



## **Quality Metrics for Contractors**

**(1.0 hours, 1.0-AIA HSW)**

***Quality is not easily definable, and everyone has a different interpretation of what quality means, how it is measured, and the deliverables. Making everyone accountable for the quality and providing them with a resource, learning experience during job site reviews, and a lessons-learned program that is introduced at the right time during design, buyout, or construction, will give everyone more confidence in the construction. Based on my experience as a Quality Director for two General Contractors, in which I created a quality program from scratch and re-defined an existing system, I have developed an extensive set of Quality metrics and Lessons Learned programs that is effective and definable for the Company and the individual project team. This presentation will review what quality metrics contractors need to track and what to do with the information gathered.***

### Learning Objectives:

1. Understand what quality metrics are and how they are used every day.
2. Determine how to gather and record quality metrics to benefit the general contractor, subcontractor, A/E, and owner regarding life safety, building envelope, occupant comfort, and providing a safe environment for the contractors.
3. Apply what metrics have been captured to understand better and benefit the team to manage overall project expectations.
4. Learn how to use the metrics gathered to implement an effective Lessons Learned Program.
5. Learn how to use metrics proactively with preinstallation meetings and contractor or A/E selection.

### HSW Justification:

The course discusses how to improve the design and built environment with respect to life safety, building envelope, and construction safety.