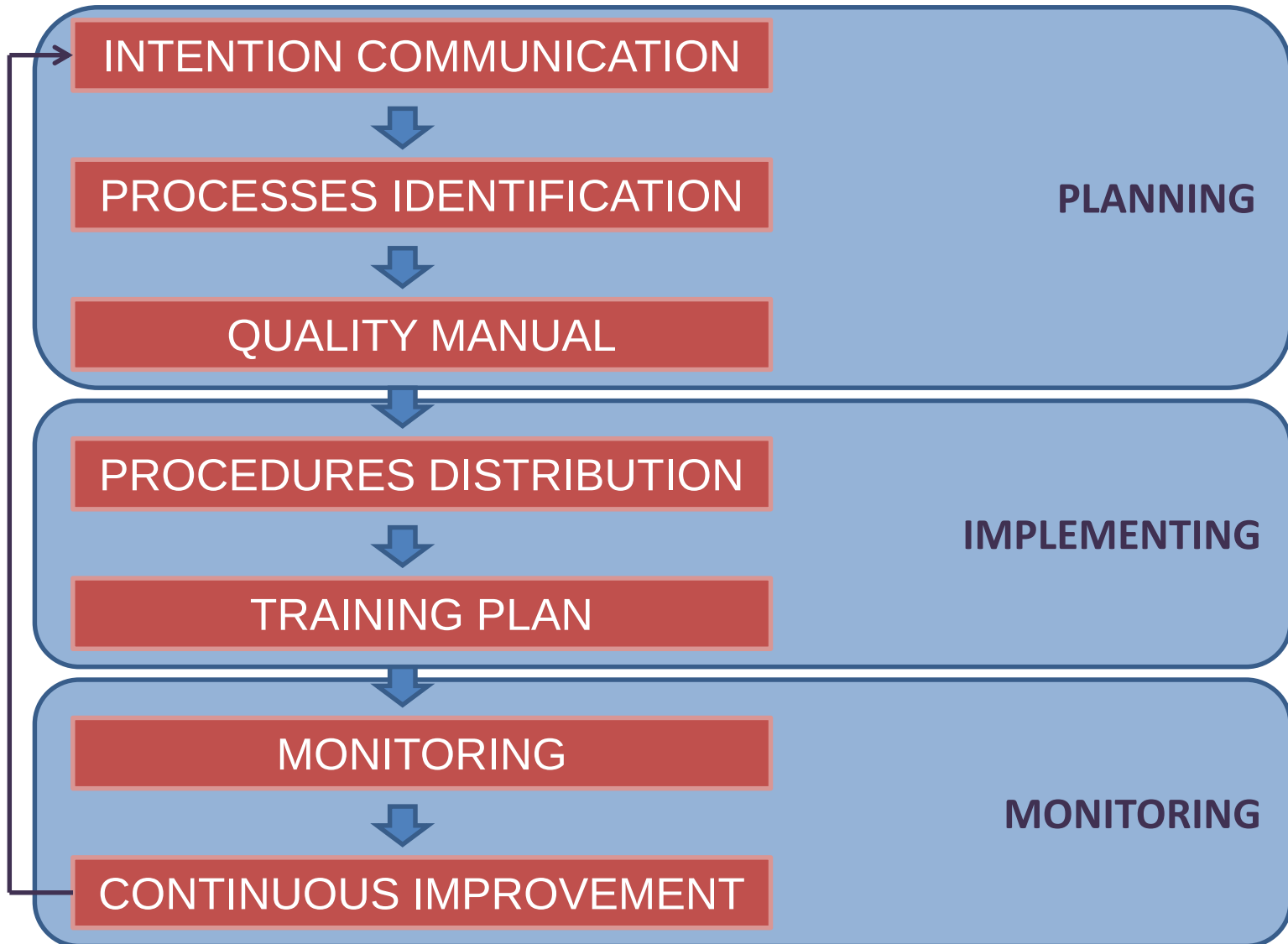
It is based on eight management principles:

1. Customer focus
2. Leadership
3. Involvement of people
4. Process approach
5. System approach to management
6. Continual improvement
7. Factual approach to decision making
8. Mutually beneficial supplier relationships



