



Introduction to Construction Quality Management

Definition



- Construction Quality Management
 - The process to ensure that construction is performed:
 - According to plans and specifications
 - On time
 - Within a defined budget
 - Safely



History



- CQM evolved since the early 1960's
- Evolved with combined efforts of:
 - U.S. Army Corps of Engineers (USACE)
 - Naval Facilities Engineering Command (NAVFAC)
 - Associated General Contractors
 - Associated Builders and Contractors

Benefits of CQM



- AED

- “Get what the public pays for”
- Satisfied customers

- Contractor

- Increased profit and production (less removal)
- Improved planning and communication
- ‘Outstanding’ performance evaluation



Contractor Responsibilities



- Effective quality control (QC) system
 - Preventive versus reactive
- Produce/maintain acceptable records
- Produce end product complying with contract



AED Responsibilities



- Establish standards & QC requirements
- Quality assurance (monitor QC program)
 - verify that QC is working effectively
- Determine payments earned by Contractor
- Facilitate completion of high-quality product



Partnering for CQM



- Joint responsibility
- Trust
- Common goals
- Open communication
- Reach decisions by agreement when possible
- Have a process for resolving disagreements



Discussion

