



Improving Buy-In to Quality Initiatives to Ensure Ownership of First Time Quality on the Jobsite

(1 hour, 1.0-AIA HSW)

How do you positively influence multiple stakeholders that have a different interpretation of what Quality means, how it is measured, and get buy-in from the entire team. Give each stakeholder more confidence in the construction process and an understanding of the "why" in the instruction. Make everyone accountable for Quality and, at the same time, provide them with a resource, learning experience during job site reviews, and provide a lessons learned program that is introduced at the right time during design, buyout, or construction. By developing an extensive set of Quality metrics and Lessons Learned programs that are effective and definable for the Contractor, Architect/Designer, and tradesman, the entire project team. This presentation will review what goes into an effective Quality Program and how to improve first time Quality on the jobsite.

Learning Objectives:

1. Define the anatomy of a General Contractor Quality Program and how it could benefit the Owner, Architect/Designer, Project Teams, and tradesman.
2. Highlight the value of engaging architects in jobsite walkthroughs and lessons learned to reinforce the importance of Quality and create common rhetoric to define what 'good' looks like.
3. Develop ways to influence team culture to value First Time Quality positively
4. Apply the best practices learned to maintain focus on good Quality throughout the design and construction process.

Outlining the initial phase of deciding on what to measure for our company: What are we trying to find out, why, and what objective quantifiable measurement can we use to track this?

Specifying the process for collecting, analyzing and reporting data company-wide: How did we build a dashboarding system that allowed the accurate collection and reporting of data?

Revealing how reality matched up to expectations: How did visual reporting of data highlight unexpected items for improvement and what has this meant for our Quality program?

Benchmarking best practices to maintain focus on good Quality, despite high turnover of field personnel during the project lifecycle the understanding and how to implement a General Contractor Quality Program to your specific situation to have your team benefit and manage overall project expectations.

Learn what to include and how to implement an effective Lessons Learned Program.