

Practice Notes Webinar Series

**Webinar 2 – Part 1:
Introduction of the revised QMIG
(Quality Management Implementation
Guideline)**

July 2021



Introduction



- ◆ Background to CESA Management System requirements
- ◆ Benefits of implementing a Quality System
- ◆ 8 Principles of Quality Management (QMIG - section 4)
- ◆ ISO9001:2015 Quality Management (QMIG - section 5)
- ◆ CESA Quality Management System Declarations (QMIG - section 6 and table 1)
- ◆ Using Quality Management in project delivery to prevent claims
- ◆ Tips for creating and improving your Quality Management System
- ◆ Reference documents

Background to CESA Management System requirements

- ◆ CESA member firms are required to implement three management systems
- ◆ Management system requirements are based on the FIDIC suite of documents
- ◆ CESA developed various guidelines, procedures and practice notes
- ◆ CESA provides additional assistance to member firms in the development of these systems

Benefits of implementing a Quality System

- ◆ **PREVENTS** THINGS FROM GOING WRONG
- ◆ **PROTECTS** YOU WHEN THINGS DO GO WRONG



ENHANCES REPUTATION

Improves professionalism and increases credibility within the marketplace



WIN MORE WORK

Satisfied clients enhance winning work opportunities, ensure repeat business and referrals



REDUCE RISK & ERRORS

Risk Based approach & requirements for reviews, verifications and validations



SAVES MONEY

Increases operational efficiency thereby reducing cost

8 principles of Quality Management

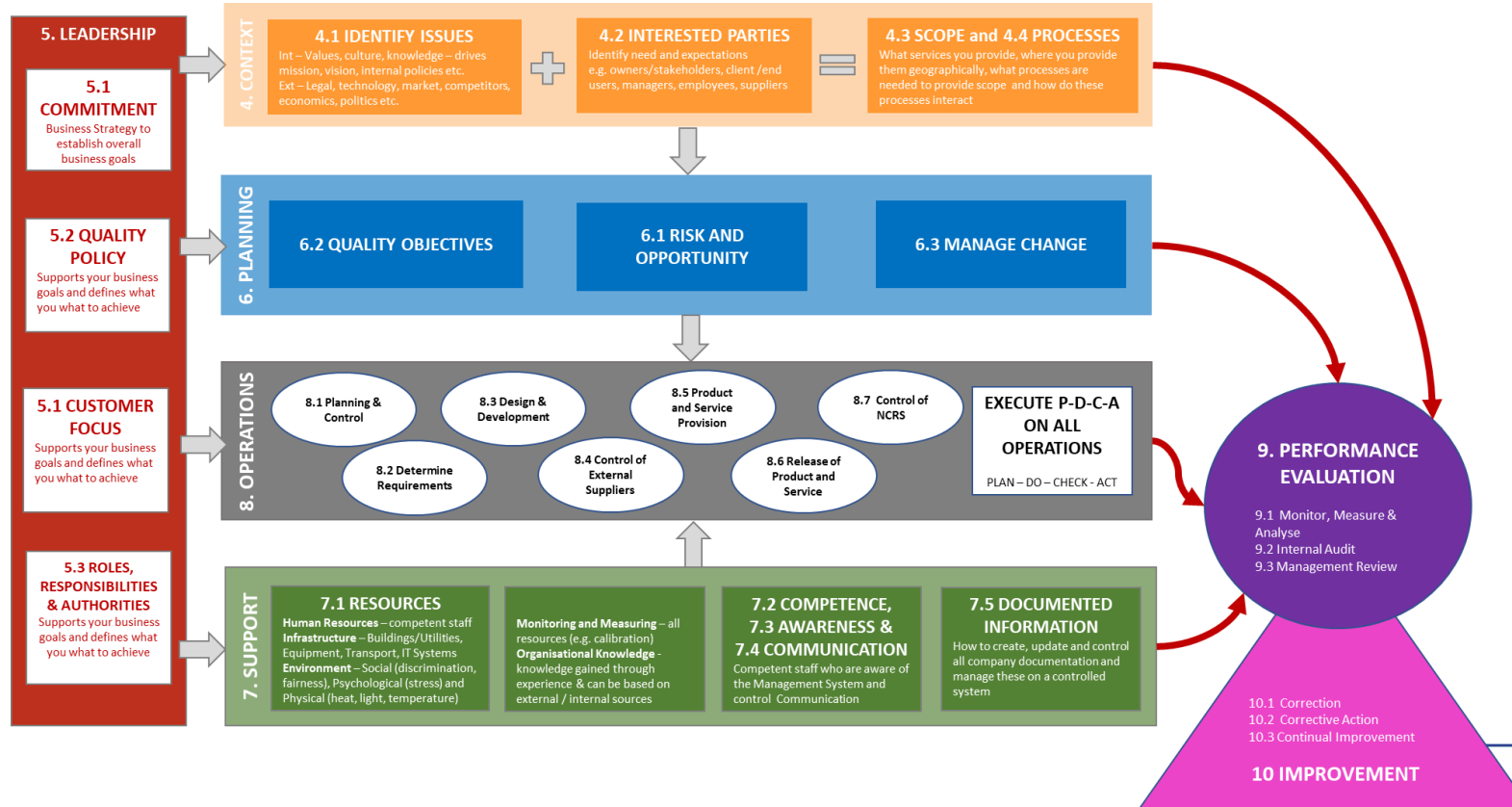
1. Customer Focus
2. Leadership commitment
3. Involvement of people
4. Process approach
5. System Approach
6. Continuous improvement
7. Factual Approach to Decision Making
8. Mutually Beneficial Supplier Relationships

