

# *Guide to quality management in construction: site production and assembly*

Book

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# Guide to **Quality Management** in Construction: **Site Production and Assembly**

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# Foreword

The management of quality in project delivery is a challenge for all firms involved in design, manufacturing, and site production, whether they are large or small. The construction industry is under pressure to build more complex projects, safely, with the minimum disruption to the general public.

The old world was about balancing cost, time and quality; the new world is more wide-ranging. Safety and health of the workforce is paramount, alongside respecting the environment and the workforce. Delivering value for money for the customers and clients is critical.

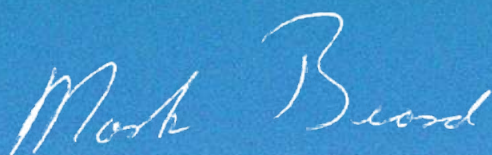
Quality matters - it is the legacy that underpins a modern, innovative, and respected construction industry. Quality is at the core of everything the construction industry does, whether delivering projects with zero defects, ensuring conformity with standards and legislation, or providing the level of service provided. Culture and behaviour underpin the delivery of a quality product.

There are many great quality construction projects delivered to happy clients. Some projects occasionally do not meet customer expectations, so we must never be complacent, by learning from both the best and where we can do better.

My belief is that every organisation has two bank accounts; the financial account and the reputational account, and that they are interdependent. Both accounts matter - there should be deposits in both accounts. The construction industry must strive for excellence and to engage in continuous improvement. Customers are at the core of everything that the construction industry does. Continuous improvement will lead to happy customers and add to the reputation.

The CIOB has committed to promoting best practice and providing better education and training on quality management, both for our members and the wider construction community. The Guide to Best Practice Quality Management aims to raise standards by providing the tools and processes to help in the delivery of quality on construction projects. It is not about increasing bureaucracy and paperwork; it is about looking at how the industry can continuously improve.

Let's move forward together as an industry and ensure we delight our customers and exceed their expectations.



**Mark Beard**  
CIOB President





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