

Live Projects Require Live Quality

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AGENDA

- Introduction to Site-Specific Quality Plans
- Examples of Quality Risks
- 5 Questions
- Summary



Introduction to Site-Specific Quality Plans



Site-Specific Quality Plans require team buy-in and team follow-through to stay relevant to the project. Quality Risks *are not* gone at schedule completion.

Examples of Quality Risks

Primary to Secondary



Examples of Primary quality risks

- Civil
- Concrete
- Framing – Wood/Steel/etc.
- Envelope – Roofing
- Openings
- High Energy
- Commissioning – MEP
- Usage of Cranes
- Design – Interior/Exterior
- Legal / Ops Impacts
- Others?



Examples of Secondary quality risks

- New Designs
- New Customers
- New Subcontractors
- New Market / Location
- New Employees – Training / Staffing
- New process – Prefabrication, modular components, etc.
- Schedule – phasing, pull planning, weather
- Procurement / Logistics
- Design – Interior/Exterior
- Budgetary concerns
- AHJ
- Others?



The 5 questions that the Site-Specific Quality Plan should answer



1. Why?
2. What?
3. Who?
4. How
5. When?

Why an effective Site-Specific Quality Plan?



Risk items should be tracked to successful resolution using tools that organize and prioritize quality risk items to provide a clear definition of the risk item, the potential outcomes, level of severity, and potential for occurrence or reoccurrence. Intention is to mitigate the quality risk, not to transfer the risk within the project or organization.

What is an effective Site-Specific Quality Plan?

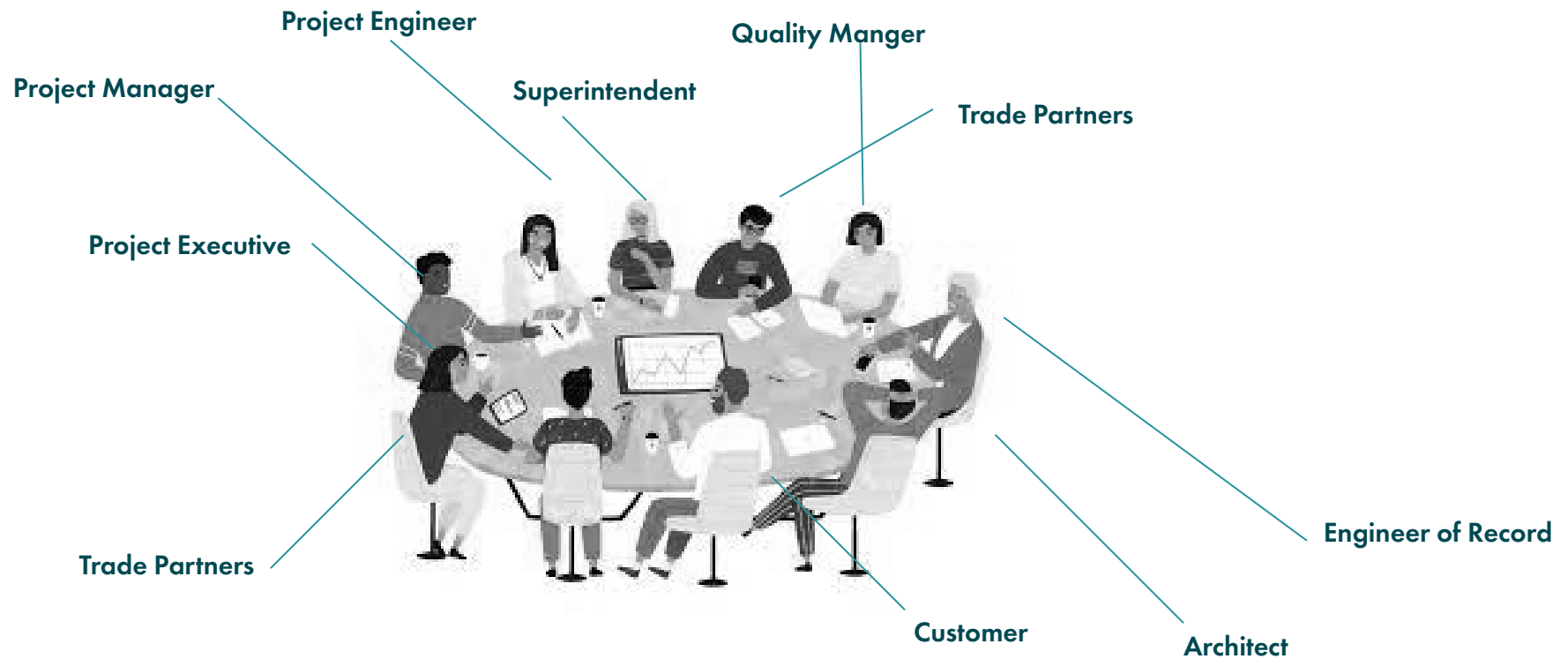
- Identifies the quality risk scopes
- Identifies the intended outcomes
- Identifies specific needs of all project stakeholders
- Identifies alternative unintended outcomes
- Identifies mitigation methods
- Identifies accountable parties
- Identifies key contributing parties



Who is involved in an effective Site-Specific Quality Plan?



