



## Quality Control Toolbox Talk

### What is Quality Management?

Quality management is how we ensure that our goods and services supplied to our client meet our own internal quality standards as well as the standards expected by our clients on a consistent basis.

In practice as a company this is how we plan the works to be carried out, how we provide assurance to our clients of the work, how we control the quality of work during production and how review the quality of our projects for future improvement.

This management is normally supported by a number of processes which we strive to carry out during these phases, however as a general rule the company should imagine quality under the following principle / system.

### Plan – Do – Check - Act

### Why is it important?

If we don't do it right first time then the company and by extension face a number of negative implications such as:-

- We have to pay carry out the work once more
- We lose the time associated with the repair / remedial works which could be used elsewhere
- Safety of members of the public and yourself could be affected resulting in minor and major injuries and in extreme cases fatalities
- The company loses potential contracts based on loss of reputation which could reduce growth and in extreme cases causes financial problems
- The company could face contractual based fines which could reduce growth and in extreme cases causes financial problems

### What we should do as a company?

*Plan* – Major work will be planned centrally by the contracts management team through approved suppliers and following an agreed planning procedure. Such planning will be undertaken to design as many quality issues out of the project as possible. Planning will also plan the goods, materials and services to be used from approved suppliers and to agreed quality, where practical. For example contracts manager should always plan the most suitable member of staff to undertake a task to ensure that quality of work is delivered to the level

expected of the client. From planning clear work instructions will be given to employees and subcontractors to reduce the potential of quality issues occurring from communication issues.

The company will provide the necessary skills and training for employees to undertake tasks resulting in desired quality as part of their ongoing skills development.

*Do* - Employees and sub contractors must carry out work to agreed work instructions and safe systems of work. Also employees and subcontractors must utilise agreed goods, materials and services set out by the contracts management team.

*Check* – Each employee and subcontractor are encouraged to carry out frequent visual inspections of work with issues remedied at source. The company will encourage and support employees and subcontractors to make issues apparent to their immediate supervisor as opposed to attempting to cover up any issues regarding quality. The company management will also carry out regular audits upon work to assist employees and subcontractors with any issues at source. Non conformance of goods, materials and services will be outlined and fed back to the relevant contracts manager with non conformance reports.

Using this information the company will utilise these non conformance reports, audits from supervisors, reports from site and audits of supply chains to highlight any defects within the company's approach to quality management for this and ongoing projects.

*Act* – Once the results of these quality checks have been assessed the company may make alterations to any of its processes and communicate these changes to employees and subcontractors accordingly. We encourage all staff and subcontractors to work with us on changes to work activities in the aim of reducing quality issues impact on the company's performance.

## **Questions**

- What is Quality management as an idea?
- Why is Quality management important to us as an organisation?
- What role can you play the Quality Management of our projects and associated works?
- What role will the company play in the Quality Management of our projects and associated works?

**Attendance Record – [Quality – Toolbox Talk]**

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**Anything I did not understand has been explained to me to my satisfaction.**

<b>Print Name</b>	<b>Signed</b>	<b>Date</b>