

# CESA Requirements: Management Systems of Member Firms

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## What are CESA's requirements?

- ◆ CESA requires each member firm to have the following:
  - ◆ A quality management system (QMS) – Highest level: ISO 9001 Certification
  - ◆ An integrity management system (FIMS) – Code of conduct
  - ◆ A project sustainability management system (PSM) – Sustainability integral to daily operations
- ◆ It is possible to have an integrated management system that includes the requirements of the above three systems.

## Why are these systems required?

- ◆ CESA states that ALL members have these systems in place, in varying degrees, to classify as CESA members.
- ◆ This ensures that clients who use CESA members for their work are assured that there is a level of management systems in place to limit risk on the project, whether that risk arises from a quality issue or a breach of integrity.
- ◆ Having a project sustainability management system in place ultimately benefits the environment, country and society, as a whole.
- ◆ CESA is aligned to FIDIC which is an internationally recognized standard of contractual and project management documentation. FIDIC have guidelines which can be used to achieve a suitable level of management system while working towards ISO certification.

# Why are these systems required?

◆ CESA's Code of Conduct (2016) requires members to:

## 2.8 Quality Management

- Implement and maintain a system of quality management in their practices.
- Provide work or services of a quality and scope, and to a level, which are commensurate with accepted standards and practices.

# Why are these systems required?

◆ CESA's Code of Conduct (2016) requires members to:

## 1.7 Corruption or other Misconduct

- Neither offer nor accept reward of any kind which in perception or in effect either:
  - Seeks to influence the process of selection or compensation of consulting engineers or allied professionals and/or their clients, or
  - Seeks to affect the independent judgement of the consulting engineers or allied professional.
- Co-operate fully with any legitimately constituted investigative body, which conducts enquiry into the alleged misconduct of a Member.
- Report to CESA any incidences of bribery or corruption that come to their notice.

# Why are these systems required?

◆ CESA's Code of Conduct (2016) requires members to:

## 2.1 Integrity

- Act at all times in the legitimate interests of the client and other stakeholders involved and discharge your duties with integrity, faithfulness, confidentiality, efficiency, competence and in a non-discriminatory manner in accordance with the CESA Business Integrity Management Guidelines

# CLAIM TRENDS

QMS

FIMS

## Common Causes of Claims

Inexperienced Engineers	Defective Designs	Lack of Supervision	Calculation Errors
Unclear Scope of Works	Employee Dishonesty	Fast Tracking Projects	

The majority of claims relate to **defective design** which later led to either collapses or other **types of problems** that required remedial work.



## How does a member show their systems are in place?

- ◆ CESA have set up annual management system declarations (MSDs) for QMS, FIMS, and PSM.
- ◆ The declarations have been generated using various FIDIC guidelines as a reference. These show how developed a member's management system is and highlights areas where further work is required.
- ◆ CESA are piloting a verification process where the members' declarations can be verified for accuracy and understanding.
- ◆ There is a CESA policy / procedure document that can be referred to for more information on the MSDs.

## When are the systems required to be in place?

- ◆ Members are required to show development from year to year and are not required to achieve 100% in their first year.
- ◆ For the QMS, if ISO9001 certification is in place, members are exempt from completing the QMS MSD and automatically score 100%.
- ◆ For the FIMS and PSM MSD, CESA are still investigating if there is ISO certification that can be used to exempt members.

## Who can assist with further information?

- ◆ Members are welcome to contact Wally Mayne at CESA who will direct their questions to the correct person.
- ◆ The School of Consulting Engineering (SCE) has various courses available on setting up an integrated management system.
- ◆ Practice Note 102 contains useful information.
- ◆ QMIG, RMIG
- ◆ FIDIC References, ISO Standards
- ◆ Verification process

## Summary

- ◆ Why? – To limit risk faced by the firm and to constantly increase the level of management
- ◆ How? – Complete the annual MSDs and request verification if required
- ◆ When? – No defined date but must show improved year on year
- ◆ Who / Where? – CESA, FIDIC Documents, ISO Standards

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