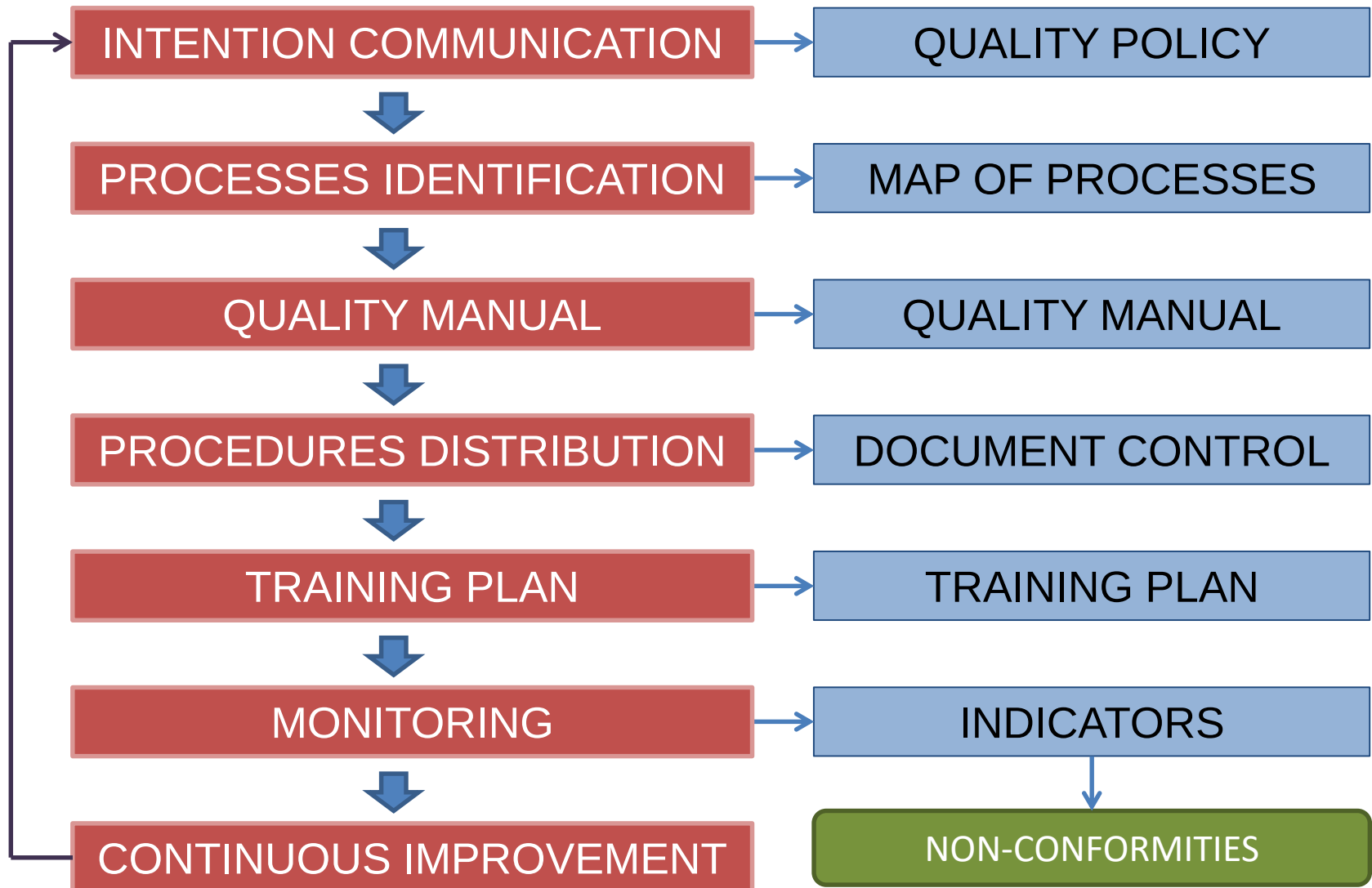


Definition of a Quality Management System (QMS)





Definition of a Quality Management System (QMS)





QUALITY MANUAL