Implementation of good industry practice



detailed in section 5 of the QMIG

ISO9001 Quality Management



CESA Quality Management System Declaration (QMSD)

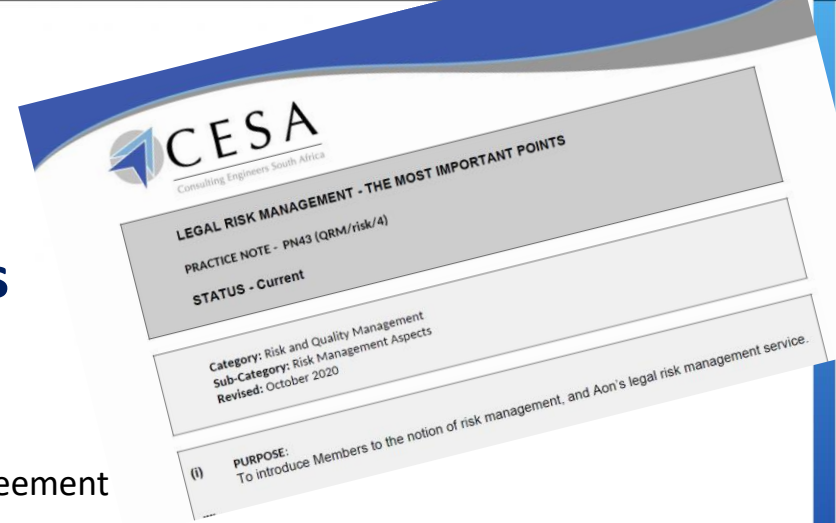
- ◆ Declaration comprises 38 questions on the level of system development
- ◆ Guidance is given for each question on what evidence is required
- ◆ Declarations are submitted to CESA on an annual basis

Ref:	GENERAL NOTES
	The declaration below consists of a number of questions used to evaluate the level of system development of a member firm's Quality Management System and is based on the following guidelines:
1	FIDIC Guide to Quality Management in the Consulting Engineering Industry (copyright 2001)
2	FIDIC Guide to the Interpretation and Application of the ISO9001:2015 Standard for the Consulting Engineering Industry (copyright 2017)

No.	Ref1	Ref2	DECLARATION	LEVEL OF SYSTEM DEVELOPMENT				
Please consult the 'Procedure: CESA Management System Declarations (MSDs)' for guidance on how to complete the Management System Declaration. Click here to view the Procedure.				YES	NO	NA	If yes, have evidence for verification	If NA, give justification
QUALITY MANAGEMENT IN BUSINESS STRATEGY, PLANNING AND LEADERSHIP								
1	2.2, 2.3	4.1, 4.2	<p>Does the company have a management plan in place which identifies the overall objectives of the organisation to reduce enterprise and project risks and to which the requirements of the Quality Management System are aligned?</p> <p><i>The plan should consider both the internal and external factors and the needs and expectations of interested parties and their respective impact on the overall achievement of the objectives of the organisation.</i></p> <p><i>Internal factors – Vision, mission, culture, governance, knowledge & performance etc.</i></p> <p><i>External Factors – Legal, technological, competitive market, social & economic environment etc.</i></p> <p><i>Interested parties – Clients, shareholders, employees, suppliers, regulatory bodies, associates etc.</i></p>				(e.g. strategic management plan, business plan)	

Using Quality Management in Project Delivery to prevent claims

- ◆ Plan operational processes with controls
- ◆ Identify requirements in your Professional Services Agreement
- ◆ Plan your project and assess risk, resource correctly, communicate the plan
- ◆ Review, check and approve
- ◆ Manage change (in the office and on site)
- ◆ Manage outsourced processes
- ◆ Records and written communication
- ◆ Manage client perception of performance



Largest source of claims - UK AON 2021

- ◆ Design Errors
- ◆ Delays in issuing deliverables
- ◆ Contract Admin & recording change

*source FIDIC webinar "Developing a commitment to quality in construction projects" conducted on 2021 04 06

Tips for creating and improving your Quality System

- ◆ Create a culture of quality within your organisation
- ◆ Top management buy in is essential, lead by example
- ◆ Don't call it a Quality Management System, this scares people
- ◆ Understand your organisation, conduct thorough risk assessment in all aspects of your business
- ◆ Document your system electronically and ditch the hardcopies
- ◆ Identify existing documentation, processes, procedures etc. which work for you
- ◆ Question everything, if it does not add value, get rid of it
- ◆ Less is more, start with the basics and flesh out as you improve
- ◆ Be creative!



Reference documents

- ◆ FIDIC suite of documents – available for purchase from FIDIC www.fidic.org/bookshop
 - ◆ FIDIC Guide to Quality Management in the Consulting Engineering Industry (copyright 2001)
 - ◆ FIDIC Guide to the interpretation and application of the ISO9001:2015 standard for the Consulting Engineering Industry (copyright 2017)

- ◆ Following guidance documents are available on the CESA website www.cesa.co.za
 - ◆ CESA QMIG - Quality Management Implementation Guidelines
 - ◆ CESA MSD Management System Declaration Procedure
 - ◆ PN44 (QRM/qual/2) – Practice note for implementing and maintaining a Quality Management System
 - ◆ PN91 (QRM/qual/5) – Practice note for the transition to ISO9001:2015

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