

ISO 9001: 2008 - Quality Management Systems Standard for the Construction Industry

A Framework for Continual Improvement and Business Excellence

The success of the ISO 9000 family of standards is still growing and the number of countries where ISO 9000 is being implemented has increased. Over 400,000 companies in 158 countries have identified the ISO 9000 standard as a strategic management tool essential to effective control and best business practice.

The construction industry has embraced the ISO 9000 standard since its inception. The Quality Management standard has become the benchmark for successful construction companies. The discipline and systematic approach has helped many companies to structure their management and processes to consistently meet the client's requirements.

The revised ISO 9001:2008 standard places greater emphasis on customer needs and expectations and improving business performance and is now easily applied to a construction companies operations.

The eight Quality Management Principles stated in ISO 9001:2008 provide the basis for the performance improvement.

Catalyst for Improvement

Eight Basic Concepts	Results
1. Focusing on the Customer.	- Increased revenue and market share.
2. Choose Effective Leaders.	- Motivation towards achieving organisational goals.
3. Involving People.	- Fostering innovation , creativity and accountability
4. Understanding Processes.	- Systematically defining the activities necessary to obtain a desired result.
5. Valuing a Systems Approach.	- Structuring a system to achieve the organisation's objectives in the most effective and efficient way
6. Looking for Continual Improvement.	- Making continual improvement of products, processes and systems an objective for every individual in the organisation.
7. Exercising Good Judgement.	- Informed decisions
8. Recognising Common Cause.	- Increased ability to create value for both parties

Main Changes

- ◆ Number of standards reduced and simplified.
- ◆ Restructured on a business process model in tune with the way organisations actually work.
- ◆ Now measures customer satisfaction.
- ◆ Expands and reinforces management responsibilities and communication skills.
- ◆ Helps companies make continual explicit improvement.
- ◆ Language less manufacturing oriented and more user-friendly.
- ◆ Reduces the need for documented procedures, with increased emphasis on training and competence.
- ◆ Requires involvement throughout the organisation - managing quality and quality management.

Benefits of ISO 9001 for Construction Companies

ISO 9001 certification will drive continual improvement and contribute to:

- ◆ Improvement in "bottom line" profit through:
 - ◇ Better efficiency
 - ◇ Continual improvement
 - ◇ Waste Reduction
- ◆ Consistent and effective control of key processes and project management
- ◆ Promotion and standardisation of good working practices
- ◆ Provision of a vehicle for training new employees
- ◆ Effective management of risk and reducing crisis management
- ◆ More effective data analysis, generation of key performance metrics and continual improvement objectives
- ◆ Greater emphasis on communication, leadership, change management and adequacy of training
- ◆ A planning and review process which will ensure that the system in place remains suitable, effective and capable of identifying new opportunities
- ◆ Effective remote site management, accountability and contractual control
- ◆ Promoting control of suppliers and subcontractors and the development of effective supply chain management
- ◆ World-wide recognition

At CQAI/NSAI we pride ourselves on the challenge of converting negative to positive. It is your system, if it is cumbersome, rigid and does not reflect how you manage your business, change it - it's your system, challenge us.