- Which project stakeholders should be engaged in developing the SSQP?
- Who will be responsible?
- Who will be accountable?
- Who will be consulted?
- Who will be informed?



How to format an effective Site-Specific Quality Plan?

Mechanism to identify the Primary Quality Risks, Secondary Quality Risks, perhaps Tertiary Quality Risks. Identifies probability, impact, or severity. Identifies mitigation methods and key indicators for efficacy. Communicates accountability for follow through of the plan.

- Company-level Quality Management Plan template
- Electronic document management platform
- Cloud-based application
- Individual, custom-made document





FORTIS
CONSTRUCTION INC.

Home Screen Project Risks Quality Tracking Key Trades Additional Needs Scope of Work Monthly Quality Update R and R Submission

Project Quality Plan

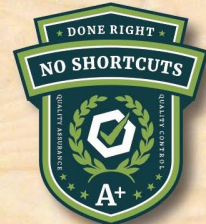
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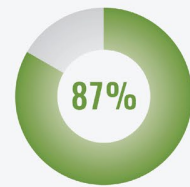


KEYS TO SUCCESS

- Greatest Quality Risks Top of Mind
- Relevant Scope Checklists Studied
- Risk Library Reviewed
- Project Quality Plan Updated
- Contract Documents Warehouse Current
- Mockups/First Work-in-Place Reviewed
- Inspections and Field Reports Organized
- Quality Observation ONLY Walks Weekly
- Damaged Work Addressed Immediately

QUALITY

PROJECT SCHEDULE % COMPLETE



CURRENT A+ QUALITY GRADE

B+

APR '22

Previous Month Grade C+

CURRENT QUALITY FOCUS

MAY '22

1. In wall MEP verification with design team prior to closing walls
2. Overhead MEP equipment access for facilities and end users

TOP PROJECT QUALITY RISKS



FORTIS QUALITY COMMITMENT STATEMENT

PRIDE. At Fortis, quality is rooted in this Core Value. Every day, we make a promise to deliver projects that reflect the high standards we set for ourselves. At every phase in the lifecycle of a project, we must live up to that promise. This cannot be understated or compromised. We emphasize and approach quality as a fundamental and vital component of project delivery. It is every bit as important as cost, schedule, and safety. Quality is dynamic. It starts well before we mobilize and doesn't end when we walk off the job. Done right, we can confidently assure meeting any standard for performance and aesthetics. To ensure quality, we implement a set of quality assurance and quality control processes that support onsite execution through planning, coordination, and controls. Quality is a discipline. Do it right...every...time. It requires courage. When the dynamic-of-the-moment asks us to sacrifice quality to meet deadlines, our promise requires us to make sure it's done right. Lack of resources is not an excuse - quality comes before profit. We will continuously improve our processes. We will plan, implement, measure, analyze, adjust, and get better. We will leverage every person at Fortis by sharing our experiences and our collective knowledge. We will not shy away from failure - but use that as fuel to learn and grow. This is at the heart of what it means to be Fortis. Quality isn't a nice to have, or what we hope to achieve - it's at the core of who we are. **PRIDE.** We are driven by work ethic and craftsmanship. We do our best work, even if no one is looking.

John K. [Signature]
CEO



When to start an effective Site-Specific Quality Plan?

- A successful approach to assessing and managing quality risks begins early in the project and includes all key project stakeholders. Managing the quality risks is a long-term process. A process that doesn't end at schedule completion.
- When is too early?
 - RFP
 - GMP
 - Pre-construction
- When do you stop?
 - Risk task completion
 - TCO
 - Closeout
 - Warranty



SUMMARY



In the dynamic built environment that we find ourselves in, effective Site-Specific Quality Plans are living and breathing with the project team, growing, and evolving as the project develops to its conclusion as a successful execution of our customers' expectations. It is up to each one of us to identify and help implement the best possible way for our business to accomplish this for each and every project.



THANK YOU

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