**QMP 7.1 Training Example**

Date: Jan 27, 2020

* 1. **bACKGROUND**

Note 1: This QMP should be scaled to meet the requirements of the training session.

Note 2: Most teams that need quality training should start with a 60 – minute review of the current Quality Plan. From there a second 60-minute session provided to introduce the key QMPs and WMs, those that are most applicable to the team.

See the yellow-highlighted items for the essential training

**1.0 Purpose of Training in quality management**

Quality management is at the core of all companies. Without a strong sense of quality management, construction companies are at risk of non-conformance on physical infrastructure provided and fighting fires as opposed to being proactive on the quality file.

Quality management is needed in relation to Customer Focus and Customer Satisfaction with the idea that construction is a relationship business; discovery and preservation of that crucial customer relationship and the customer’s trust in the company is essential.

Quality Management is needed in order to provide a structure for taking action to document and improve all company processes.

Once the company processes are documented and improved on paper, training is required so that all that participate in these processes are aware of what is required, and can see and feel the value in the exercise.

**2.0 Scope**

2.1 The training proposed is intended for application to the training and orientation of all Company personnel including senior directors, personnel who supervise or manage projects, and possibly including most employees. All positions have an effect on quality.

2.2 The extent of the training depends on:

The culture of the company regarding quality,

The frequency of training – it is foreseen that quality management training needs depth and longevity in order to be successful,

the scope, complexity and nature of any specific quality plan, procedure, or activity for which training is to be applied.

**3.0 History** **of Quality** [This section for more in-depth training sessions, not required for basic training]

3.1Static versus Dynamic quality

|  |  |
| --- | --- |
| **Static quality** | **Dynamic quality** |
| Each culture identifies its own static components. Derived from fixed laws, traditions and values that underlie them. | Dynamic quality is outside of culture |
| Justice and Law are often more static than dynamic | Dynamic quality – from inspiration |
| Inspection checklists are a good example | Improvement = dynamic quality |

**How do we get people in our organization to work for something better – for improvement?**

3.2 **Edward Deming:** Dr. W. Edwards Deming taught that by adopting appropriate principles of management, organizations can increase quality and simultaneously reduce costs (by reducing waste, rework, staff attrition and litigation while increasing customer loyalty). The key is to practice continual improvement and think of manufacturing as a system, not as bits and pieces."[[26]](http://en.wikipedia.org/wiki/W._Edwards_Deming#cite_note-26)

3.3 **ISO 9001:1987** (The first ISO 9001 Standard. 9001-2015 – the most recent.)

**4.0 Responsibilities**

4.1 The Quality Manager is typically the position that would develop and direct training programs such as this.

**5.0 Training**

5.1 B**asic training tool** will be to engage with staff and get them to put into words the concepts we are talking about when reviewing any and all quality management elements that follow in the section.

5.2 **Quality Plan** – ISO 9001-2015? registered –trainer needs to understand this Plan, and then train in the details of it. a presentation on these key elements. Allow an hour.

5.3 **Quality Management Procedures (QMPs)** – what are they, how to they work, importance? Again, the trainer needs to understand these procedures, and then train in the basic concepts of those QMPs considered important.

5.4 **Work Methods** – same as above, review one.

5.5 **Implementation** Favourite method is to take the current Quality Plan, highlight with yellow highlight the key elements, do**:** Circle back and connect with the principles of quality management, and the implementation of it. How can we put some processes in place that will identify that we are (or are not) using the QMS? The Accountability Matrix (also called QMP 5.2) will be shown here.

5.6 **Management of Subtrades** [Important training for teams that utilize subtrades]

QMP 2.1, 2.2, 2.5 and QMPs 3.1.1, 3.1.2 go into detail as to how to get subs to commit to the following:

1. providing a quality checklist of their items that must not be missed;
2. providing a Work Method stating how they comply with specifications and drawings;
3. *QMP 2.5 Subcontractor Quality Requirements Short-Form*. Not difficult or lengthy, and a good start.

The basics involved are to specify exactly what is required for Quality Management by subcontractors in the Request for Proposal (Request to Bid). This is provided via QMP 2.1 which is a meeting to discuss the content of QMP 2.2, QMP 2.5 and follow up with QMP 3.1.2 - a flow chart that provides a path for the Submittal of the Checklist or Work Method that ultimately will be reviewed in comparison to the project plans and specs. GC gets to approve or ask for resubmittal as needed.

**The End of QMP 7.1**